

Beverage Server



GREAT PEOPLE

- | | |
|---|---|
| PROVIDE
REMARKABLE
SERVICE | EARN
TRUST
& LOYALTY |
| • WHAT WE DO, WE DO WELL | • OWN IT, TAKE ACTION, FIND THE FIX |
| • COMMITMENT IS EVERYTHING | • DO THE RIGHT THING |
| • PAY ATTENTION TO DETAIL | • SHOW RESPECT AND CONSIDERATION |
| • LISTEN & CONTINUE TO LEARN | • WE ARE RESPONSIVE |
| WORK AS
ONE TEAM | IMPROVE
OUR
COMMUNITIES |
| • EVERYONE'S JOB MATTERS | • PAY IT FORWARD |
| • WORK SMART, WORK EFFICIENTLY | • GET INVOLVED |
| • CELEBRATE ACHIEVEMENT | • MAKE A DIFFERENCE |
| • SUPPORT AND HELP EACH OTHER | |



our values

At Niagara Casinos, our values guide everything that we do. We work together as one team to provide remarkable service, earn trust and loyalty by doing the right thing and improve our communities by making a difference.

Overview of the Job

What's involved in a Beverage Server's job?

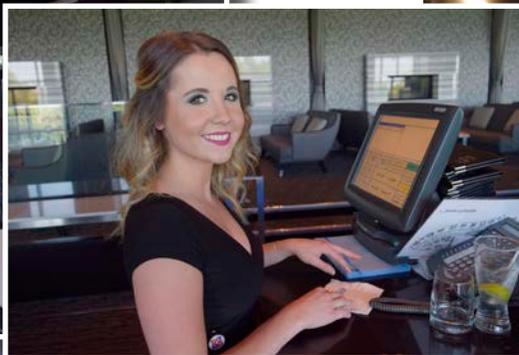
Great customer service is a key requirement for beverage servers. You will work in a fast-paced, high-volume environment; therefore, it is important that you take and serve our guests' beverage orders in a timely manner. You are also responsible in keeping your assigned section tidy by removing empty glasses, cups, and cutlery. You are to perform bussing duties throughout the entire shift.

As a beverage server, you will attend a mandatory pre-shift meeting where you will be assigned your section and tasks. In addition, your supervisor will update you on current events, promotions, departmental announcements or changes to policies, programs, and any other information that you will need to be successful during your shift.

Sections are rotated on a daily basis to ensure that they are evenly distributed amongst other beverage servers on your shift. There are sections where you will carry a drink tray; while push a beverage cart in another.

Regardless of your assigned section, you will be expected to promote casino amenities, such as our restaurants, entertainment, and hotel. Since this position interacts directly with our guests, a warm, friendly personality with great customer service skills, are important to this role.

This position is regulated by the compliance branch of the Alcohol and Gaming Commission of Ontario (AGCO) and requires someone who can follow rules and pay attention to detail. This is a position that requires a gaming license as prescribed by the AGCO. For further details on this process please visit their website at www.agco.on.ca.



The Food and Beverage Department

The food and beverage department is a large division in Niagara Casinos with associates who work at both properties in a number of different sub departments and outlets. The department has an executive director, executive chef, directors, executive sous chefs, managers, shift managers, sous chefs and supervisors.

The Beverage Team

The beverage team is a sub department of the food and beverage division. The beverage department includes managers, shift managers, supervisors, bartenders, bar porters, pump room attendants and beverage servers. Beverage servers report to beverage supervisors.

According to our beverage servers, the amount of supervision you can expect is...

"Minimal, however our supervisors are there when you need them to handle situations such as complaints or refusals of alcohol."

Your fellow co-workers are assigned to other sections. Your beverage supervisor will conduct periodic spot checks of your assigned section to ensure that you are completing your job in conjunction with our service standards and also to ensure help is available if you require assistance.

Locations and Shift Length

Where are some of the locations I will work? What is the length of my shifts?

Beverage servers work at both properties in a number of locations throughout Fallsview Casino Resort and Casino Niagara. Some of the locations include the gaming floors, 365 Club, Salon Prive, Yuk Yuks and R5 Lounge.

