

DDA/Director's Meeting
September 05, 2013

- **Attendance:**

- DDA: John Berrey
Larry Ramsey
Marilyn Rogers
Tamara Smiley- Reeves
- Exec: Ernie Dellaverson, AGM
Melissa Wakefield, Exec. Admin.
- F&B: Lucus Setterfield, Executive Chef
- Finance: Kent Jones, CFO
- Purchasing: Jerri Montgomery, Director
- Facilities: Ernie Caruthers, Director
- IT: Dave Clark, Director
- Marketing: Shawn Carlson, Director
- Security: Bill Goodwin, Director
- Surveillance: William Cornell, Director
- Gaming: Bob Moritz, Director
- PR: Sean Harrison, Manager
- Hotel: Bob Bergquist, Director
- H.R.:
- TGA: Barbara Collier, Director

Prayer led by – John Berrey

Jani

- Upcoming Events
 - VGT Tour Sat/Sun in pavilion
 - Sept 13 – FOP Southwest Missouri – 160 officers on property
 - Set 14-15 – Ozark Florist 100-200 in pavilion
 - Review list of suggestions to increase revenue or decrease unnecessary expenses for executive retreat – see attached
 - Emotional Intelligence Training – see attached

Bob Bergquist

- Sept off to good start with occupancy
- Oct/Nov post cards are now out
- Valet gearing up for changes
 - Employees can only use valet parking when hotel guests
- National Housekeeping week is 9/9-9/13
 - Events held all week to celebrate

Bill Goodwin

- False report of knife attaché in parking lot
- Successful concert season – very minimal incidents

Kent Jones

- August financial reviews are next week
- Table games is positive for the month
- Slot revenue beat same month last year
- Year end review Sept 30
 - Auditors will be on property
- Empire deposit is \$250K cash
 - Have requested a letter of credit from IBC to get released

Jerri Montgomery

- C&C produce change effective Oct 1
- Cysco will bid on non-food items this round
- Looking for a new vacuum vendor
- Newsletter sent out for bid
- New vendor at the Qstore
- Receiving quotes on cigarette machines at service bars
- Rebidding on all heavy use items
- Reviewing expiring contracts

Shawn Carlson

- 4,330 tickets for The Band Perry
- Bart Crow, Legend's stage about 500 people
- Gift a day play and earn going well
- Proposed Pavilion lineup
 - Nov 30 – KC and the Sunshine Band
 - Jan 11 – Little River Band
 - Feb 15 – Wynona
 - April 5 – BB King
- John B would like to see Barry Switzer used more in advertising and more events

Sean Harrison

- Two bands on Saturday – discussion
- See attached

Bob Moritz

- VGT Tourn this weekend
 - 9 rounds RSVP'd
 - Mr. Money Bags hosting
 - Tourn starts at 3pm
 - Top 40 at 12pm on Sunday

- MSPT
 - 112 in flights
 - Local players during the week, hoping to bring in visitors for weekend play
- Designs for Kansas Gaming property
 - Hope to have by end of September
 - Next meeting look at prelim design

Barbara Collier

- Completing 2014 budget – very minimal increase
- Cut one position at Downstream
- Finalizing audits by the end of September
- NTGCR end of month – Barbara attending

Lucus Setterfield

- All outlets but Buffalo Grille made profit for the month
- Flavor of the Four States at Third Thursday this month

Ernie Caruthers

- Getting bids on changing the speed bumps to speed tables
- Reworked sewer at Eagle Creek on 10th hole
- Finished DDA office remodel
- Working on Wellness center landscaping
- Motor cycle parking has been extended in the employee lot
- Working on pricing for Wan Na Be Dea flooring change
- Bid on fencing for indoor pool patio - \$31,000. Looking for other options
- Buffalo cross fencing is complete

Dave Clark

- Hand held's are being configured for hosts - have been approved by TGA
- Reviewing and updated department policies
- POS set and configured for valet
- Change made to spa receipts – all sale final
- IGT/AS400 upgrades
 - AS400 – Oct 21-22 (16hr)
 - IGT – Oct 13 (4-5 hr)
- Extra t-1 line has been turned over to TGA for use

Bill Cornell

- Turned camera onto diesel pump
- Adding cameras to buffalo grille
- Caught a card counter at the tables

BREAK

Resume – DDA Meeting 12:25pm

John/Larry/ Marilyn/Tamara

Yearly Bonus

- Reviewed and discussed options

Motion by DDA Secretary Larry Ramsey to approve the 2013 yearend bonuses to be paid at 80% as proposed.

Seconded by DDA Member Marilyn Rogers. Vote: JB: yes; RM: absent; LR: yes; MR: yes; TR: yes (4 yes 0 no 0 abstain 1 absent) Motion Carries.

