

# Kitchen Worker



## GREAT PEOPLE

### PROVIDE REMARKABLE SERVICE

- WHAT WE DO, WE DO WELL
- COMMITMENT IS EVERYTHING
- PAY ATTENTION TO DETAIL
- LISTEN & CONTINUE TO LEARN

### EARN TRUST & LOYALTY

- OWN IT, TAKE ACTION, FIND THE FIX
- DO THE RIGHT THING
- SHOW RESPECT AND CONSIDERATION
- WE ARE RESPONSIVE

### WORK AS ONE TEAM

- EVERYONE'S JOB MATTERS
- WORK SMART, WORK EFFICIENTLY
- CELEBRATE ACHIEVEMENT
- SUPPORT AND HELP EACH OTHER

### IMPROVE OUR COMMUNITIES

- PAY IT FORWARD
- 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 Kitchen Worker's job?

Kitchen workers are the backbone of the food and beverage department. With over 12 outlets that are mostly open 24 hours a day, 7 days a week, 365 days a year, our kitchen workers ensure that all of these outlets have a continual supply of clean dishware while following strict health and safety rules and regulations.

At Fallsview Casino Resort, there are 9 kitchens; the main kitchen at Fallsview is 30,000 square feet. At Casino Niagara there are 4 kitchens; the main kitchen is 12,000 square feet. While working in your assigned section or outlet, you will wash all small wares such as glasses, china, cutlery, pots and pans; clean all kitchen equipment; and remove garbage. In some sections, you will set up small wares for banquets; in others, you will deep clean the kitchen which includes washings floors, walls and the walk-in fridges. As a kitchen worker, 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 promotions, departmental announcements, changes to policies, programs, and all information that you will need to be successful.

Sections are rotated frequently to ensure that they are evenly distributed amongst other kitchen workers on your shift. This position requires the successful candidate to pass a pre-placement physical ability assessment as a condition of hire. The assessment measures the force producing capabilities of your knee and shoulder muscles, not strength. Further details will be provided if you are made an offer of employment. You are also required to wear Personal Protective Equipment such as steel toed shoes, ear plugs and safety goggles.

Regardless of your assigned section, you will be expected to promote casino amenities, such as our restaurants, entertainment and hotel. Since you will interact directly with our guests and associates, a friendly personality with great customer skills is important in this role.



# 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 Stewarding Team

The stewarding team is a sub department of the food and beverage division. They are located at Fallsview Casino Resort and Casino Niagara. The stewarding department consists of a manager, supervisors, and kitchen workers. Kitchen workers report to stewarding supervisors.

The ability to work on your own is essential in this position. Kitchen workers are assigned to numerous outlets spread over each property. It is expected that you are constantly performing your duties in your assigned section. According to our kitchen workers, the amount of supervision you can expect is...

"Minimal, our supervisors are available by phone if you need them."

Your supervisor will conduct periodic spot checks of your outlet 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?

There are a number of locations throughout Fallsview Casino Resort and Casino Niagara where you will be assigned your section. Some of the locations include Grand Buffet, Golden Lotus, Deli, Market, Banquets, 21 Club, Ponte Vecchio, main kitchen at Fallsview, main kitchen at Casino Niagara, and the Associate Dining Rooms.

Niagara Casinos operate 24 hours a day, year-round, and kitchen worker coverage is provided at all times. You will be scheduled for eight-hour shifts that include two 30 minute breaks. Full time kitchen workers have set shifts and days off. Part time and contract kitchen workers will work midnights, weekends and holidays. Start times vary throughout the day - 7am, 10 am, noon, 1pm, 3 pm, 5 pm, 7 pm and 11 pm.

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 Kitchen Worker?

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 is between 4-6 hours, where you will receive specific information on your departmental policies and procedures, performance expectations, WHMIS, Health and Safety, MSDS and large machine training, and a tour of the property.

#### • 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 Kitchen Workers

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 work different functions that require different set ups"

"To be busy all the time, dishes from the Associate Dining Room and all the outlets come in at the same time"

"It is nonstop in order to maintain the cleanliness of all stations"

"Prepping of food and cleaning pots, floors, fridges"

"Lots of lifting, pushing, pulling and bending; very repetitive actions"

"Walking all day from an outlet to kitchen for supplies and emptying garbage"

"Taking dishware to the Ponte Vecchio, 21 Club, Golden Lotus, Grand Buffet, Noodle Bar"

"Being dirty all the time, on your feet the entire shift and being sweaty and hot"

## The APPEALING Aspects of the Job

"Great co-workers and there is a high level of independence in the job"

"Good pay, benefits and company programs"

"The time goes by fast; the variety of tasks to do each day makes it interesting"

## The UNAPPEALING Aspects of the Job

"Our positions are far more detailed than anywhere else because of the number of outlets and at times overwhelming volumes"

"The job can be extremely stressful"

"It is heavy work, lifting, pulling and pushing all day long"

"Dirty smelly dishes; it is a very physical job"

"When something needs to be done we are the people who get it done"

## Do you have what it takes to be a Kitchen Worker?

### Do I...

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

### Can I...

- Work in a fast paced physically demanding environment?
- Handle the stress of people making a mess in an area I just cleaned?
- Push and pull heavy weights 25 – 125 lbs.?
- Work in an area that is fast-paced and deal with patrons?
- Do heavy cleaning; machines, hoods and equipment?
- Take an elevator?

### Will I...

- Be able to deal with a variety of people of different cultures and language barriers?
- Be able to work in an environment with no natural light?
- Work different shifts with split days off? (part time and contract)
- Work midnights, weekends and holidays, for many years?
- Troubleshoot when stock is low and the restaurant is busy?
- Follow health and safety rules and regulations?

### Am I...

- Able to handle constant noise for my entire shift?
- A positive person who can handle pressure and a hectic, demanding pace?
- Able to work independently as well as part of a team?
- Reliable and dependable?
- Mechanically inclined to work with dish machines, floor scrubbers and oil filtration units?

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