

# Room Attendant



## GREAT PEOPLE

### PROVIDE REMARKABLE SERVICE

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

### EARN TRUST & LOYALTY

- OWN IT, TAKE ACTION, FIND THE FIX
- DO THE RIGHT THING
- SHOW RESPECT AND CONSIDERATION
- WE ARE RESPONSIVE

### WORK AS ONE TEAM

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

### IMPROVE OUR COMMUNITIES

- 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 Room Attendant's job?

Great customer service and paying attention to detail are key requirements for room attendants; they strive to exceed our customer's expectations. You will be responsible for cleaning 13, smoking and non-smoking rooms per day (14 credits). This involves removing the sheets from the beds, making the beds, emptying garbage, dusting and vacuuming floors. You will also be responsible for cleaning the bathrooms; sinks, toilets, showers, mirrors, floors and replenishing the amenities. Your previous housekeeping experience, great team work and ability to clean rooms quickly and thoroughly will ensure our guests enjoy their stay at our luxury hotel.

Our hotel is primarily for our gaming patrons and as a result enjoys the distinction of being occupied 100% of the time. Our gaming patrons may receive a room as a complimentary (comp), which equates to a unique experience for our room attendants. Guests may be late checking out or may bring several other guests with them to enjoy their complimentary stay. Our guests have very high expectations of our hotel amenities and service levels. Floors are assigned to full time room attendants on a permanent basis, part time room attendants fill in on a floor when full time associates are off.

As a room attendant, you will attend a mandatory pre-shift meeting to get your room assignment, keys and supplies. In addition, 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.

Regardless of your assigned duties, you will be expected to promote Casino amenities, such as our restaurants, entertainment and other hotel amenities. Since this position often interacts directly with our guests, a warm, friendly personality with great customer service skills, are important to this role.



# 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 Hotel Housekeeping Team

The housekeeping team consists of a director of environmental services, a housekeeping manager, housekeeping supervisors, room attendants, house persons, and a guest room inspector. The department is led by the housekeeping manager and supervisors who manage each shift. The room attendants report to housekeeping supervisors.

The ability to work on your own is essential in this position. Once you are assigned to your floor, it is expected that you are completing your duties as assigned. According to our room attendants, the amount of supervision you can expect is...

"Minimal, very little on the floors, we mostly communicate by phone from the rooms"

The guest room inspector will check your rooms periodically to ensure that you are completing your job in conjunction with our service standards.

## Locations and Shift Length

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

Room attendants work in the hotel at Fallsview Casino Resort only. Full time associates have a set shift and days off, part time and contract associates are scheduled for weekends, shift vacancies and holidays. Shifts start at 8:30am, 9am, 11:00am, 3pm, 4pm, and midnight.

Niagara Casinos operate 24 hours a day, year-round, and room attendant coverage is provided at all times. You will be scheduled for eight-hour shifts that include 2-15 minute and 1-30 minute breaks.

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 Room 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 room 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. Once you have finished your job shadowing, you will be assigned rooms to clean on your own. The number will gradually increase each day until the ninth day when you will be expected to clean 14 rooms.
- **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 Room 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?

"To clean 13 rooms per day, 1 room every half hour"

"To pay attention to detail and follow company policies"

"Smile at guests when they are upset, try to please them"

"Be prepared to have an inspector come behind you and check your work"

"Lots of bending, lifting, pulling and carrying heavy items, loading linens into carts and pushing them to the laundry chute"

"Looking under beds, dressers and chairs to ensure guests didn't leave things behind"

"Having to call for assistance when damage has been done to rooms or furniture"

## The APPEALING Aspects of the Job

"Beautiful rooms and views, wages and tips are good"

"Other staff members are friendly and welcoming, we help each other out and we have good supervisors to go to for advice"

"Less supervision, I like working on my own"

"Meeting new people, serving customers and getting a thanked for a job well done"

## The UNAPPEALING Aspects of the Job

"Unpleasant fluids found on linens and towels"

"Waiting for the service elevator"

"Part time and contract staff have split days off"

"The white and beige décor in the hotel rooms is difficult to keep in pristine condition"

"Waiting for guests to check out of their rooms, some are late checking out"

"We deal entertainers, high limit players and they have very high expectations"

## Do You have what it takes to be a Great Room Attendant?

### Do I...

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

### Can I...

- Keep smiling when someone is impolite to me?
- Handle a physically demanding job?
- Lift, bend, push, and pull at least 20 lbs. many times during a shift?
- Work quickly and efficiently?
- Use time management skills to complete my tasks?

### Will I...

- Smile, be friendly and provide excellent service at all times?
- Be able to deal with a variety of people (different cultures and language barriers)?
- Clean smoking rooms as well as non-smoking rooms?
- Pay attention to detail and ensure the room is perfect for the next guest?
- Have patience with guests who are late checking out?
- Not take the mess people leave behind personally?

### Am I...

- Outgoing with a pleasant personality and willing to approach customers?
- A hard worker?
- A team player who is good at working and taking initiative?
- A positive person who can handle pressure and a hectic, demanding pace?
- Able to work independently as well as part of a team?

