



**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 dealer's job?

The role of a dealer is to provide great customer service by creating an experience the guest will enjoy and want to repeat. A dealer can impact a guest experience by greeting guests, initiating conversation, promoting casino amenities, and simply ensuring everyone has a good time whether they win or lose. You must have the ability to entertain while knowing and adhering to the rules of play and policies and procedures. Dealers will be responsible for dealing the games in which they have been trained and tested.

As a dealer, you will work in sections called "pits"; a pit is an area containing table games. The size of pits varies depending upon the location and the game. Each pit is managed by table games supervisors and pit managers. As a dealer, you are under constant video surveillance by cameras and monitoring by your supervisors and pit managers. The ability to pay attention to detail, know and apply the rules of play and continuing to develop your game skill are critical to your success in this role.

Communication in such a large department means that dealers must take personal accountability for keeping informed. Scheduling software is frequently used as a communication vehicle to keep dealers informed along with the company intranet and a department bulletin board. Game and section rotations are dependent upon the game skill of the dealer and meeting the operational needs of the gaming floor.

This position requires the successful candidate to obtain a gaming license from the AGCO. For further details on this process visit their website at [www.agco.on.ca](http://www.agco.on.ca).

Regardless of your assigned section, you will be expected to maintain cleanliness and promote casino amenities, such as our restaurants, entertainment and hotel. You will interact directly with our guests and this role requires individuals with a warm, friendly personality with an understanding of delivering service with a smile.



# The Table Games Department

The table games department is a large department in the casino with associates who work at both properties. The department has an director, senior managers, shift managers, property shift managers, a table training compliance and policy manager, a strategic planning manager, supervisors, dealers, table games maintenance and administrative staff. We pride ourselves in working as a team regardless of which position you hold or which site you are scheduled to work at. We have a very experienced team who are always willing to lend a hand when needed.

According to our dealers, the amount of supervision you can expect is...

"Maximum, we work under surveillance cameras all the time and supervisors are always in the pit."

Supervisors will always be in the pit to ensure that rules of play and policies and procedures are followed; and to ensure that you are completing your job in conjunction with our service standards and to ensure help is available if you require assistance.

## Locations and Shift Length

What type of training will I receive as a new dealer?

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. The number of departmental training days will be based on your experience level and game skill when you are hired.

- **Job Shadowing:**

This on-the-job training ensures that you are able to fulfill the requirements of the role. You will work alongside an experienced supervisor who will monitor you closely. 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 Table Games 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?

"Interact and having fun with people of many different cultures and languages"

"Deal any and all games that I have the skill for"

"Deal with 2-3 different supervisors in a day; receiving regular coaching from them"

"Get stopped by patrons on my way to and from break to answer questions or find someone in another department who can help them. Very important to be up to date on what is going on at both properties"

"Stand or sit for one hour at a time"

"Dealing requires small repetitive motions all day"

## The APPEALING Aspects of the Job

"The excitement of dealing the games; being a part of the action"

"I don't take my work home with me"

"Tips are included in our hourly wage making it easier to get loans, mortgages etc."

"Never the exact same thing every day, different games... different people"

"Clean and safe environment to work in"

"Open door policy with management to discuss concerns"

## The UNAPPEALING Aspects of the Job

"Working weekends and holidays" "Staying on the same shift for a long time – there is not a lot of shift movement"

"People are always watching you; supervisors, surveillance"

"Stand all day and generally stay in one small area"

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

### Do I...

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

### Can I...

- Keep smiling and give good service even with challenging patrons?
- Be alert and concentrate while working in constant noise - music, slot machines, etc.?
- Stand on my feet for long periods of time?
- Work under constant camera surveillance and monitoring by my supervisors?
- Afford to work part time status only and less hours during slow season?
- Stay on schedule and return promptly from breaks?

### Will I...

- Take initiative to keep myself informed of changes, company events etc.?
- Interact with a variety of people (different cultures, language barriers, superstitions)?
- Continue to learn new games and upgrade my skills?
- Work in an environment with no natural light?
- Be prepared to deal different games during one shift?
- Work on weekends, holidays and sometimes different shifts

### Am I...

- Outgoing with an entertaining personality and approachable to customers?
- Able to show empathy to someone who just lost money?
- Good enough at math skills to learn all the games offered to patrons?
- Professional and able to respect confidentiality?
- Able to anticipate what customers will want or need?
- Able to work as part of a team?