Niagara Casinos operate 24 hours a day, year-round and beverage server coverage is provided at all times. You will be scheduled for eight-hour shifts that include two 30 minute breaks. Start and end times will vary throughout the day. The midnight shift is a non-alcohol shift.

It is important to remember that public holidays such as Thanksgiving, Christmas and New Year's Day are occasions when people typically spend time with their families. Our business operates on these days and you will be required to work. Working on holidays and weekends will happen for many years. These are facts that you should consider prior to applying for the position.

What type of training will I receive as a new Beverage Server?

All new associates serve a 90-day probationary period beginning with your first day of work. The following types of training are provided to orient you to the company and your position.

- **New Hire Orientation:**

A comprehensive day of guided training that familiarizes you with Niagara Casinos' policies and procedures, health and safety, regulatory compliance and customer service expectations.

- **Department Orientation:**

This training covers specific information regarding your department's policies, procedures, standards, job expectations and includes a property tour.

- **Job Shadowing:**

This on-the-job training ensures that you are able to fulfill the requirements of the role. You will work alongside another beverage server and "job shadow" him/her in the role. This type of training provides you with a complete picture of your department's daily activities during all three shifts. You will not be eligible for gratuities during your "job shadowing."

- **Final Assessment:**

Your performance will be assessed. If you are unsuccessful, a member of the supervisory team will identify your specific areas for improvement. You will be provided with assistance to help you achieve the expected performance levels and behaviours. If you successfully pass the assessment you will be assigned scheduled shifts. It is important to ask for help if required during your training period and ask questions if you require clarification.

Quotes From Our Beverage Servers

The following quotes are intended to provide you with insight and information regarding the job, the working environment and the positive and negative aspects of the role. We believe in providing clear and transparent information about our jobs to help candidates understand what the role entails. It is essential that you have a full understanding of the role prior to deciding whether to apply.

What Can I Expect on a Daily Basis?

- "Walk long distances while weaving through tight crowded areas"
- "Serve alcoholic/non-alcoholic drinks; carry trays loaded with drinks or push a cart"
- "Maintain a cash float; be responsible for calculating US exchange rates"
- "Be physically and sometimes emotionally drained by the end of the shift"
- "Constantly clean dirty glassware"
- "Bend and reach between slot machines and players at the tables to serve drinks"

The APPEALING Aspects of the Job

- "You have freedom to walk around in your designated section"
- "Working in a great department with great people; each shift is entertaining"
- "Having the ability to interact with a wide variety of customers from all over the world"
- "Being able to get my daily exercise while I am actually working"
- "The hourly wage and tips are good"
- "If you want to, you can have a lot of fun in your job"

The UNAPPEALING Aspects of the Job

- "Sometimes people snap their fingers or whistle at you to get your attention"
- "Sometimes not making any tips or dealing with some unpleasant and impolite people"
- "Size and activity level of the sections; often hard to get through a crowd"
- "Picking up more glasses than you served; there are no bus people to help you"
- "Not great work hours for someone with a family; working every weekend and holiday"
- "It can be hard on the body, walking all shift, every shift and carrying trays"

Do you have what it takes to be a Beverage Server?

Do I...

- Provide remarkable service?
- Earn trust and loyalty?
- Work as one team?
- Improve our community?

Can I...

- Keep smiling when someone is impolite to me?
- Perform cash transactions without a cash register?
- Memorize drink orders and then find customers when they move sections/locations?
- Stay calm with a customer who appears to be under the influence?
- Hold a heavy tray while weaving through crowds of people?

Will I...

- Smile, be friendly and provide excellent service at all times?
- Be able to deal with a variety of people—different cultures, language barriers, and superstitions?
- Comply with the gratuity distribution policy?
- Be able to work in an environment with no natural light?
- Be patient with customers and realize that they are losing money?
- Be able to use my smart serve training and not over serve?
- Work weekends, holidays and midnight shift, for many years?

Am I...

- Outgoing with a pleasant personality and willing to approach customers?
- Able to handle constant noise for my entire shift?
- Able to show empathy to someone who just lost money?
- A positive person who can handle pressure and a hectic, demanding pace?
- Able to work independently as well as part of a team?
- Able to work only part time hours for many years?

