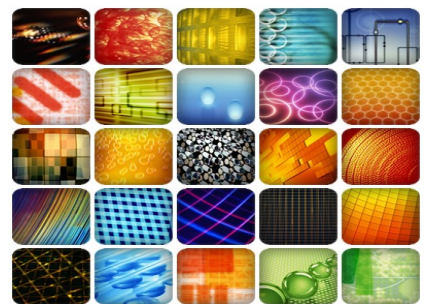




Realistic Job Profile

Fine Dining Server



Imagine * Grow * Succeed

Overview of the Job

- ★ **Can you work in a fast-paced environment?**
- ★ **Can you provide outstanding customer service?**
- ★ **Do you recover quickly from unpleasant interactions?**
- ★ **Do you have a good understanding of food and wine pairings?**
- ★ **Are you someone who enjoys interacting with gaming patrons?**
- ★ **Will you do what it takes to create the ultimate guest experience?**

If you answered “yes” to these questions, then our Fine Dining Server position may be a great fit for you!

What’s involved in a Fine Dining Server’s job?

Outstanding customer service and the ability to anticipate the needs of our guests are key requirements for our Fine Dining Servers. Our Fine Dining Servers work in our signature restaurants – 17 Noir and Ponte Vecchio, located in Fallsview Casino Resort and Lucky’s Steakhouse located in Casino Niagara. Our restaurants are more than just a place to work - it's a career choice where you can achieve a sense of personal accomplishment in what you do so well. Our restaurants are primarily for our gaming patron; which means a different dining and serving experience than you may be used to. Most guests visit our restaurants on a complimentary (comp) and do not tend to linger over their meal for several hours. As a Server you can expect to do more covers in a shift than other fine dining establishments. The use of a comp requires Servers to be proficient in the POS system.

While working in your assigned section you will be responsible for taking and serving food and drink orders while providing the ultimate dining experience for our guests. All restaurants are fast-paced high volume environments where strong communication skills, cooperation with others and professional behaviour is expected at all times. Before the restaurants open you will polish silverware, glassware and prepare the restaurant for guests. Your dinner break is taken before the restaurant opens as it is expected that you remain in your assigned section serving your guests during your entire shift.

Pre-shifts are held on a weekly basis therefore it is important to read bulletin boards to keep informed and up to date. Sections rotated daily with other servers in your outlet to ensure fairness and consistency.

Regardless of your assigned section, you will be expected to promote the Casinos and Casino amenities, such as our other food outlets, entertainment and hotel. You will interact directly with our guests and this role requires outstanding service individuals with warm, friendly personalities who understand the gaming environment.

The following quotes are from our current Associates who perform the role of Fine Dining Restaurant Server. These 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.

As a Fine Dining Server, what can I expect on a daily basis?

“To polish glassware and silverware, it is important this is impeccable”

“To serve alcoholic and non-alcoholic drinks”

“Take food and drink orders”

“Carry heavy plates; serve food and drinks”

“To walk long distances”

“Use the POS system”

“Know the preferences of my regular customers”

“Handle lots of requests for special orders”

“Smile, be pleasant and friendly at all times while on shift”

“Interact with regular patrons who have very high expectations and special requests”

“Set up the kitchen”

“Recommend wine and food pairings”

“Explain the ingredients in dishes and how they are cooked”

“Create an “experience” for the diners”

“Be well versed on the specials of the day, how they are prepared and the ingredients they contain”

“Remember special events of our regular guests like birthdays, anniversaries etc”

The Food and Beverage Department

The Food and Beverage Department is a large division in Niagara Casinos. The Food & Beverage Department has approximately 1,100 Associates in total, who work at both properties in a number of different outlets. The restaurants or outlets as they are often referred to are sub departments of the Food and Beverage group. In addition to the fine dining restaurants 17 Noir, Ponte Vecchio and Lucky's we have the Grand Buffet, Deli, Golden Lotus and Noodle Bar in Fallsview Resort. In Casino Niagara we have the Market and Perks. The organizational structure of the Food and Beverage Department includes an Executive Director, Directors, Managers, Shift Managers and Supervisors.

The Fine Dining Team

The Fine Dining team consists of the Director 17 Noir, a Fine Dining Manager, Lucky's Restaurant Shift Manager, Hosts/Hostesses, Servers, Bus Persons and Wine Stewards in 17 Noir and Ponte Vecchio.

There are approximately 50 Associates in total between the three restaurants.

The ability to work on your own is essential in this position. Although the Director and Manager are always present in the restaurants, it is expected that you are constantly monitoring your section to ensure the "ultimate guest dining experience". According to our Fine Dining Servers, the amount of supervision you can expect is...

"Minimal to medium, management is always present to be called upon if needed."

