

**March 28, 2018**

**DDA/Directors Meeting**

Present:

- DDA: John Berrey, Chairman  
Larry Ramsey, Secretary  
Ranny McWatters, Treasurer  
Marilyn Rogers, Member  
Tamara Reeves, Member  
Tena Smith, Office Manager
- Exec: Jani Cummings, GM
- F&B: Lucus Setterfield, Director
- Finance: Kent Jones, CFO
- Purchasing: \*
- Facilities: Ernie Caruthers, Director
- IT: Matt Bracich, Director
- Marketing: Alan Bouschor, Director
- Security: Bill Goodwin, Director
- Surveillance: Bill Cornell, Director
- Gaming: John Boyce, Director
- Table Games: Josh Siler, Manager
- Hotel: Julie Mayewski, Director
- TGA: Barbara Collier, Director
- PD: \*
- HR: Brad Stone, Director
- Guests:

- Prayer – Ranny McWatters

- John Berrey
  - Review of the financing
    - Completed on Feb 1, 2018
    - 10.5% notes due 2023
  - General discussion of operations
  - Employee headcount currently – 1015
  - Changes
    - Warehouse – Mindy new manager
    - EDR – employee market place, everyone seems to like the changes
    - PD & Marketing – need to work together, promotions and events to be cohesive
  - Down 2.5 million for the first quarter
    - 7k for March
    - On track for 52.7 million, need to be at 55 – 6 months to get there
  - Working on bringing back the low end “grind” players
  - Exciting new promotions and concerts coming up
  - HR working on new trainings
  - Looks like craps and roulette will be approved by the state

- Josh Siler
  - Craps tables
    - 12 foot tables
    - 3-4 FTEs per table
    - Looking for location for tables
    - House set odds/ - working on
    - Table games working on P/P in anticipation of state approval

- Brad Stone
  - New director
    - 25 years' experience in HR/Benefits
  - Reviewing current benefits to make changes
  - Tuesday April 3 – hiring fair 2-6pm
  - Interviewing training session today at 1pm to help those interviewing on April 3
    - Behavior based questions
    - In Saracen
- Jani Cummings
  - Team effort – not one person or departments fault
  - Indigo sky and Kansas crossing are “buying” the market
  - Positive attitude and team effort is critical
  - Need churn of lower play to cycle machines
  - Jani's gone crazy - April 8-9
    - Free play
    - Kiosk promotions
    - 25/50/75/100 denoms
- Alan Bouschor
  - Happiest Hours on Earth
    - Wednesdays in April
    - 5:30-8:30pm
    - All depts and outlets included
  - Lower end play
    - Continuity program
      - March 10pt earned
      - April 0 pts earned
    - Reward mailer active in April
      - 4 or less trips (Dec/Jan/Feb) received mailer
      - Weekday & weekend free play
    - Trying to identify those just missing the mailing lists
    - Expanding the size of the newsletter
  - New entrance banners going up
  - Working on new billboard campaign
- Lucas Setterfield
  - Employee market place going well
    - Only negative size of beverage station
    - Team is doing well
    - April 1 discontinuing breakfast hotline
  - Sushi
    - Selling about 5-600 rolls per week
  - DCBC
    - Doing well
    - About 20% of all sales
    - 3 types on sale – a 4<sup>th</sup> in the works (honey brown)
  - Chef battle – April 14
    - The event will be on Facebook live
    - 530/730 seating's
  - New ABLE commission and tax commission laws are starting to roll out
  - Dance floor at Legends stage?

- F&B appreciation week is in April
- Julie Mayewski
  - Working on staffing in housekeeping
    - 11 in training
    - 8 in TGA background process
    - Goal is to not be under staffed in the summer
  - Green house
    - Horticulture week was last week
  - New sales manager starts next week
- Bill Cornell
  - Any direction on Quapaw Casino?
- Ernie Caruthers
  - High limit bathroom remodel to offices
  - Outdoor pool prep for summer
  - Slot tech office – sprinkler install
  - Quapaw Casino
    - Parking lot lighting
    - Cage/soft count updates
  - Repaired roof leak at Q store
  - Waiting on revised bid from Miller flooring for casino entry update
- John Boyce
  - Working to keep floor fresh and exciting
  - Two open positions - 2 were filled today
- Matt Bracich
  - Email phishing test and training
    - 33% failure rate on first round
    - 5% failure rate on second round (after training)
  - Phone
    - Windstream has a fiber cut between here and Quapaw
      - Roll over did not was and has been corrected
  - All backups are at the Q Store
    - Look into offsite back up storage
- Josh Siler
  - Ok senate passed craps & roulette waiting on house vote
  - Looking at 3 options for table locations
    - Front of Legends
    - Front of high limit tables
    - Old pit 3
  - Working on procedures
    - Reaching out to industry contacts for roulette procedure guidelines
  - Suggest to start with 2 craps and 1 roulette tables
    - Can adjust according to play
    - Open at 12pm daily
    - Training can range anywhere from 2 weeks to 12weeks
  - Play is to be ready to go live as soon as it is possible
- Kent Jones
  - Rough patch first quarter
  - Auditors will be in April for quarter audit
  - Quapaw Casino finance is fully integrated at DCR

- Barbara Collier
  - Surveillance audit appeal
    - Appealed the finding, working on second appeal
  - New chief of the Peoria Tribe reached out, Tribe will start operating casino, management contract was cancelled
  - New regulation changes
    - “GAT” program – gaming authentication tech, shipping and receiving