Canadian Gaming
CENTRE OF EXCELLENCE
INFINITE POSSIBILITIES

ESSENTIAL SKILLS PROFILE

UNIFORMS TECHNICIAN

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Essential Skills are the skills people need for work, learning and life.

Human Resources and Skills Development Canada have identified nine essential skills that are the foundation to success in today's workplace.

They provide the foundation for learning all other skills and enable Gaming employees to evolve in their jobs and adapt to workplace change.

Without adequate levels of Essential Skills, employees' productivity, training and career options in Gaming may be limited.

Essential Skills are critical to the Gaming Industry.

HIT THE JACKPOT… BET ON A CAREER IN GAMING

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UNIFORMS TECHNICIAN

The most important Essential Skills for Uniforms Technicians are:

- **Oral Communication**
- **Computer Use**
- **Thinking Skills (Job Task Planning and Organizing)**

INTRODUCTION

Uniform Technicians are responsible for ensuring excellent customer service in the distribution, care, maintenance and fittings of all Casino uniforms.

READING TEXT

Refers to reading memos, schedules and procedure manuals.

Reading Text is an Essential Skill that all Casino employees need to:

- *Read bulletin boards for memos, job openings, general announcements and training opportunities*
- *Read procedure manuals, maintenance manuals and MSD sheets*
- *Read casino entertainment and special event information to pass along to customers*

A. READING TEXT

Tasks	Complexity Level	Examples
Typical *Most Complex*	2 3	**Uniform Technicians:** • read memos (e-mail) from other technicians, supervisors or management about updates, complaints, requests. (2) • relay messages to casino employees (all staff come first to the Uniforms area to start their shift) by means of bulletins or word of mouth. (2) • refer to logs to track garments. (2) • read and refer to manuals for the many machines used in the area. (straight stitch, blind stitch, serger, embroidery, barcoder, washing machines and dryers). (3) • read procedures manuals for Uniform Technicians. (2)

Reading Profile

Type of Text	Purpose for Reading			
	To scan for specific information/ To locate information.	To skim for overall meaning, to get the "gist".	To read the full text to understand or to learn.	To read the full text to critique or to evaluate.
Forms	>>	>>		
Labels	>>	>>		
Notes, Letters, Memos		>	>>	
Manuals, Specifications, Regulations	>>		>>	
Reports, Books, Journals				

The symbols >, >> and >>> are explained in the **Notes** section.

DOCUMENT USE

Refers to understanding documents that have a combination of words, numbers, symbols, colors and shapes together.

Document Use is an Essential Skill that all Casino employees need to:

- *Scan flow charts to learn sequencing of simple tasks and processes*
- *Complete forms, procedural checklists and end-of-day reports*
- *Identify WHMIS and other casino workplace symbols, icons and directional signs*

B. USE OF DOCUMENTS

Tasks	Complexity Level	Examples
Typical *Most Complex*	1-2 2	**Uniform Technicians:** • use a scanner to sign out garments to each employee everyday. (1) • may fill out a Fitting Form for new employees and determine uniform parts to be assigned (which parts and how many according to a chart). (2) • fill out the measurements on the Fitting Form (shirt neck, leg-seam, etc.) (1) • fill out alteration forms, describe problem and attach form to garment for sewer. (2) • log damaged garments, what parts can be salvaged, follow discard procedure and make sure there is a replacement. (2) • scan out garments to be sent to the cleaners, print out docket list for cleaners and verify list (physical count) before cleaners pick up. (2)

Document Use Profile

Uniforms Technicians:

>> read signs, labels or lists. For example, labels on cleaning products, lists of garments to be sent out for cleaning.

>> complete forms by marking check boxes, recording numerical information or entering words, phrases, sentences or texts of a paragraph or more. For example, enter label information manually if barcode cannot be read, fill out fitting forms.

>> read completed forms containing check boxes, numerical entries, phrases, sentences or texts of a paragraph or more. For example, check log entries and computerized lists to track a garment, enter information from paper to computer.

