

Coat Room 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.

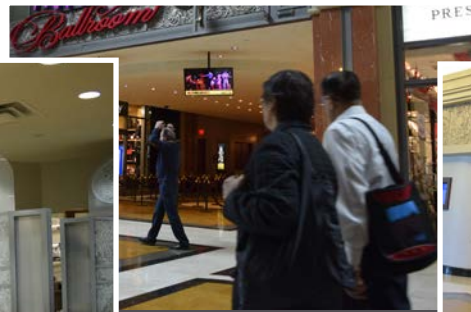
Overview of the Job

What's involved in a Coat Room Associate's job?

Great customer service is a key requirement for our Coat Room Associates; they strive to exceed our customer's expectations. While working in your assigned coatroom, you will be responsible for checking and retrieving our guest's outerwear such as; coats, jackets, hats and their parcels and packages. Your ability to pay attention to detail is important to ensure that the items are stored correctly and given back to their rightful owners. At times you will need to lift and or pull items weighing up to 30 pounds. You will be responsible for ensuring that items are located where indicated and that you are putting packages and other items in a safe location. You will retrieve the guest's belongings promptly upon their request.

Regardless of your assigned coatroom, you will be expected to promote Casino amenities, such as our restaurants, entertainment and hotel. You may be the first and last person that our guests see when they enter or leave the properties. This role requires individuals with a warm, friendly personality with an understanding of delivering fast service with a smile. The Associates in this position do not attend meetings prior to shift start times to be informed of upcoming events, announcements or changes. Therefore it is important to have a strong sense of accountability to keep yourself up to date on the latest information you need to perform your job. You are expected to review the bulletin boards for any updates, changes and pertinent information or ask your Supervisor if you have any questions. Coatrooms are rotated on a regular basis to ensure that they are evenly distributed amongst other Coat Room Associates on your shift. Coat Room Associates are located at both of our properties - Fallsview Casino Resort and Casino Niagara.

You will be expected to promote Casino amenities, such as our restaurants, entertainment and gaming operations. You will interact directly with our guests and this role requires individuals with a warm, friendly personality with an understanding of delivering service with a smile.



The Resort Operations Department

Resort operations is a large division in Niagara Casinos which includes front office, a spa and health club, environmental services, housekeeping, laundry, resort sales, engineering, and warehouse. The organizational structure of the resort operations department includes an executive director, directors, managers, shift managers and supervisors. Associates in the department work at both properties in the various sub departments.

The Environmental Services Team

Environmental services is led by a director of environmental services, an EVS manager, and supervisors. Associates work at both properties in the following positions; coat room associates and environmental services associates. Coat room associates report to EVS supervisors.

The ability to work on your own is essential in this position. You will work alone in your assigned coatroom and it is expected that you are performing your assigned tasks.

According to our coat room associates, the amount of supervision you can expect is...

"Minimal, Supervisors are available by telephone if we need help."

Locations and Shift Length

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

Coat room associates are located at Fallsview Casino Resort and Casino Niagara. Niagara Casinos operate 24 hours a day. Full time associates work 8 hour shifts, with 2-30 minute break periods.

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, you will be required to work. The requirement to work midnights, 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 Coat Room 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 coat room 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 Coat Room 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?

"There is a lot of walking back and forth to hang up coats then retrieve them"

"To lift parcels and bags to check them"

"Doing the same repetitive tasks day in and day out"

"To answer questions about the properties, surrounding area attractions and to give directions"

"Dealing with people who are in a hurry to catch their bus"

The APPEALING Aspects of the Job

"Team work, the people I work with"

"Wages, benefits and family functions"

"Meeting and talking to people from all over the world"

The UNAPPEALING Aspects of the Job

"Impatient patrons who tell you to hurry and get their coats before they miss their bus"

"Standing for long periods of time in one place"

Do You have what it takes to be a Coat Room Associate?

Do I...

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

Can I...

- Check and retrieve coats?
- Lift or pull 20-30 pounds frequently during the shift?
- Assist guests who require a wheelchair?
- Work alone?
- Stand for my entire shift?
- Record sales in a Micros and balance at the end of my shift?

Will I...

- Handle stressful situations with tact and diplomacy?
- Adhere to Casino and department policies & procedures?
- Be able to do repetitive work for long periods of time?
- Come to work each day with a positive attitude?
- Stay focused during down time?

Am I...

- Professional with a positive attitude and positive energy in the performance of my duties?
- Able to meet deadlines and achieve reliable and accurate results?
- A team player who is flexible and willing to support my fellow Associates?
- An effective communicator who can give clear directions and answer questions accurately regarding the Niagara region and Casino amenities?