TM Holiday Gifts

- Jacket options presented
- Consensus of the DDA to go with the grey option presented with the swoosh on the pocket

Team Member Issue – PJ Attocknie

- Sleeping on post
- Would like to bring back to a regular office
- Consensus of the DDA

Sales/Banquets

- Proposed org chart change to add sales manager

Motion by DDA Secretary Larry Ramsey to approve the change to the sales org chart to include a sales manager.

Seconded by DDA Member Marilyn Rogers. Vote: JB: yes; RM: absent; LR: yes; MR: yes; TR: yes (4 yes 0 no 0 abstain 1 absent) Motion Carries.

Marketing Review

- Discussion of NYE 70's theme on floor
- Promos
 - Funky Threads
 - Bingin in the New Year
 - Groovin into 2014
- Consensus of the DDA
- Reviewed Art for Oct/Nov/Dec and gave preferred choices to Marketing

Adjourn 1:55pm

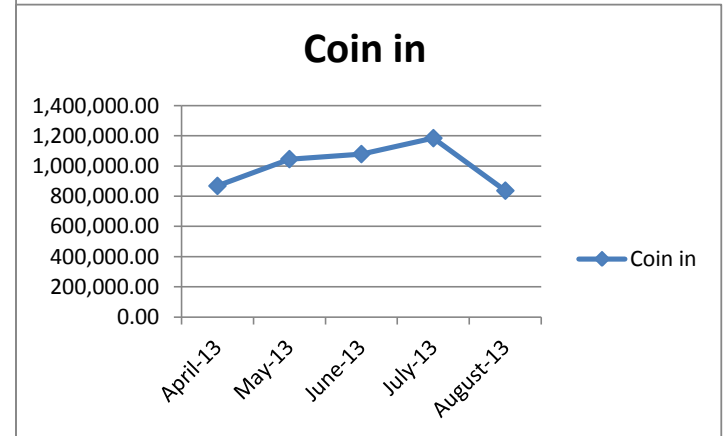
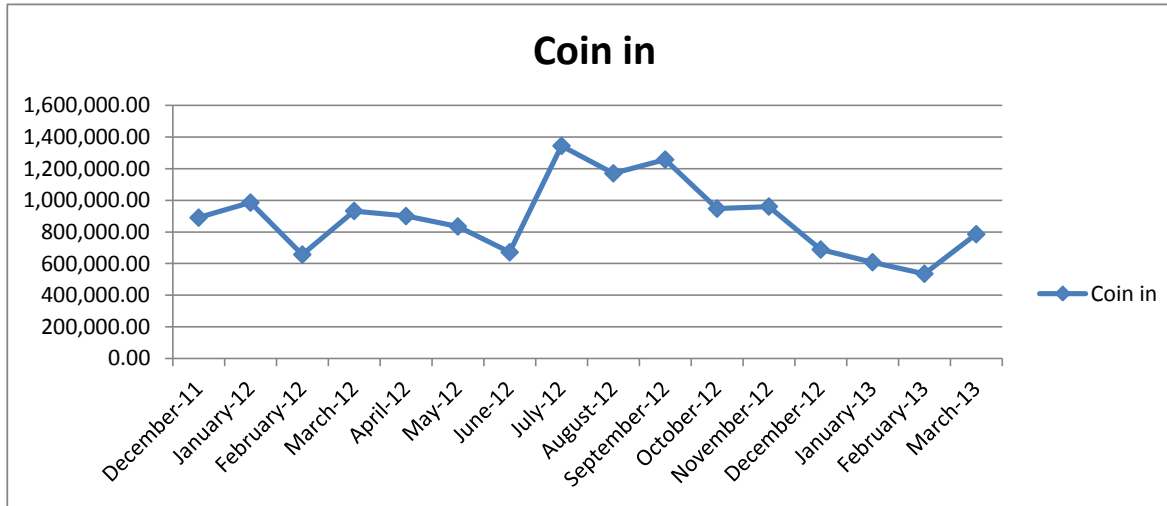
**Downstream
Metered Slot Win**

Reporting Period: 12/1/2012 to 12/31/2012

Run Date: 9/3/2013 5:17:41 PM

Ver# 8 ID# 19

Page: 1 of 1



*** CONFIDENTIAL ***

Hourly Revenue

Processed Business Period Starting 3/1/2012 5:59:00 AM and Ending 9/1/2012 5:58:59 AM

Grouped by: Profit Center

Selected For: Profit Center = Legends (1); Increment = 60Min (60); Store = Downstream Casino (1)

DR13

Profit Center: Legends(1)