>> read tables, schedules and other table-like text (e.g., read work shift schedules).

> create tables, schedules and other table-like text.

>> enter information on tables, schedules or other table-like text in the computerized tracking system.

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WRITING

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C. WRITING

Tasks	Complexity Level	Examples
		Uniform Technicians: • may write memos to supervisor about daily occurrences. (2) • note fittings for standard uniforms as well as for outer garments, use Imperial and metric systems. (2) • keep a daily log of occurrences in the Uniforms area. (2) • may write up a staff dispute documenting their side of the story. (2) • may keep an inventory of sewing needs and estimate the time required to refill. (2)
Typical	2	
Most Complex	2	

Writing Profile

Length	Purpose for Writing						
	To organize/ To remember	To keep a record/ To document	To inform/ To request information	To persuade/ To justify a request	To present an analysis or comparison	To present an evaluation or critique	To entertain
Texts requiring less than one paragraph of new text	>>	>>	>				
Texts rarely requiring more than one paragraph		>		>			
Longer texts							

The symbols >, >> and >>> are explained in the **Notes** section.

NUMERACY

Refers to using numbers and thinking in quantitative terms. (counting cash, calculating winnings)

Numeracy is an Essential Skill that all Casino employees need to:

- *Calculate winnings according to placement of chips, betting odds and values assigned to chips*
- *Count cash in opening and closing balances and customer transactions*
- *Estimate time required to complete tasks*
- *Estimate crowd flow*
- *Measure, calculate and use ratios to mix cleaning solutions and compounds*

D. NUMERACY

Tasks	Complexity Level	Examples
>> Money Math		**Uniform Technicians:** • do not handle money.
>> Scheduling or Budgeting/ Accounting Math	1	• verify the number of garments sent to and returned from the cleaners. (1) • reconcile physical count of garments in slots to computerized records. (1) • may maintain a small inventory of sewing supplies. (1)
>> Measure-ment and Calculation Math	2-3	• take and record measurements for uniform fittings and determine what alterations are needed from the measurements taken. (2) • plan and execute special projects: create pattern, take measurements, estimate materials needed. For example, pouches for housekeeping staff, curtains for the stage area. (3)
> Data Analy-sis Math	3	• may record and calculate shrinkage on a series of fabric samples (3)
>> Numerical Estimation	2	• estimate sewing and cleaning needs from predicted requests; estimate time required to re-order. (2)

The symbols >, >> and >>> are explained in the **Notes** section.

Math Skills Profile

a. Mathematical Foundations Used

Number Concepts:		
Whole Numbers	>>	read and write, count, round off, add or subtract, multiply or divide whole numbers. For example, keep records and verify number of garments.
Rational Numbers - Percent	>	read and write percentages, calculate the percent one number is of another, calculate a percent of a number. For example, may calculate the percentage shrinkage on samples of fabric.
Shape and Spatial Sense:		
Areas, Perimeters, Volumes	>	calculate areas, calculate perimeters, calculate volumes. For example, calculate the material needed to cover an area when making curtains.

b. How Calculations Are Performed

Uniforms Technicians make calculations:

>> in their head.

>> using a pen and paper.

>> using a computerized tracking system

The symbols >, >> and >>> are explained in the **Notes** section.

c. Measurement Instruments Used

Uniforms Technicians measure:

>> time – using a clock or the computer.

>> distance or dimension – using a tape measure, small ruler or yardstick.

>> liquid volume – using a measuring cup for detergent and bleach.

>> temperature – using gauges and settings on barcoder, iron, and dryer.

>> pressure – using gauge on bar-coder (must be maintained at right level).

> moisture – estimate the moisture in garments coming out of the dryer.

They use:

>> the metric measurement system.

>> the Imperial measurement system.

The symbols >, >> and >>> are explained in the **Notes** section.

ORAL COMMUNICATION

Refers to talking to exchange information. (explaining Gaming rules and Casino information to customers.

