

Fine Dining 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 | • CELEBRATE ACHIEVEMENT |
| • SUPPORT AND HELP EACH OTHER | • GET INVOLVED |
| | • MAKE A DIFFERENCE |



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 Fine Dining Server's job?

Outstanding customer service and the ability to anticipate the needs of our guests are key requirements for our fine dining servers. Our fine dining servers work in our signature restaurants – 21 Club and Ponte Vecchio, located in Fallsview Casino Resort and Lucky's Steakhouse located in Casino Niagara.

Our restaurants are more than just a place to work - it's a career choice where you can achieve a sense of personal accomplishment in what you do so well. Our restaurants are primarily for our gaming patrons, which means a different dining and serving experience than you may be used to. Most guests visit our restaurants on a complimentary (comp). They do not tend to linger over their meal for several hours. As a server, you can expect to do more covers in a shift than other fine dining establishments. The use of a comp requires servers to be proficient in the POS system.

In these fast-paced, high-volume restaurants, strong communication skills, cooperation with others, and professional behaviour are expected at all times. Before the restaurants open, you will polish silverware and glassware, and prepare the restaurant for guests. While working in your assigned section, you will take and serve food and drink orders while providing the ultimate dining experience for our guests. Your dinner break is taken before the restaurant opens as it is expected that you remain in your assigned section serving your guests during your entire shift.

Pre-shifts are held on a weekly basis. Therefore, it is important to read bulletin boards and check the company intranet frequently to keep informed and up to date. Sections rotate daily with other servers in your outlet to ensure fairness and consistency. Regardless of your assigned section, you will be expected to promote casino amenities, such as our other food outlets, entertainment, and hotel. Since this position interacts directly with our guests, a warm, friendly personality with great customer service skills, coupled with an understanding of the gaming environment, are important to this role. Practice Smart Serve and adhere to AGCO regulations at all times.



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 Fine Dining Team

The fine dining team is a sub department of the food and beverage department. The team consists of a director, a manager, a shift manager, hosts/hostesses, servers, bus persons and wine stewards.

The ability to work on your own is essential in this position. Although management is always present in the restaurants, it is expected that you are constantly monitoring your section to ensure the "ultimate guest dining experience".

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

"Minimal to medium, they are always present to be called upon if needed."

Locations and Shift Length

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

We have three fine dining restaurants: 21 Club in the Fallsview Casino Resort - one of the best steak & seafood restaurants in Niagara complemented by an award-winning wine cellar; Ponte Vecchio, also located at the Fallsview Casino Resort, is our fine dining Italian restaurant; and Lucky's Steakhouse is our fine dining restaurant in Casino Niagara.

Full time associates who work in these outlets are scheduled from opening until your section is closed; days off are when the restaurant is closed. It is expected that you will stay until your guests leave. However, you should be prepared to work as few as 4-5 hours per day dependent upon business needs. Part time and contract associates are scheduled for weekends and to fill vacancies in the schedule.

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 Fine Dining 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 security officer 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.

•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 Fine Dining 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?

"To polish glassware and silverware, it is important this is impeccable"

"Walk long distances carrying heavy plates; serve food and drinks"

"Know the preferences and special events of my regular customers; handle lots of requests for special orders"

"Smile, be pleasant and friendly at all times while on shift"

"Set up the kitchen and use the POS system"

"Recommend wine and food pairings, explain the ingredients in dishes and how they are cooked"

The APPEALING Aspects of the Job

"The benefits, wages and tips are great and working with a great group of people"

"The hours are great, normally we only work 6 hours per shift"

"Being able to interact with a wide variety of customers from all over the world"

"The restaurants are wonderful environments and have the finest food and wines"

"Developing relationships with our regular customers"

The UNAPPEALING Aspects of the Job

"You need to take your break at the beginning of your shift; you do not get another one during the shift"

"Some customers are demanding; handling comps means extra steps to settle a bill"

"It can be physically tiring, the plates are heavy"

"Having to stay late unexpectedly if there is a player in your section"

"Language barriers with some customers make conversation difficult"

Do you have what it takes to be a Fine Dining Server?

Do I...

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

What does it take to be a great Fine Dining Server?

Can I...

- Keep smiling when someone is impolite?
- Use a POS system?
- Stay calm with a customer who appears to be under the influence?
- Carry heavy plates?
- Recover from unpleasant situations quickly?
- Hold my comments, even if I am angry or upset?

Will I...

- Smile, be friendly and provide excellent service at all times?
- Be able to comply with regulatory nature of the business e.g. not comping alcohol?
- Work fewer hours but more covers per shift; gamblers like to get in and get out?
- Work weekends and holidays, for many years?
- Take pride in what I do?
- Adhere to the department tip policy?

Am I...

- Outgoing with a pleasant personality and willing to approach customers?
- Professional and well groomed in appearance and manner?
- Able to show empathy to someone who just lost money?
- A positive person who can handle pressure and a hectic, demanding pace?
- Willing to take advice on customer preferences or how to handle certain customers?
- Able to handle different personalities?