Locations and Shift Length

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

17 Noir in the Fallsview Casino Resort is one of the best steak & seafood restaurants in Niagara complemented by an award-winning wine cellar. 17 Noir is open from 5pm - 11pm, Thursday to Monday, closed Tuesday and Wednesday. Full time Servers who work in this outlet are scheduled from 4pm until your section is closed and your days off will be Tuesday and Wednesday. It is expected that you will stay with your guests until they leave; however you should be prepared to work as few as 4-5 hours per day dependant upon business needs. Part time and contract Associates are scheduled for weekends and to fill vacancies in the schedule.

Ponte Vecchio in Fallsview Casino Resort is our fine dining Italian restaurant. It is open from 5pm - 11pm, Tuesday to Saturday, closed on Tuesday and Wednesday. Full time Associates who work in this outlet are scheduled from 4pm until your section closes and your days off will be Tuesday and Wednesday. It is expected that you will stay with your guests until they leave; however you should be prepared to work as few as 4-5 hours per day dependant upon business needs. Part time and contract Associates are scheduled for weekends and to fill vacancies in the schedule.

Lucky's Steakhouse is our fine dining restaurant in Casino Niagara. It is open 7 days a week from 5pm to 11pm. Full time Associates who work in this outlet are scheduled from 4pm until your section closes. It is expected that you will stay with your guests until they leave; however you should be prepared to work as few as 4-5 hours per day dependant upon business needs. Full time Associates have set days off while part time and contract Associates are scheduled for weekends, holidays and to fill vacancies in the schedule.

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 Fine Dining Server?

External hires will initially participate in our company New Hire Orientation training. This is a comprehensive day and a half program designed to familiarize you with Niagara Casinos' policies and procedures. This training will include other new Associates of the organization. All new Associates of Niagara Casinos are required to serve a 90-day probationary period.

Your department orientation training program will take place within a few days after your New Hire Orientation training. This training is between 2-4 hours long where you will receive specific information on your departmental Policies and Procedures, standards, performance expectations, job duties and a tour of the restaurant and property where you will be working.

Once your departmental training is complete, you will work along side another Server and "job shadow" him/her in the role. This job shadowing is a form of on-the-job training to ensure that you are able to fulfill the requirements of the role. If you are successful, you will then be scheduled based upon business needs.

If you are unsuccessful, a member of your management team will identify your specific areas for improvement. You will be provided with assistance to help you achieve the expected performance levels and behaviours. It is important to ask for help if required during your training period and it is important to ask questions if you require clarification.

Quotes from our Fine Dining Restaurant Servers

As with any job, there are some appealing and unappealing aspects of the position. 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. Below you will find some honest and candid feedback from individuals who actually work in the position of a Fine Dining Server.

The APPEALING aspects of the Job

"The benefits, wages and tips are great"

"Working in a great department with a great group of people"

"The hours are great, normally we only work 6 hours per shift"

"Working with outgoing people on a daily basis and being able to interact with a wide variety of customers from all over the world"

"17 Noir is a wonderful location with a beautiful view"

"All of the fine dining restaurants are wonderful environments to work in and have the finest food and wines"

"Developing relationships with our regular customers"

"Team work"

The UNAPPEALING aspects of the Job

"You need to take your break at the beginning of your shift and you do not get another one during the shift"

"Some customers are demanding and impolite"

"Handling comps means extra steps to settle a bill"

"It can be physically tiring, the plates are heavy and you are clearing tables, bending, lifting, and stretching"

"Having to stay late unexpectedly if there is a player in your section"

"Language barriers with some customers makes conversation difficult"

Critical Success Factors

This summary identifies aspects of the Fine Dining Server position that we consider to be critical to your success. Consider each of the factors listed below to assess whether or not you feel that your skills match those necessary to be successful in the Fine Dining Server position.

What does it take to be a good Fine Dining Server?

Can I...

- Keep smiling when someone is impolite?
- Use a POS system?
- Stay calm with a customer who appears to be under the influence?
- Carry heavy plates?
- Recover from unpleasant situations quickly?
- Hold my comments, even if I am angry or upset?

Will I...

- Smile, be friendly and provide excellent service at all times?
- Be able to comply with regulatory nature of the business e.g. not comping alcohol?
- Work fewer hours but more covers per shift; gamblers like to get in and get out?
- Work weekends and holidays, for many years?
- Take pride in what I do?
- Adhere to the department tip policy?

Am I...

- Outgoing with a pleasant personality and willing to approach customers?
- Professional and well groomed in appearance and manner?
- Able to show empathy to someone who just lost money?
- A positive person who can handle pressure and a hectic, demanding pace?
- Willing to take advice on customer preferences or how to handle certain customers?
- Able to handle different personalities?