



**The Reef Hotel Casino Cairns** is a joint venture between Casinos Austria International Pty Ltd and Accor.

The property operates a 5 star 128 suite Pullman Hotel. Every suite is luxurious with the emphasis on elegance and quality. All the suites have generous layouts, lounge areas, spa baths and garden balconies.

There are a wide variety of Food and Beverage outlets to satisfy all tastes from the award winning "Tamarind" Contemporary Asian Cuisine Restaurant, "Flinders Bar and Grill", "Pacific Flavours Brasserie", "Vertigo", "Casino Bars" as well as extensive Function areas.

The Complex boasts a "Boutique" Casino consisting of 42 Gaming Tables including Blackjack, Baccarat, Roulette, Sic-bo, Money Wheel, Reef Routine and Paradise Pontoon. There are approximately 533 Gaming Machines, which include a variety of denominations and a large range of progressive jackpots. Gaming facilities also include Keno and TAB.

The complex operates around the clock however the gaming facilities are available between 10am and 3am Sunday to Thursday and 10am to 5am Friday and Saturday.

The complex also incorporates the Cairns Wildlife Dome and Café China, retail outlets, Nightclub-Velvet Underground.

## **TRAINING**

The Reef Hotel Casino employs approximately 600 staff. Staff are given the opportunity to attend career development in-house training courses conducted by our Training and Development Coordinator.

- **Quality Customer Service**
- **Develop and Update Hospitality Knowledge**
- **Follow Health and Safety and Security Procedures**
- **Japanese Cultural Awareness**
- **Cultural Diversity**
- **Conflict Resolution**
- **Provide Responsible Service of Alcohol**
- **Provide Responsible Service of Gaming**
- **Coach others in job skills**
- **Interview and Selection Techniques**
- **Communication on the telephone**

Training commences on the employees first day with staff induction and individual outlet induction. The opportunity for staff to further develop their skills and move to the next level or just to multi skill is encouraged. We often have staff working in more than one department as part of multi-hiring. Most supervisory and managerial positions are filled by internal applicants. Our philosophy is to promote from within before we advertise externally.

## **BENEFITS**

Fantastic remuneration, uniforms supplied. Fridge, toaster, microwave, lockers, showers, lounges, TV and internet for your convenience. Discounted car parking and flu vaccinations. accommodation, Food and Beverage discounts available for you, your family and friends. (Subject to length of tenure)

Clean, safe, multicultural, people friendly working environment.