

Valet Attendant



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 Valet 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 Front Office Team

The front office is a small but 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, lead valet attendants, valet dispatchers and front office associates. The valet dispatchers report to front office supervisors.

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

"Minimal, however a supervisor or lead valet attendant is available by radio"

Locations and Shift Length

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

Valet attendants are located at Fallsview Casino Resort only. Niagara Casinos operate 24 hours a day, year-round and valet attendant coverage is provided at all times.

You will be scheduled for 8 hour shifts that include 2-30 minute breaks. Full time valet attendants have set shifts and days off. Part time and contract valet attendants are scheduled to fill shift vacancies, weekends and holidays. 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.

Training

What type of training will I receive as a new Valet 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 valet 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.

Quotes From Our Valet 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 work in all kinds of different weather conditions like in the rain, cold, heat so it is important to dress accordingly"

"At times some customers are impolite"

"Walk or be on your feet most of shift; look for lost keys"

"Give directions and answer questions"

"Park and pull vehicles; drive really nice cars; take care of cars"

"Pick up the pace when it gets busy"

The APPEALING Aspects of the Job

"The tips are fairly good and the team is a good group of people to work with"

"It is fun to drive expensive, exotic and different cars that I will never own"

"Meeting new people from all walks of life"

"Seeing regular patrons on a daily basis"

"Working outside when the weather is great"

"Interacting with other departments; valet is low in stress"

The UNAPPEALING Aspects of the Job

"Unpleasant weather conditions, snow, sleet, rain, humidity"

"Dealing with tourists from nearby hotels who want to park or drop off in our areas"

"Parking unsanitary vehicles"

Do You have what it takes to be a Great Valet 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?

