

Employee Spotlight

Customer service leads the way at *Legends*

Heidi Hardin just completed one year of employment at *Legends*, the fine dining restaurant inside Spirit Mountain Casino. Her title is Lead Waitstaff, and she is part of the reason why customers rave about their dining experiences at *Legends* and how courteous and friendly the servers are.

Heidi applied at the Casino's Human Resources department after hearing about the restaurant through family members.

"I really wanted to work for the Tribe," said Heidi. "Especially at the restaurant, because I have done this kind of work before. After I turned in my application, I was called back, and everything happened within about a week."

Heidi, who is married and has two children, lives in Salem near her parents, and her husband works in Stayton. But Heidi said they would like to live in the Grand Ronde area.

"This job has given me a chance to meet many tribal members and people within the Casino that I normally would never have had the chance to know," she said.

Heidi said that pride in her work and

pride in the Casino is what motivates her in her job, and the fact the *Legends* has become one of the most praised and highly acclaimed restaurants in Oregon.

"I am motivated by the desire to make customers happy and keep them coming back," she said. "Every department in the Casino must make sure their customers are happy. We take pride in that."

Part of the training every employee of *Legends* must receive includes over five hours of Oregon Liquor Control Commission (OLCC) training which teaches employees about the laws and procedures every establishment must follow when serving alcohol.

Of the many jobs she's held, Heidi feels at home in her job where many of the people are of the Tribe and the community. She said that Spirit Mountain Casino is a good employer for many reasons.

"I like the fact that there are many opportunities here. The Casino treats its people well. They continue to provide training and let me learn while I work. I have gotten to know a lot about computers."



Heidi said that this pride she feels comes partly from her job, and partly from being a tribal member. Both give her reason to feel good about the career path she has chosen. And it shows.

"I have found a career doing something I enjoy and that's challenging. The Casino has provided an opportunity for me to do something rewarding. It's taken a lot of hard work, but I also appreciate the encouragement I was given in my decision to return to school and maintain a flexible schedule."

~ Debby Childers,
Safety Assistant



"The Human Resources staff helped me quite a bit. They took away a lot of the stress that comes with finding a job. Sarah (Harvey) kept me updated all the time. I never had to call her or try to track her down for information about my application. Now I have a great full-time job."

~ Jesse Robertson, Jr.,
Uniform Attendant



Steps to getting a job at SMC: Start here!

Tribal members who are interested in seeking employment with Spirit Mountain Casino should call Sarah Harvey or Camille Mercier at 1-800-760-7977. Applicants should be prepared to:

• **Check the Job Information Hotline for current openings.** Jobs are updated each Friday. The deadline for applying for an open position is Thursday of each week. Tribal member applicants may also request to have job postings mailed to them.

• **Complete an Application for Employment at Spirit Mountain Casino.** Applications are available at the Human Resources building — 28840 S.W. Salmon River Highway, Grand Ronde. You may also request that an application be mailed

to you. Resumes are also accepted, and encouraged.

• **Schedule a screening appointment.** The screening appointment is designed to provide customer service to Grand Ronde tribal members who are interested in working at the Casino. The purpose of this screening appointment is to discuss the best position for the applicant based on their experience and qualifications. The applicant will be informed if that position is currently open or will be in the near future. If there is an open position, the applicant will be scheduled to interview with the supervisor or manager of the department. If the applicant does not qualify for a position at the Casino, they will be informed of the rea-

sons why and referred to the best resource to gain the experience, training, education and/or social services needed to become a viable candidate.

• **Complete a Security Packet.** The Security Packet is an application for a Gaming License. The gaming applications and licenses are reviewed, approved, and issued from the Grand Ronde Gaming Commission. Tribal member applicants will be given a Security Packet to complete after the screening appointment only. There are varying degrees of security licenses, which are dictated by the duties of a position. Training is also provided in the areas of policies, procedures, diversity, gaming regulations, and customer service.

Wanted:
a few good workers...



Do you:
Enjoy working with people?

Like to Smile?

Have good customer service skills?

Want to earn an income?

Know why the coyote is jumping
over the mountain?

Spirit Mountain Casino is looking for qualified applicants to apply for positions with Spirit Mountain Casino. If you like to smile and have excellent customer service skills, you may apply at the Human Resources building at 28840 SW Salmon River Highway in Grand Ronde. Tribal members can call Sarah Harvey or Camille Mercier at 1-800-760-7977 to schedule a screening appointment. Tribal members can also request the job postings in the mail by calling Camille or Sarah at Spirit Mountain Casino.

As an employee
of SMC...
you get to have your
cake and eat it, too

Some of the benefits of working at Spirit Mountain Casino include:

- Full and part-time employment opportunities
- Medical insurance
- 401k Retirement Plan
- Paid time off
- Pay increases and an Incentive Program
- In-house training
- Suggestions Program
- Special Events
- Employees Only Parking
- An employee cafeteria and breakroom where employees have their choice of soups, salads, entrees, desserts, and other goodies! Call the Job Information Hotline for current openings (503) 879-3744.