Increment	----- Open -----			----- Closed -----		
	Checks	Covers	Gross Revenue	Checks	Covers	Gross Revenue
12:00AM	3,395	1,728	\$20,261.71	3,779	2,156	\$28,601.26
1:00AM	1,432	678	\$7,776.97	1,811	966	\$15,848.22
2:00AM	2	0	\$0.00	50	29	\$837.05
3:00AM	0	0	\$0.00	1	0	\$6.19
7:00AM	2	0	\$0.00	2	0	\$0.00
9:00AM	11	0	\$38.95	8	0	\$0.00
10:00AM	59	69	\$945.51	15	3	\$56.18
11:00AM	1,270	1,523	\$14,416.85	664	592	\$5,717.18
12:00PM	1,656	1,620	\$17,629.33	1,764	1,779	\$17,233.12
1:00PM	1,957	1,512	\$16,358.27	2,043	1,686	\$18,159.45
2:00PM	2,107	1,352	\$14,895.05	2,210	1,558	\$16,472.96
3:00PM	2,655	1,623	\$17,095.25	2,641	1,619	\$16,947.14
4:00PM	3,006	1,772	\$19,849.12	2,917	1,653	\$17,192.74
5:00PM	4,275	2,902	\$32,132.26	3,957	2,362	\$24,734.49
6:00PM	5,685	4,320	\$49,597.54	5,195	3,542	\$37,295.11
7:00PM	6,716	4,937	\$56,704.42	6,447	4,661	\$49,434.38
8:00PM	7,332	4,917	\$54,500.70	7,368	5,056	\$55,585.16
9:00PM	7,625	4,711	\$53,407.34	7,788	5,161	\$57,399.33
10:00PM	6,974	3,781	\$47,031.35	7,266	4,294	\$54,541.21
11:00PM	5,357	2,829	\$34,719.20	5,590	3,157	\$41,298.65
Profit Center Total:	61,516	40,274	\$457,359.82	61,516	40,274	\$457,359.82
Grand Total	61,516	40,274	\$457,359.82	61,516	40,274	\$457,359.82

Hourly Revenue

Processed Business Period Starting 3/1/2013 5:59:00 AM and Ending 9/1/2013 5:58:59 AM

Grouped by: Profit Center

Selected For: Profit Center = Legends (1); Increment = 60Min (60); Store = Downstream Casino (1)

POST

Profit Center: Legends(1)

Increment	----- Open -----			----- Closed -----		
	Checks	Covers	Gross Revenue	Checks	Covers	Gross Revenue
12:00AM	3,879	1,096	\$22,744.47	4,326	1,605	\$34,502.85
1:00AM	1,649	408	\$9,761.58	2,166	714	\$20,320.63
2:00AM	14	0	\$1.51	139	11	\$1,501.78
3:00AM	0	0	\$0.00	8	0	\$60.15
9:00AM	2	1	\$4.80	0	0	\$0.00
10:00AM	37	35	\$458.12	13	6	\$43.90
11:00AM	1,177	1,399	\$13,367.61	691	543	\$5,432.57
12:00PM	1,700	1,666	\$18,367.19	1,688	1,647	\$16,254.95
1:00PM	1,937	1,501	\$16,345.61	2,046	1,774	\$18,878.30
2:00PM	2,091	24,457	\$14,762.31	2,148	24,612	\$16,113.30
3:00PM	2,773	1,574	\$17,636.59	2,697	1,482	\$16,557.13
4:00PM	3,582	1,998	\$24,278.04	3,374	1,818	\$20,270.26
5:00PM	4,743	2,747	\$36,958.28	4,369	2,074	\$28,646.64
6:00PM	6,358	4,282	\$59,444.72	5,672	3,387	\$42,424.90
7:00PM	7,457	4,753	\$67,679.84	7,144	4,412	\$59,961.50
8:00PM	7,819	4,197	\$63,350.03	7,921	4,619	\$64,581.04
9:00PM	8,186	3,898	\$60,623.74	8,343	4,303	\$63,306.77
10:00PM	7,840	3,159	\$54,763.59	8,103	3,633	\$61,478.70
11:00PM	6,155	2,653	\$40,102.90	6,551	3,184	\$50,315.56
Profit Center Total:	67,399	59,824	\$520,650.93	67,399	59,824	\$520,650.93
Grand Total	67,399	59,824	\$520,650.93	67,399	59,824	\$520,650.93

SUGGESTIONS TO INCREASE REVENUE OR DECREASE UNNECESSARY EXPENSES:

