

# MANITOBA LOTTERIES CORPORATION

Putting the Puzzle Together:  
Finding & Keeping Great People





# MLC Mission & Core Values

To create an exciting entertainment experience in a socially responsible manner to generate benefits for all Manitobans.

## Values

Integrity

Innovation

Leadership

Social Responsibility

Learning Focused

Diversity



# Employee Investment Strategies

## Areas of Focus

- Recruitment & Retention
- Performance & Development
- Workforce Culture
- Employee Recognition & Social Responsibility
- Employee Development



# Recruitment & Retention Strategies

- Recruiting from non-traditional sources
- Classification bidding
- Assessment centre
- On-boarding “The Great Start Program”
- Organizational Development programs  
internship, mentorship, summer student, work placements, apprenticeship programs
- Competency based recruitment



# Performance & Development

Sometimes referred to as Performance Appraisal

- Centered on skill development through the use of development plans



# Workforce Culture

Education/activities to support cultural diversity

- Diversity Week
- Diversity training programs/plans
- Language Bank
- EAL training
- Progressive Aboriginal Relationships (PAR Gold)



# Employee Recognition/Social Responsibility

- Employee Rewards & Recognition Program
- ECHO
- All Charities
- Community Support
- Volunteerism



# Employee Development

- Educational Assistance
- Responsible Gaming
- Management Development –  
Dimensions in Leadership
- Gaming Centre of Excellence
- Mentorship Programs
- Department specific training



# Food & Beverage Skills for Success

- 20 hr program for Frontline Food & Beverage Employees (5 days x 4 hrs per day)
- Incorporates Smartboard technology in the classroom for interactive learning



# F&B in the Casino

## How do we fit in?

### F&B

- Restaurants
- Lounges
- Banquets
- Concert Bowl
- Dance Club
- Staff Cafe
- Coffee Station



# Day 2 Review Crossword



Edit

Input method



Clues

Solve

Reset



## AVAILABILITY CALENDARS

For the Month of **APRIL 2008**

This form is used by Caspak Employees to record the days they are available to work and by Part-time Employees to record the days they are available to work extra shifts. This form is also used to indicate the days you are available to be phoned in to work if needed. A separate availability form must be completed for each month. This completed form must be received by the Schedule Office by the deadline date indicated beside the Employee Signature. If a calendar is not received by the Schedule Office for an employee by the deadline date, a casual employee will not be scheduled and a part-time employee will not receive any extra shifts until a completed calendar is received.

Request Type:  NEW  REVISED Date: **Feb 11/08** Work Sites:  MS  CR  VLD  CTO  CS

EMPLOYEE IDENTIFICATION PLEASE PRINT (clearly)

Work Team:  EE Number: **9215** Employee Name - Last Name/First Name: **DOB, JANE** RT:  CAS:  Department/Work Area: **F&B**

\*The employee "Work Team" code is located on the Posted Schedule.

\*\*\*Legend: D - Days; N - Nights; PC - Phone Call\*\*\*

\*\* Please indicate how many days a week you would like to work.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	**Days per Week
		D ___ 1 N ___ PC ___	D ___ 2 N ___ PC ___	D ___ 3 N ___ PC ___	D ___ 4 N ___ PC ___	D ___ 5 N ___ PC ___	# ___
D ___ 6 N ___ PC ___	D ___ 7 N ___ PC ___	D ___ 8 N ___ PC ___	D ___ 9 N ___ PC ___	D ___ 10 N ___ PC ___	D ___ 11 N ___ PC ___	D ___ 12 N ___ PC ___	<b>4</b>
D ___ 13 N ___ PC ___	D ___ 14 N ___ PC ___	D ___ 15 N ___ PC ___	D ___ 16 N ___ PC ___	D ___ 17 N ___ PC ___	D ___ 18 N ___ PC ___	D ___ 19 N ___ PC ___	<b>2</b>
D ___ 20 N ___ PC ___	D ___ 21 N ___ PC ___	D ___ 22 N ___ PC ___	D ___ 23 N ___ PC ___	D ___ 24 N ___ PC ___	D ___ 25 N ___ PC ___	D ___ 26 N ___ PC ___	# ___
D ___ 27 N ___ PC ___	D ___ 28 N ___ PC ___	D ___ 29 N ___ PC ___	D ___ 30 N ___ PC ___				# ___

Schedule Office deadline date is **MARCH 15, 2008**

Employee Signature: **[Signature]** Date: **Feb 11/08**

Deposit the Completed Form in the Schedule Office Interdepartmental Mail box, located in the Employee Lounge Area.

