

Box Office Associate



GREAT PEOPLE

- | | |
|--|---|
| PROVIDE
REMARKABLE
SERVICE | EARN
TRUST
& LOYALTY |
| <ul style="list-style-type: none">• WHAT WE DO, WE DO WELL• COMMITMENT IS EVERYTHING• PAY ATTENTION TO DETAIL• LISTEN & CONTINUE TO LEARN | <ul style="list-style-type: none">• OWN IT, TAKE ACTION, FIND THE FIX• DO THE RIGHT THING• SHOW RESPECT AND CONSIDERATION• WE ARE RESPONSIVE |
| WORK AS
ONE TEAM | IMPROVE
OUR
COMMUNITIES |
| <ul style="list-style-type: none">• EVERYONE'S JOB MATTERS• WORK SMART, WORK EFFICIENTLY• CELEBRATE ACHIEVEMENT• SUPPORT AND HELP EACH OTHER | <ul style="list-style-type: none">• 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

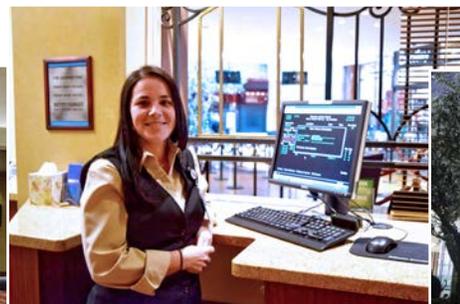
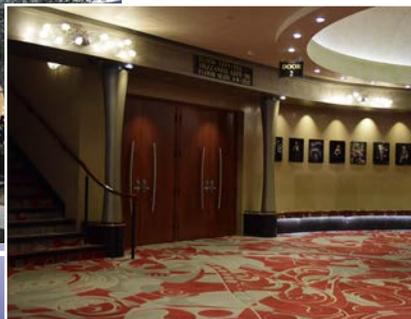
What's involved in a Box Office Associate's job?

Your primary responsibility is to deliver exceptional service to each and every customer. Most of our customers are Players Advantage Club members who are entitled to receive complimentary tickets. Your ability to process and issue complimentary tickets to our patrons quickly and efficiently without compromising service is key to your success. Your accurate data entry skills are required when entering player information into a database for reporting purposes as all information must be accurate. The ability to pay attention to detail, solve problems and manage your time efficiently while providing excellent service to our patrons are key requirements for this position. At times the pace is extremely fast and hectic especially during days when there are multiple shows and long lines of customers. Sometimes you will sell tickets on the Ticketmaster ticketing system to our cash customers.

This can be stressful as the tickets are being sold on a live ticketing system and there are a limited number of tickets available to purchase. At other times you will enjoy a slower pace and will have the opportunity to help prepare for future shows. Excellent communication skills are a must, as you will be required to respond to inquiries, follow up on outstanding issues, and ensure satisfactory resolutions to situations that arise. The ability to multitask is key to your success in this position.

You will attend a mandatory meeting at the beginning of each shift. These pre-shift meetings are approximately 15 minutes long. Your supervisor will give updates on the important events of the day, changes to promotions, policies or programs and any other information you need to be successful during your shift.

You are required to abide by marketing's compliance policies, internal control procedures, Alcohol and Gaming Commission of Ontario control specifications and casino policies and procedures



The Marketing Department

The marketing department is a large division in Niagara Casinos, with seven directors who are accountable for entertainment and events programs, entertainment and events production, communications, casino sales, VIP player services, marketing services, and data base marketing. The entire team is led by the vice president of marketing. Communications and the two entertainment divisions report directly to the vice president of marketing; casino sales, VIP player services, marketing services and data base marketing report to the executive director of marketing operations. There are managers and supervisors in all of the departments except communications.

The Entertainment and Events Programs Team

The box office is a small but integral sub department of the entertainment and events programs team. The department structure consists of a director, a box office manager, an entertainment programs manager, a special events manager, entertainment programs coordinators, entertainment programs associate, a special events coordinator, a box office supervisor and box office associates. According to our box office associates, the amount of supervision you can expect is...

"Moderate. Although our supervisors or manager are always in the box office with us during our shifts, we work independently and can access them if needed."

Locations and Shift Length

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

Box office associates are located at Fallsview Casino Resort only. You will work in our Avalon Theatre box office. The associate schedules are developed based on planned shows. Full time and part time box office associates are scheduled at any time dependant on the day of the week and number of shows on that day. Contract associates are scheduled on any shift to backfill for vacations, unexpected shift vacancies, special events and heavy patron volume days. It is not unusual for staff to work different shifts during the same week.

Niagara Casinos operate 24 hours a day, year-round and box office associate coverage is provided on show days from 12:00 pm until 30 minutes after show start time. You will be scheduled for either eight-hour shifts that include 2-30 minute breaks, or 4-5 hour shifts that include a 15 minute break. Shift start times vary throughout the day.

It is important to remember that public holidays such as Thanksgiving, and New Year's Day are occasions when people typically spend time with their families. However, our business operates on these days and you will be required to work, with the exception of three weeks in December, when the box office is closed. The requirement to work with less desirable days off, holidays and weekends will happen for many years. These are facts that you should consider prior to applying for the position.

Training

What type of training will I receive as a new box office associate?

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 bartender 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 Box Office Associates

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 print tickets and sort by seating locations, and prepare show accounts"

"To answer questions about the surrounding area and attractions"

"To work long line-ups especially for double shows"

"Always be in a good mood. We deal with lots of requests and with unhappy patrons"

"Sell tickets to shows (limited number available); all dealings are in person, we don't do any telephone ticket sales"

The APPEALING Aspects of the Job

"We have the chance to interact with lots of different types of people"

"There is no overnight (midnight) shift, and get most holidays off. We can sleep in as there are not any early shifts"

"This is a small department and we are a close knit group"

"The wages are good and uniforms are provided"

The UNAPPEALING Aspects of the Job

"Limited hours to work, we do not work a full 8 hour day - only when there are shows"

"Working in a confined space; standing for long periods of time, no leaning on a counter or slouching is allowed"

"Dealing with patrons who are upset or speak different languages can be challenging"

"Periods of inactivity – sometimes waiting 20 minutes for someone to come - it is hard to stay motivated"

"Shifts start right at meal times i.e. noon or just before dinner 5pm"

"No decision making authority to upgrade seats"

Do You have what it takes to be a Great Box Office Associate?

Do I...

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

Can I...

- Keep smiling when someone is impolite?
- Deliver excellent customer service in stressful situations?
- Perform cash transactions and handle cash?
- Work little or no hours at times, as a part time or contract associate?
- Work quickly, accurately and pay attention to detail?
- Stand for the entire shift?
- Learn new in-house computer systems quickly?
- Keep a sense of humour and have fun at work?

Will I...

- Be able to multi task?
- Be calm, unflustered and handle conflict well?
- Work weekends and holidays for many years?
- Turn down an offer of a tip?
- Use a computer for an entire shift?
- Take ownership of situations and follow through to resolution?
- Make customer service my number one priority?

Am I...

- Organized and neat?
- 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 keep information confidential?
- Able to move line ups quickly and not make people feel rushed or unwelcome?

