



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 | • CELEBRATE ACHIEVEMENT |
| • SUPPORT AND HELP EACH OTHER | • 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 Theatre Usher's job?

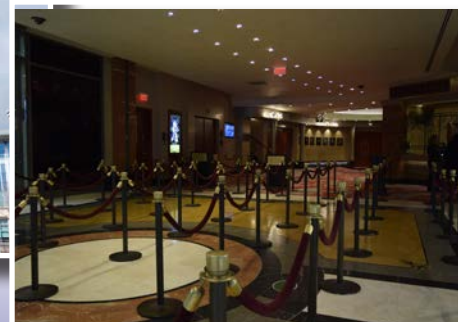
The ability to pay attention to detail and manage your time efficiently while providing great customer service are key requirements for this position. You will be responsible for taking tickets and ensuring that the correct ticket is presented for entry to the theatre. Your primary responsibility is to direct and escort guests to their seats in our Avalon Theatre and for our player events in the Grand Hall.

Your outgoing and friendly personality will ensure that you are able to seat guests quickly and efficiently without compromising customer service.

At times the pace is extremely fast and hectic especially immediately preceding the start of a show or during days when there are multiple shows and long lines of customers. At other times you will enjoy a slower pace. Excellent communication skills are a must, as you will be required to respond to inquiries, provide information on Casino amenities and ensure satisfactory resolutions to situations that arise. The ability to multi task is key to your success in this position.

You will attend a mandatory meeting at the beginning of each shift, these meetings called pre-shifts are approximately 15 minutes long where you will be updated by your supervisor 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 Production Team

The theatre is a small but integral sub department of the Entertainment and Events Production team. The department structure consists of a Director, Avalon Production, Video, Entertainment and Events Production, an Avalon House Manager, an Avalon House Supervisor and Theatre Ushers.

According to our theatre ushers, the amount of supervision you can expect is...

"Minimal, we see them at pre-shift; they are available by radio and are always in the theatre if we need them."

Locations and Shift Length

What type of training will I receive as a new Theatre Usher?

Theatre ushers are located at Fallsview Casino Resort in our Avalon Theatre. Your schedule will be developed to support the show schedules. Theatre usher coverage is provided on show days from one hour prior to show time until thirty minutes after show start time. Shift lengths vary from 4 – 7 hours depending on the day, and number of shows per day. Shift start times vary throughout the day.

It is not unusual for staff to work different shifts during the same week. 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 theatre is normally closed. The requirement to work most holidays and weekends will happen for many years. These are facts that you should consider prior to applying for the 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 theatre usher and "job shadow" him/her in 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 Theatre Ushers

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 assist guests with special needs or requirements, and usher them to their seats"

"To enforce policies such as stopping people from taking pictures"

"Give exceptional customer service and act professional in all situations"

"Be physically fit; have to go up and down the stairs"

"Meet lots of different people, most are nice, occasionally some are not"

"Stay until the theatre is empty and cleaned"

"Be on call"

The APPEALING Aspects of the Job

"We get to see great shows"

"It is a good atmosphere to work in, people are happy and upbeat"

"The hourly wage is good, the flexible hours, good work crew"

"Meeting different people, and interacting with patrons"

The UNAPPEALING Aspects of the Job

"Patrons who get upset when we have to enforce the no picture taking policy"

"Standing on the marble floor for 3 hours or more"

"Cleaning gum from the floors and chairs"

"Working split shifts if there is an afternoon and evening show"

"Having 3 weeks off in December when the theatre closes"

"Working on holidays"

Do You have what it takes to be a Great Theatre Usher?

Do I...

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

Can I...

- Walk up and down stairs and read ticket information in the dark?
- Work quickly, accurately and pay attention to detail?
- Greet every patron with eye contact and a smile?
- Enforce and uphold policies?
- Assess a guest's needs?
- Make sure guests are well taken care of so their stay is repeated?
- Handle all guest situations in a calm and professional manner?
- Afford to not work for three weeks in December?

Will I...

- Be reliable, flexible and punctual?
- Work on call with a fluctuating schedule?
- Work evenings, afternoons, weekends and holidays for many years?
- Take ownership of situations and follow through to resolution?
- Be able to communicate to a wide variety of different people?
- Work quickly to ensure everyone is seated before the show starts?

Am I...

- A positive person who can handle pressure and a hectic, demanding pace?
- Able to work independently as well as part of a team?
- A good communicator?
- A fun, energetic team player?
- Easy to get along with?
- Able to move line ups quickly and not make people feel rushed or unwelcome?
- Patient, friendly, tolerant and a good listener?