NOTE: ALLOW TWO (2) DAYS FOR DELIVERY.

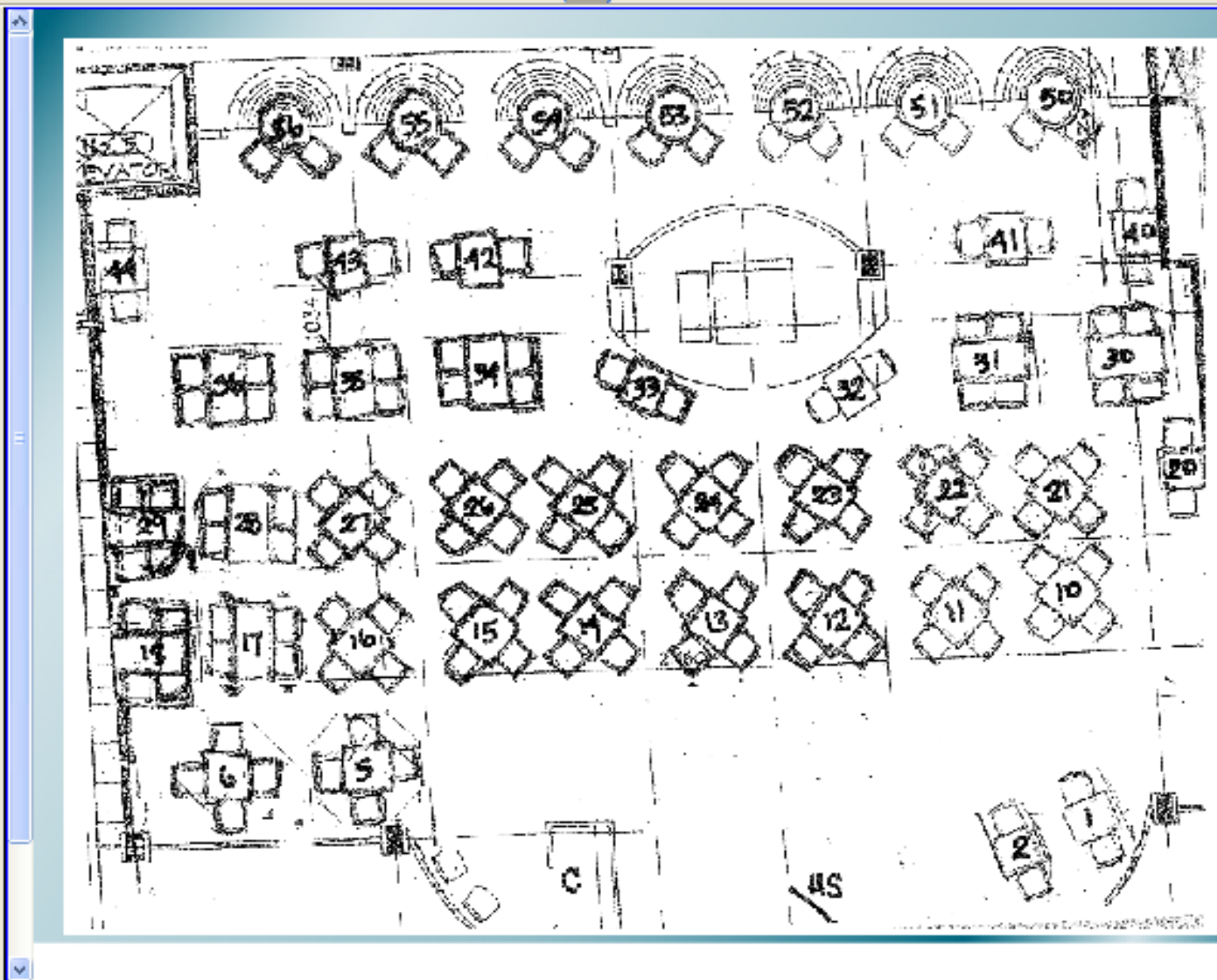
[Extend Page](#)



Group

- 3E Slide 36
- 3F Slide 37
- 3G Slide 38
- 3H Slide 39
- 3I Slide 40
- 4J Slide 41

Autoface





Employee Investment is the most important piece of the business puzzle