

Laundry Attendant Associate



GREAT PEOPLE

PROVIDE REMARKABLE SERVICE **EARN TRUST & LOYALTY**

- WHAT WE DO, WE DO WELL
- COMMITMENT IS EVERYTHING
- PAY ATTENTION TO DETAIL
- LISTEN & CONTINUE TO LEARN
- 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**

- EVERYONE'S JOB MATTERS
- WORK SMART, WORK EFFICIENTLY
- CELEBRATE ACHIEVEMENT
- SUPPORT AND HELP EACH OTHER
- 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 Laundry Attendant job?

Our state of the art laundry facility is located at Fallsview Casino Resort. Great teamwork is a key requirement for Laundry Attendants; you will work in pairs most of the shift to complete your tasks. Approximately every 2 hours you will rotate through the following tasks; sorting soiled laundry, loading laundry into the washing machines, unloading laundry from the washing machines and loading into the dryers, unloading laundry from the dryers and feeding sheets and pillow cases into the folding machines, collect these from the folding machines, stack them onto racks and put them away.

You will be busy steadily from the start to the end of your shift. Your ability to follow strict procedures regarding chemical formulas and document all of your actions is critical to your success. Wearing personal protective equipment you will ensure that you follow all health and safety rules and regulations and maintain a clean work environment. Laundry Attendants are required to wear steel toed shoes. The Laundry room can be a noisy work environment; however it is lower than industry standards.

As a Laundry Attendant, you will have a mandatory meeting during each shift, which can occur at any point during the shift dependent upon the workload. In addition to receiving your tasks for your shift, your Shift Manager will update you on current promotions, departmental announcements, changes to polices, programs or chemical formulas and any other information that you will need to be successful during your shift.

Tasks are rotated every two hours to ensure that they are evenly distributed amongst other Laundry Attendants on your shift. Although you will not interact directly with our external guests, this role requires individuals with excellent communication and team skills and a friendly personality.



The Resort Operations Department

The Resort Operations Department is a large division in Niagara Casinos which includes, Front Services, Housekeeping, Hotel Front Office, a Spa and Health Club, Environmental Services, Resort Sales, Engineering, Laundry and Warehouse. The organizational structure of the Resort Operations Department includes an Executive Director of Resort Operations, a Director of Resort Sales, a Director of Facilities, a Director Environmental Services, a Front Services Manager, a Front Office Manager, a Housekeeping Manager, a Spa and Health Club Manager, an Engineering Manager, a Laundry Manager, a Materials Manager, and an Environmental Services Manager. There are Supervisors in each sub department. The Resort Operations Department has approximately 500 Associates in total, who work at both properties in the various sub departments.

The Laundry Team

The Laundry team consists of approximately 30 Associates who work at Fallsview Casino Resort only. The Laundry team is lead by the Laundry Manager and Shift Managers. The Shift Managers are responsible for ensuring you have all of the tools you need to complete your job duties as expected. Laundry Attendants report to Laundry Shift Managers. The ability to work with others is essential in this position. You are often assigned to tasks that require a team of two to complete due to the heaviness of soiled and wet laundry. According to our Laundry Attendant, the amount of supervision you can expect is...

"Very high, Management is always present; they are there to answer questions, and observe the department from a production and safety perspective"

Locations and Shift Length

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

You will work at Fallsview Casino Resort only. Full time laundry attendants work 8 hour shifts, with 2-30 minute break periods. Shift start/end times are 6am-2:30pm, 7am-3:30pm, 8am-4:30pm, 10:30am-7pm. Part-time and contract laundry attendants' start time and shift lengths vary. 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. 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.

Training

What type of training will I receive as a new **Laundry Attendant**?

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 laundry attendant 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.

Is there any other additional training that I will receive?

Periodically, you can expect to receive health & safety training. The department is committed to ensuring that everyone is operating in a safe environment. Should you be placed in a rotation that requires you to use equipment and or chemicals, you can be assured that you will receive any necessary training prior to being expected to complete those tasks.

Quotes From Our Laundry Attendants

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?

"Have procedures changed daily (i.e. chemical formulas etc.) and to be able to remember different formulas for washing and drying cycles"

"Rotate repetitive jobs every 2 hours – sorting soiled laundry; loading into the machines; unloading from the machines; feeding sheets/pillow cases into folding machines; collecting these from the machines then stacking and putting away laundry"

"Have a steady work flow in a noisy location"

"Have to be good in math – e.g. track the number of sheets coming through the machine (time trials) and document some of the work I do for production purposes"

"Work in a clean environment, clean and sweep the floors"

"Wear personal protective equipment (i.e. goggles, steel toe shoes)"

"Sift through linen that may have blood or vomit on it"

The APPEALING Aspects of the Job

"Working with a good group of people, the time goes by fast while you are at work"

"I like the freedom and ability to give suggestions"

"The pre-shifts are informative –health & safety training – lots of education on this"

"Work environment is good (heating, cooling, cleanliness)"

The UNAPPEALING Aspects of the Job

"The uniform and working in a small area – lots of bins to manoeuvre around"

"Soiled and dirty rags; constant noise and cleaning bins with food from kitchen linens"

"You never stop except at break time – you are busy right up until the end of your shift"

"Being timed – to see how fast you are moving through the production"

Do You have what it takes to be a Great Laundry Attendant Associate?

Do I...

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

Can I...

- Stand on my feet for 10 hours or more in steel toed shoes?
- Handle strong odours and bad smells first thing in the morning?
- Remember different wash formulas for different articles?
- Follow a lot of rules?
- Physically lift and pull linens in and out of machines?
- Take direction well and change my job duties frequently throughout my shift?

Will I...

- Work as a team player?
- Be able to keep moving my entire shift?
- Be able to work under fast speeds once I become comfortable with my job?
- Clean up human waste and other messes that may not be appealing?
- Be able to handle stressful situations?
- Give suggestions for a better work environment?
- Follow all Health & Safety machinery operations and processing procedures?

Am I...

- Positive and do I have a good sense of humour?
- Able to complete repetitive tasks on a daily basis?
- Reliable and will I show up for shift on time?
- A team player who has a healthy attitude even on bad days?
- Full of energy?
- A quick learner who is comfortable with continuous physical labour?
- Able to adapt and accept change on a daily basis?