Oral Communication is an Essential Skill that all Casino employees need to:

- *Educate customers about responsible gaming and ensuring anyone who is having difficulty gets the assistance that they need*
- *Explain casino information, services, gaming products and gaming rules to customers*
- *Ask questions to clarify job tasks and expectations*
- *Speak respectfully to customers and co-workers when dealing with complex issues or resolving conflicts*

E. ORAL COMMUNICATION

Tasks	Complexity Level	Examples
		Uniform Technicians:
Typical	1-2	• build good relationships with the casino employees by greeting cheerfully, remembering names and faces, at times taking messages for them. (1) • share information with co-workers and supervisor. (1)
Most Complex	2	• coach new employees, including temporary assistants on light duties. (2) • deal with complaints in a courteous manner, offering help but knowing when to draw the line. (2)

Modes of Communication Used:

Uniforms Technicians communicate:

>> in person.

>> using the telephone.

The symbols >, >> and >>> are explained in the **Notes** section.

Environmental Factors Impacting Communication:

The area is often noisy because of the many machines (washers, dryers, bar-coder compressor, sewing machines) in operation.

Oral Communication Profile

	Purpose for Oral Communication											
Type	To greet	To take messages	To provide/ receive information, explanation, direction	To seek, obtain information	To co- ordinate work with that of others	To reassure, comfort	To discuss (exchange information, opinions)	To persuade	To facilitate, animate	To instruct, instil understanding, knowledge	To negotiate, resolve conflict	To entertain
Listening (little or no interaction)												
Speaking (little or no interaction)												
Interact with co-workers		>	>>	>>	>>							
Interact with those you supervise or direct												
Interact with supervisor/ manager			>>	>>	>>							
Interact with customers/ clients/ public	>>	>>	>>	>>	>>		>					
Interact with suppliers, servicers			>>									
Participate in group discussion					>>							
Present information to a small group												
Present information to a large group												

The symbols >, >> and >>> are explained in the **Notes** section.

THINKING SKILLS

Refers to the process of evaluating ideas or information to reach a rational decision. Thinking Skills includes problem solving, decision making, job task planning and organizing, significant use of memory and finding information from text, people and computerized data-bases.

Thinking Skills are Essential Skills that all Casino employees need to:

- *Assess a situation and react appropriately*
- *Evaluate if currency seems suspicious*
- *Prioritize the order in which tasks are completed by considering deadlines and resources*

F. THINKING SKILLS

1. Problem Solving

Tasks	Complexity Level	Examples
Typical *Most Complex*	1-2 3	**Uniform Technicians:** • track lost or unidentified garments. For example, track through the computer, look in slots with similar garments. If a barcode is missing, remember the employees who wear that size and style. (2) • identify problems in the sewing machine, mostly by sound. Stop and troubleshoot. (2) • apply barcode by hand if the label will not adhere well to some fabrics. (1) • repair and adjust garments for individuals. (2) • design patterns for, measure, choose materials and sew special projects. (3)

2. Decision Making

Tasks	Complexity Level	Examples
Typical *Most Complex*	1	**Uniform Technicians:** • decide when a garment should be discarded and what parts (buttons, etc.) can be salvaged. (1)

3. Job Task Planning and Organizing

Complexity Level	Description
2	**Uniform Technicians:** • have routine duties that take up a good part of the day. They have to prioritize, putting aside special projects and laundry to deal with "rush" hour when shifts change. They must work together to organize busy times like fitting days when they may register and fit many new employees. They may share the duties of entering data and taking measurements. Special projects require calculated use of time and space. The change over to new uniforms for all staff will require long stints of overtime.

4. Significant Use of Memory

Examples
Uniform Technicians: • remember slot numbers of staff to speed up the delivery of uniforms. • remember the clothing allotment for each department.

5. Finding Information

Complexity Level	Examples
1-3	**Uniform Technicians:** • access information from their own computerised tracking system. (1) • get information from other departments (e.g., Human Resources) by phone. (1) • refer to manuals to trouble shoot or to learn operation of new machines. (3) • may call a supplier for information on fabrics or detergents. (1)

WORKING WITH OTHERS

Refers to employees working together to carry out tasks.

