

Second Cook



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 Second Cook's job?

Great customer service is a key requirement for our second cooks. While working in your assigned section and outlet, you will be responsible for guest service and the upkeep of your station. You are also to follow safe food handling practices and proper sanitation guidelines.

All of our outlets are fast-paced, high-volume environments. In several of the outlets, you will interact directly with our customers. In our buffet restaurants, you will be meeting guests face to face; in our Associate Dining Rooms, you will work closely with our internal guests – associates, vendors and contractors.

As a second cook, you will attend a mandatory pre-shift meeting where you get your assigned 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 they are evenly distributed amongst other second cooks on your shift. Certain second cooks will work in designated areas such as 21 Club or Ponte Vecchio. These cooks must pass a culinary aptitude test in order to qualify for these assignments.

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

The culinary team is a large sub department of the food and beverage department. The team is led by an executive chef and is comprised of executive sous chefs, chefs, sous chefs, jr. sous chefs, chef de parties, bakers, line cooks and second cooks who report to sous chefs.

The ability to work on your own is essential in this position. Once you are assigned to your section it is expected that you are constantly completing your assigned tasks and monitoring the section for cleanliness. According to our second cooks, the amount of supervision you can expect is...

"Minimal to moderate depending on the day. Our supervisors move around to other outlets during the day"

Your fellow co-workers are assigned to other sections. Your sous chef 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?

There are a number of locations throughout Fallsview Casino Resort and Casino Niagara where you will work. Some of the locations include: the Grand Buffet, the Market, the Deli, banquets, room service, our Associate Dining Rooms, 21 Club, Ponte Vecchio, Lucky's and the bake shop.

Niagara Casinos operate 24 hours a day, year-round, and second cook 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.

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 Second Cook?

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 Second Cooks

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?

"Set myself up for my stations by putting together everything I will need for the shift"

"Fill the wells with food frequently throughout the shift - the average weight is between 15-35 pounds, or sometimes carve and stand for 7 hours"

"At the dessert table – pushing/pulling heavy dessert trolleys daily"

"Put away food and stock and clean as you go"

"Stay in one outlet for a long period of time; set up for the next shift"

"In the cold kitchen make salad, in the hot kitchen make soups and sauces, production kitchen and bake shop"

"Be prepared to interact with customers at some stations"

The APPEALING Aspects of the Job

"The money, there is no paperwork to do; you can make it fun and you can be creative if working on action stations"

"Full time associates have year round employment"

"Learn different things about cooking from chef de partie, line cooks or fellow second cooks; try exploring new things e.g. spices and sauces"

"The diversity of the people you work with"

"Allowed to make your own decisions sometimes"

The UNAPPEALING Aspects of the Job

"Covering other stations when someone is on break; repetitive work and heavy lifting"

"Working with a large number of people"

"On feet for 8 hours and 24/7 operation must be able to work weekends, holidays and nights"

Do you have what it takes to be a Second Cook?

Do I...

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

What does it take to be a great Second Cook?

Can I...

- Work in a large department with a lot of cooks?
- Communicate with customers at some stations?
- Follow all food safety regulations?
- Follow directions, recipes?
- Lift 15-30 pounds repetitively during a shift?
- Work an entire shift doing repetitive small movements (i.e. chopping, flipping etc.)?
- Stand in one spot for 8 hours?

Will I...

- Do the same job on a daily basis for a year or more?
- Come to work with a positive attitude?
- Accept criticism from others?
- Work shift work, weekends, nights and holidays for many years?
- Take opportunities to learn from others?

Am I...

- An experienced chef with good knife handling skills?
- A team player, sometimes there are 2-3 people assigned to a work station?
- Able to provide service with a smile?
- A clear communicator who is easily understood?
- Fun and outgoing?
- A good listener?

