



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 Greeter's job?

Our greeters strive to ensure service exceeds our customer's expectations. This is a customer service position requiring someone who is outgoing, friendly and not afraid to speak in front of large groups with confidence and clarity.

Your primary responsibility includes welcoming our bus program guests to the Casino. You will have a handheld computer device to enter the data from each arrival and will be required to use a microphone to conduct a dynamic, fun and lively welcoming speech. Your ability to read the body language of your guests is important in this role; some passengers may have travelled for several hours and are anxious to exit the bus. You will ensure all passengers are enrolled in our Players Advantage Club program, a valid government photo ID has been verified and distribute vouchers and provide the passengers with information to ensure an enjoyable day.

Greeters also create and issue Players Advantage Cards at our motor coach counter. Other functions include handling guest inquiries, assisting with tourist information for our region and providing assistance where required. Greeters also work closely with the sales representatives and the reservation agents. You will work in all kinds of weather as our bus programs run year round. The group operations 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.

You will be expected to promote Casino amenities, such as our restaurants, entertainment and hotel.

You will interact directly with our guests and this role requires individuals with a warm, friendly and efficient personality with an understanding of delivering service with a smile.



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 Casino Sales Team

The casino sales division consists of two equally important sub departments; Sales/Group Operations and the Players Advantage Club. The director of casino sales oversees both areas.

The Group Operations Team

The group operations team consists of a sales/group operations manager, group operations supervisor, sales reps, reservations agents, and greeters. As a greeter you will report to the group operations supervisor. According to our greeters, the amount of supervision you can expect is...

"Minimal, we have a supervisor on each day, on busy nights and weekends. During week day evenings, we use the assistance of a players advantage club supervisor"

Locations and Shift Length

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

Greeters are located at Fallsview Casino Resort only. The greeter position is a customer service position therefore staffing level requirements is dictated by the bus program volumes. Full time greeters have a set shift and set days off each week. Part time and contract associates are scheduled to work all shifts with different days off to backfill for vacations, shift vacancies, special events and heavy patron volume days. All associates work flexible start times to coincide with business needs.

Niagara Casinos operate 24 hours a day, year-round and greeter coverage is provided from 8:30 am to 2:00 am, 7 days per week. You will be scheduled for eight-hour shifts that include 2-30 minute breaks. Shift start times 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; however, our business operates on these days and you will be required to work. The requirement to have less desirable shifts and days off, working 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 Greeter?

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 2-day training will take place a few days after your New Hire Orientation. It 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 greeter and "job shadow" him/her in the role. This ensures that you are able to fulfill the requirements of the role.

•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 Greeters

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?

"Getting on between 6-12 charter buses a day and conducting an introduction and a welcome to the property, in an engaging, clear, and concise manner"

"Put our guests at ease; make them feel welcome and special; collaborate with escorts to translate messages and welcomes"

"Work at the desk creating Players Advantage Cards for patrons;

"Deal with other departments, security, grand buffet, non gaming."

The APPEALING Aspects of the Job

"We are able to go outdoors to get fresh air, having daylight and a beautiful view, and be confined to one spot"

"Being an ambassador for the Casinos, the Niagara Falls and surrounding areas"

"Working with a great team, interacting with other departments"

"Dealing with a wide range of players, meeting people from different parts of the world"

The UNAPPEALING Aspects of the Job

"Standing for long periods of time, working in cold or rainy weather"

"Informing patrons that they are not entitled to something they ask for; dealing with language barriers"

"Handle complaints of passengers about their drivers or tour guides who don't work for the company"

"Limited time off due to being such a small team"

"Equipment difficulties – the hand held devices that we need to swipe cards, count people and have information on their offers, when they go down it is very stressful."

Do You have what it takes to be a Greeter?

Do I...

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

Can I...

- Read maps, follow directions and navigate highways?
- Practise safe and defensive driving techniques?
- Use a blue tooth, GPS and limo electronics?
- Communicate effectively with dispatch, other drivers and patrons?
- Use tact and diplomacy when dealing with sensitive customer situations?
- Stay calm in difficult traffic situations?
- Work part time or on call hours?

Will I...

- Be able to deal with a variety of people (different cultures, language barriers)?
- Work weekends, holidays, midnights for many years?
- Work different shifts with split days off in one week?
- Be friendly, approachable and outgoing?
- Work independently and make decisions within established parameters?
- Be patient, empathetic and understanding?

Am I...

- A people person who adapts well to last minute changes?
- Knowledgeable about Ontario, Western New York and area roads?
- A confident driver with a good driving record?
- An extroverted person who can strike up conversations with customers easily?