- ✓ Look closely at each requisition that comes through and make sure that every high dollar req. gets bid out with multiple reputable companies
- ✓ Use outdoor grill at Buffalo and cook chicken, burgers, hot dogs, ribs, etc. and make it special.
- ✓ Look at pricing in gift shop - we increase the price 2x if it costs us \$99, we charge \$198. Why not bring pricing down and possibly sell more. Then we get bigger and new products all the time. How about a cost +10 or 15% to employees as they might buy more if the pricing was better.
- ✓ Surveillance operated short one gaming operator; goal is to fill the position with one of the loss prevention operators, change the schedule of the two loss prevention operators and hold off on replacing the loss prevention operator until business dictates.
- ✓ Billboard on 44 prior to entering Joplin could be used to promote our hotel. Update photo showing how nice the rooms are and highlighting only a few more miles to reach our fantastic place.
- ✓ Offering Friends and Family rate for Monday through Thursday when occupancy is going to be low for that week.
- ✓ Increase the hold by offering an 8 deck game on our \$5 dollar games and only offer six deck games on higher limit games in Pit 4.
- ✓ Recommend that hourly tipped positions do not receive annual increases their income is based on tips.
- ✓ Keep pushing busses
- ✓ Possibly charge a small fee for valet if not staying in hotel or use points to park.
- ✓ Possibly look at how yearly increases are distributed. Maybe department head is given \$XXX which is distributed to department team members at the discretion of the Director.
- ✓ Micro targeting - we would segment our database to smaller groups; i.e., The City of Joplin, Golf, Game Type
- ✓ Weekly Bounceback - pull list on Mondays and will be in homes Wed/Thursday.
- ✓ Adjust monthly matrix to allow for more offers to be distributed to get the occupancy level increased and stabilized. Adjust staffing to occupancy levels - look for ways to increase productivity.
- ✓ Enforce the same work standards and policies department wide. Major issue is that we get resistance when we try to change anything that means more work or responsibility.
- ✓ Increase the WAP and participation count slightly by decreasing Bally and adding WMS puts us in a higher rebate bracket with WMS. Rebates provide free parts and conversions which we would have paid for in normal course of business.
- ✓ Assist with labor cost control. Reduce headcount by not filling vacant positions and use part time when possible. We have a lot of deadwood, make work and do little positions that need to go away.

- ✓ Tighten labor and staff only as business needs. Work on creating efficiencies in all outlets such as cross utilizing staff as well as product.
- ✓ Increase awareness of cost controls and minimize those expenses when possible. Capitalize on our unique 3-State location using signage "You are now entering Oklahoma" - "You are now entering Kansas" and "You have just entered Missouri".
- ✓ Continue to find and implement energy efficient programs that will lessen the utility burden of the casino.

HOW WILL YOU CONTROL LABOR COSTS IN YOUR DEPARTMENT AND WHAT BEST PRACTICES WILL YOU ADDRESS WITH YOUR TEAM TO HELP THEM WORK SMARTER, NOT HARDER?

- ✓ Make sure staff isn't spending too much time on low cost items and more time on high dollar items.
- ✓ Control costs by keeping O.T. to a minimum.
- ✓ Explained to team they need to learn how to change employee schedules to accommodate when other team members are taking scheduled time off.
- ✓ Kiosks for Q Club - fun, entertaining and saves on FTE's
- ✓ Utilize early outs
- ✓ Additional room quotas to Housekeeping staff increasing number of rooms they clean which ultimately reduces staffing.
- ✓ Continue to down staff in Poker depending on business levels. Keep slots at or below 2% labor to revenue. Continue to replace BJ dealers with part time dealers. Concentrate on the supervision level in slots to create more consistency from shift to shift and continue training.
- ✓ Cage has combined cashier and main banker positions so team members can work in either area based on business volumes and reduce number of positions required to operate the cage.
- ✓ Cross training allows a single individual to potentially fill multiple roles as necessary.
- ✓ Labor costs will be controlled by cross utilizing staff and if needed only part time or on call individuals will be utilized to help control costs.

EMOTIONAL INTELLIGENCE (EQ)

Step One

When it comes to happiness and success in life, emotional intelligence (EQ) matters just as much as intellectual ability (IQ). Emotional intelligence helps you build stronger relationships, succeed at work, and achieve your career and personal goals.

What is emotional intelligence?

Emotional intelligence (EQ) is the ability to identify, use, understand, and manage emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges, and defuse conflict. Emotional intelligence impacts many different aspects of your daily life, such as the way you behave and the way you interact with others.

If you have high emotional intelligence you are able to recognize your own emotional state and the emotional states of others, and engage with people in a way that draws them to you. You can use this understanding of emotions to relate better to other people, form healthier relationships, achieve greater success at work and lead a more fulfilling life.

Emotional intelligence consists of FOUR attributes:

- **Self-awareness** – You recognize your own emotions and how they affect your thoughts and behavior, know your strengths and weaknesses, and have self-confidence.
- **Self-management** – You're able to control impulsive feelings and behaviors, manage your emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances.
- **Social awareness** – You can understand the emotions, needs, and concerns of other people, pick up on emotional cues, feel comfortable socially, and recognize the power dynamics in a group or organization.
- **Relationship management** – You know how to develop and maintain good relationships, communicate clearly, inspire and influence others, work well in a team, and manage conflict.