

# Front Office Associate



## GREAT PEOPLE

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



## 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

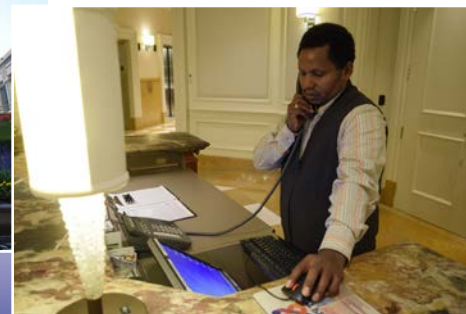
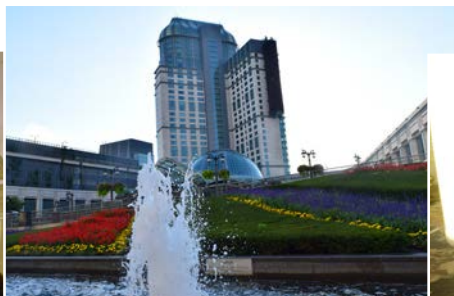
### What's involved in a Front Office Associate's job?

Outstanding customer service is a key requirement for front office associates; they strive to exceed our customer's expectations. While working as a front office associate, you will be responsible for checking in and checking out guests and responding to numerous questions regarding the resort amenities, surrounding tourist attractions and local businesses. At times you will need to tactfully and diplomatically explain why it is not possible to upgrade a guest's room or room type. In some situations, you will be empowered to resolve guest concerns to their satisfaction.

The hotel in our resort is unlike other hotels you may be familiar with. Our hotel is a support to our gaming operations therefore we have 100% occupancy year round. Rooms are issued as a "complimentary" to our gaming guests based on their level of play. Unlike other hotels, guests cannot pay to upgrade or change their room type. In addition, since our hotel is predominantly geared towards gaming customers, walk in traffic is minimal. Guests may check in or out in the middle of the night depending upon their situation.

As a front office associate, you will attend a mandatory pre-shift meeting where you will be assigned your section and tasks. In addition to receiving your assigned section and tasks for your shift, you will be updated 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 gaming options, restaurants and entertainment venues.

You will interact directly with our guests and this role requires individuals with a warm, friendly personality who can deliver 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 Front Office Team

The front office is a small but an integral part of the resort operations department. The team, led by the manager consists of an assistant manager, supervisors, a bell captain, bell attendants, a rooms control associate, valet attendants, valet dispatchers and front office associates. The front office associates report to front office supervisors.

The ability to work on your own is essential in this position. According to our front office associates, the amount of supervision you can expect is...

"Minimal, we are encouraged and empowered to handle situations on our own, however supervisors are always on duty and available if you need them."

The supervisor on duty will ensure that you are completing your job in conjunction with our service standards and also to ensure help is available if you require assistance.

## Locations and Shift Length

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

Front office associates work in our hotel at Fallsview Casino Resort. Full time associates have set shifts and days off, part time associates rotate shifts and days off. Niagara Casinos operate 24 hours a day, year-round, and front office associate coverage is provided at all times. You will be scheduled for eight-hour shifts that include 2-30 minute breaks. Start and end times will 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 work 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 Front 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 classroom style training is 5 days, where you will receive specific information on your departmental policies and procedures, training on computer software programs, performance expectations, job duties and a comprehensive tour of the property and the hotel.

#### • Job Shadowing:

This on-the-job training ensures that you are able to fulfill the requirements of the role. You will work alongside another front office 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 Front 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?

- "Answer questions about the resort amenities, tourist attractions and local businesses"
- "Conduct cash, credit card, foreign currency and "complimentary" transactions"
- "Answer the telephone, complete daily reports, and work on a computer"
- "Interact with many other departments, such as marketing, engineering and security"
- "Redirect lost guests to other hotels; try to find out where they are really staying"
- "Deal with guests who are upset, but always smile and be professional"
- "Check in and check out multiple guests at the same time"

## The APPEALING Aspects of the Job

- "Meeting new people and the opportunity to solve guest problems"
- "Making people smile after they have come to complain"
- "Excellent pay, benefits and programs for our industry"
- "Our management team is the best and our team is fun to work with"
- "Regular guests who recognize your work and respect you for it"

## The UNAPPEALING Aspects of the Job

- "Dealing with irrational guests who have lost a lot of money"
- "Dealing with guests who have a sense of entitlement"
- "Any problem the guest has, becomes our problem"
- "Not being able to guarantee a specific room type or style"
- "Abusive language at times and language barriers"

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

### Do I...

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

## What does it take to be a great Front Office Associate?

### Can I...

- Keep smiling when someone is rude to me?
- Recover quickly from unpleasant situations i.e. sarcasm, criticism?
- Work without supervision?
- Stay calm with a customer who is yelling at me?
- Type, use a computer and learn new technology?
- Adapt to changing clientele i.e. Platinum players to regular customers?

### Will I...

- Be able to smile, be friendly and provide excellent service at all times?
- Be able to deal with a variety of people, different cultures, bad hygiene, and language barriers?
- Project a professional image at all times?
- Use good judgement and quick thinking to make decisions?
- Communicate effectively to ensure guest satisfaction?
- Do my best to solve problems?
- Work weekends and holidays, for many years?

### Am I...

- Outgoing with a pleasant personality and willing to approach customers?
- Patient when explaining why we cannot guarantee room types?
- Able to show empathy to someone who just lost money?
- A positive person who can handle pressure and a hectic, demanding pace?
- A problem solver who takes initiative to resolve issues and concerns?