Working with Others is an Essential Skill that all Casino employees need to:

- *Co-operatively work with others to exceed casino service standards*
- *Coach and mentor new employees*
- *Make suggestions on improving teamwork and casino service (break schedules, shift times)*
- *Co-operatively work with others to repair casino equipment*

G. WORKING WITH OTHERS

Uniform Technicians work together with co-workers and supervisor in a fairly restricted area. The duties are very varied, and the tracking system demands a fairly good command of computer use. This seems to be a stimulating atmosphere for learning and for putting forward new ideas and projects.

Participation in Supervisory or Leadership Activities

Uniforms Technicians:

>> participate in on-going informal discussions about work processes or product improvement.

>> have opportunities to make suggestions on improving work processes.

>> inform other workers or demonstrate to them how tasks are performed.

>> orient new employees.

>> deal with other workers' complaints about garments.

The symbols >, >> and >>> are explained in the **Notes** section.

COMPUTER USE

Refers to the variety and complexity of computer use within the employees' position.

Computer Use is an Essential Skill that all Casino employees need to:

- *Enter data into various computerized tracking systems and databases*
- *Use email to communicate with others*
- *Use document and spreadsheet software to prepare, edit, manipulate and analyze Information*
- *Manage department electronic files*
- *Use a variety of electronic devices and resolve basic technical difficulties*

H. COMPUTER USE

Complexity Level	Computer Use
1-3	**Uniform Technicians:** • enters (via a scanner or manually) and retrieves data (on screen or in printouts) from a computerised tracking system to record the whereabouts of all garments. (2) • may apply computer knowledge to make up new spreadsheet forms to facilitate work in the area. (3) • may use word processing to make posters to pass on information to employees. (1)

Computer Use Profile

Uniform Technicians:

>> use word processing.

>> use a database. For example, the tracking system .

> may use (create) a spreadsheet. For example, to list employee data.

>> use communication software. For example, e-mail.

The symbols >, >> and >>> are explained in the **Notes** section.

CONTINUOUS LEARNING

Refers to the ongoing process of acquiring new skills and knowledge and applying them in the workplace.

Continuous Learning is an Essential Skill that all Casino employees need to:

- *Identify training opportunities that are available*
- *Learn about new casino equipment, products, services and procedures*
- *Identify and understand skill strengths and the areas where improvement is needed to become successful in other casino positions*
- *Use newly learned skills and knowledge to improve work*

I. CONTINUOUS LEARNING

How the Learning Occurs

Learning may be acquired:

>> by applying previous experience

>> as part of regular work activity.

>> from co-workers.

>> through training offered in the workplace. For example, basic computer skills.

through reading or other forms of self-study:

at work.

The symbols >, >> and >>> are explained in the **Notes** section.

J. OTHER INFORMATION

In addition to collecting information for this Essential Skills Profile, our interviews with Uniforms Technicians also asked about the following topics.

Physical Aspects	The Uniform Technicians interviewed mentioned these physical aspects of their jobs: **Body Position** - Uniform Technicians lift and bend to load machines with laundry. They spend long periods at the ironing board. **Limb Co-ordination** - Uniform Technicians need good manual dexterity for sewing and keyboarding. **Strength** - There is some lifting and bending but not heavy loads. This area is often designated for light duties.
Attitudes	Uniform Technicians need to have a friendly, outgoing disposition, as the first moment of each employee's day affects the work atmosphere in general. They need to be well-organized.
Future Trends Affecting Essential Skills	Uniform Technicians look forward to technical advances. For example, presses will be used instead of irons for most pieces. New uniforms will be easier to handle.

Notes

Throughout this document, the following codes have been used:

>>> indicates that most respondents use that skill
>> indicates that some respondents use that skill
> indicates that few respondents use that skill
indicates that none of the respondents use that skill