

Momentum Associate



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



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 Momentum Associate's job?

Quite often our Momentum associates are the first associates our gaming players see when they enter the Casinos. They are located right on the gaming floors at both properties. They are responsible for enrolling our players into our rewards program, explaining the benefits of the program, re-printing cards, re-setting PIN numbers, updating account information, redeeming offers, selling gift certificates, booking show tickets and hotel rooms, providing complimentary (comps) to qualified players based on their level of play, greeting motorcoach arrivals, working slot tournaments and promotions and responding to questions regarding property amenities and attractions in the surrounding area.

The Momentum associate is a customer service position requiring someone who can handle high volumes of in person interactions for long periods of time. Your ability to listen carefully to guests in order to understand their questions and concerns and then offer appropriate solutions is important to your success.

As a Momentum associate, you will attend a mandatory meeting at the beginning of each shift. These meetings, called pre-shifts are about 15 minutes long. 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.

This position is regulated by the compliance branch of the Alcohol and Gaming Commission of Ontario (AGCO) and requires a gaming license as prescribed by the AGCO. For further details on this process please visit their website at www.agco.on.ca.

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.

Casino Sales Team

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

The Momentum Team

The players club team consists of a manager, shift managers, supervisors and players club associates. As a Momentum associate you will report to a Momentum supervisor. According to our Momentum associates, the amount of supervision you can expect is...

"Minimal, however they are always available if needed"

Locations and Shift Length

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

Momentum associates are located at both properties. Scheduling for this position is dictated by patron volume. Full time associates 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 shift vacancies, special events and heavy patron volume days. Niagara Casinos operate 24 hours a day, year-round and players club associate coverage is provided at all times. You will be scheduled for four to eight-hour shifts that include breaks. Shift start times vary throughout the day.

It is important to remember that public holidays such as Thanksgiving, Christmas and New Year's Days 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 work part time or contract status on less desirable shifts and days off, 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 Momentum 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 will take place within a few days after your New Hire Orientation training. This is approximately 6 days in length and 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 players club associate 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 Momentum 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?

"Be an information hub for patrons and be able to answer their questions pertaining to all aspects of both properties"

"Type standing up and talking to patrons, this is 100% in-person customer service"

"Create Momentum cards for new members and explain the benefits of the program"

"Comping qualified members based on play at slots and table games e.g. meals, taxis, limos, valet parking"

The APPEALING Aspects of the Job

"Working with friendly staff; we are treated with respect by our manager and supervisors"

"Being able to meet people from all over the world and having an opportunity to converse with them"

"Helping patrons by informing them of the different amenities that the casinos and Niagara Falls has to offer"

"Speak to guests in language other than English so I can explain to them clearer"

"Learning new areas of the position such as booking shows at Yuk Yuks or tournaments"

The UNAPPEALING Aspects of the Job

"This is a 24/7 operation, the Casinos never close"

"Standing, talking and typing for 8 hours"

"Dealing with unhappy customers"

"Telling people things that they may not want to hear, such as 'No'"

"The noise in the Casinos at times adds stress to the job when talking and listening to patrons,"

Do You have what it takes to be a Great Players Club Associate?

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

What does it take to be a good Momentum Associate?

Can I...

- Keep smiling when someone is impolite or I can't understand their language?
- Use computers and learn software programs quickly?
- Work in highly regulated environment with many policies, rules and procedures?
- Work in a noisy environment i.e. music playing and slot machines?
- Use tact and diplomacy when dealing with sensitive customer situations?
- Work in an environment with no natural light?
- Find solutions for patrons who are upset or who have had a bad experience?

Will I...

- Be able to deal with a variety of people (different cultures, language barriers)?
- Take accountability for resolving customer concerns to the end?
- Work weekends, holidays, midnights for many years?
- Work part time or contract status and different shifts in one week?
- Work independently and make decisions within the established parameters?

Am I...

- Outgoing, fun to work with and approachable to customers?
- Organized, patient, friendly and helpful?
- A positive person who can handle pressure and a hectic, demanding pace?
- Detail oriented and able to work with cash?
- Empathic towards customers?
- A people person, who likes to interact with and serve people all shift?
- Calm with strong conflict resolution skills?

