

**June 28, 2016**

**DDA/Directors Meeting**

Present:

- |               |                                                                                                                                                                 |                 |                               |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------------|
| • DDA:        | John Berrey, Chairman<br>Ranny McWatters, Treasurer<br>Larry Ramsey, Secretary<br>Marilyn Rogers, Member<br>Tamara Smiley, Member<br>Tena Smith, Office Manager | • IT:           | Matt Bracich, Director        |
| • Exec:       | Jani Cummings, GM<br>Melissa Wakefield, Exec. Admin.                                                                                                            | • Marketing:    | Alan Bouschor, Director       |
| • F&B         | Lucus Setterfield, Director                                                                                                                                     | • Security:     | Bill Goodwin, Director        |
| • Finance:    | Kent Jones, CFO                                                                                                                                                 | • Surveillance: | Bill Cornell, Director        |
| • Purchasing: | Jerri Montgomery, Director                                                                                                                                      | • Gaming:       | Bob Moritz, Director          |
| • Facilities: | Ernie Caruthers, Director                                                                                                                                       | • Table Games:  | Josh Siler, Manager           |
|               |                                                                                                                                                                 | • PR:           | Sean Harrison, Manager        |
|               |                                                                                                                                                                 | • Hotel:        | Bob Bergquist, Resort VP      |
|               |                                                                                                                                                                 | • TGA:          | Erin Eckhart, Deputy Director |
|               |                                                                                                                                                                 | • PD:           | *                             |
|               |                                                                                                                                                                 | • HR:           | Craig Sweaney, Director       |
|               |                                                                                                                                                                 | • Guests:       | None                          |

• **John Berrey**

- Thank you to John Boyce for getting the pay table changed. The hold is creeping up.
- Things are going good with a few hiccups.
- Buffet looked bad last night. If you see anything that needs help let the Department Director know.
- We bought 10million in bonds back over the last month.
  - Saved money buying below par and saving money on interest.
- Stock market will dropping due to British thing, but hopefully will plain out.

• **Tamara Smiley**

- Thank you to Matt for helping out at the tribal office when our I.T. Director was dismissed.

• **Jani Cummings**

- Thank you to everyone for helping out with culture shift on the floor.
- Ambassadors and VIP services are making a difference.
- Table Games promotions have helped.
- Have a very busy weekend coming up
  - Martina McBride at 7pm on 7/2
  - Pre-concert buffet on concert night at Buffalo Grille. \$12 all you can eat.
- 7/16: the Band Perry
  - Younger genre, but did well last time they were here.
- Alabama on 9/30.
- General Council on 7/4
  - Children's Play land will open at 7:30am.
  - Breakfast for the kids will be served in the banquet area.

- New parking lot will be used for Tribal Member parking.
- It is a blackout weekend.
- DCR Clinic:
  - Trying to push clinic use instead of Urgent Care.
  - Review of memo to be sent out showing guests what they can get for \$5 at the clinic.
- Numbers have taken a turn for the better.
- Watch pick-up event on 7/17.
  - Had 2 events for platinum and hosted gold to pick out their watches.
- Luggage pick up went very well and have 2 more in July.
- Hit the calendar hard in the month of August.
- Indigo Sky is now going to have a watch event in August. Copying what we're doing.
- Josh has 21 team members transferring to his department.
  - Holding some back until after the holiday weekend.

- **Jerri Montgomery**

- Embroidery will be doing some stitch out for patches for their uniforms.
- Also making neck wraps for team members for concerts.
- Ernie has the Bolin house ready to move the upholstery over there.
  - Embroidery will be moved to Rex's office, and Rex will be moving upstairs.
- John B: need to leave room at Bolin house for TGA offices in Bolin house.
- Marshalls are still in the garage office.
- Looking for a new shuttle bus.
- Looking for a new facilities truck.
- New tables for Red Oak will be shipped on 7/13.
  - Chair samples will be reviewed later today.
- General Council items are all here and ready.

- **Erin Eckhart**

- Working with departments on Audits and upgrades.
- Open door policy in TGA if there's anything we can help with.

- **Kent Jones**

- June is turning out pretty solid.
  - UP 15 million over last year
  - Hold is up 2/10 of 1%
  - For the month am projecting to be about 4.3 million EBITDA for the month.
    - Last year we were only 3.7 EBITDA
  - At about 94.7% of our 216 plan.
- Should have a very strong 4 day weekend to start out July.
- We are making progress and will hopefully have a good strong summer.
- Need to have an investor conference call at the end of August.

- The Brexit situation has affected our papers because we are high yield and risk instead of a safe investment that people look for during tumultuous investment times.
  - It won't impact us directly, but will affect the US markets which will affect us some.
- Shout out to Erin and the folks in TGA for working so well with Finance.

- **Bob Bergquist**

- Occupancy for June is just shy of 90%
  - Cash/comp is at about 60/40 this month.
  - New offers are out and we're picking up a lot.
- Housekeeping has replaced all the coolers in the rooms with actual refrigerators.
- Still working with facilities on re-painting bathroom ceilings
- Indoor pool was drained, repainted and is back up and operational.
- Valet is out cleaning and getting everything polished for this weekend.
- Spa actually made money for the first time this last month.
  - Kent: finally pushing enough volume.
- John Berrey: are they done with the 12 floor change over to the suite and is it being rented out.
  - Ernie C: yes, it is done.
  - Bob B: Sales has the room for rent.
    - John Berrey: No, it needs to belong to the hotel and be rented just like the hospitality suites in Kappa. Tena, text Roper and have him get with Bob to get it punched out and rented.

- **Alan Bouschor**

- Promotional stand point:
  - we are doing the luggage give-a-ways on Saturdays the 9<sup>th</sup> and 30<sup>th</sup>
  - July 5<sup>th</sup> Anniversary Earn & Burn.
  - Grillin' & Chillin on 7/16
  - You Sunk My Ship promotion on July 15<sup>th</sup> & 29<sup>th</sup>.
  - And watch pick up that has already been mentioned.
- WE had a meeting to review the options for the rest of the fiscal year and added some things with the goal in mind to reach our goal.
- TV commercial filming went well and the commercials are looking good.
  - Should have photos in a couple of week.
- Sonifi hotel channel: have been working on that and using it to put our out entertainment videos.
- Outdoor creative that was approved was sent to the vendors to create vinyl and then will be put up.
- Entertainment
  - Have an account now which is an e-mail list of people that like certain music and can narrow down my demographics to target a certain group.
- For Martina McBride we still need 3 more volunteers – please mention it to your staff.
- Direct mail piece – tribal spot light – is it ever a possibility to leave it out if we need the space for advertising.
  - John Berrey: don't make a habit of it, but ok as a last resort.

- **Lucus Setterfield**

- Challenges are growing in some areas and improving in others.
- Have a meeting scheduled with the Buffet team to go over some changes for improvement.
- Got a nice breakdown of needed improvements for the EDR and focusing on some of those
  - New salad bar
  - Going to focus on theme days to have a nice side bar for them days.
  - Trying to keep up with making sure we have the same food on evening and night shifts that we have during the day.
  - Got a huge number of complaints about EDR staff friendliness primarily in the day, but on all shifts.
- Red Oak we're starting to do celebration deserts and changing the way we take reservations to try to make special occasions more special.
  - If it's a special day we have a special desert or flowers.
  - We're also going to be doing truffle boxes now in tiny boxes to be presented with the check.
  - New tables will be in soon.
  - Have a few new team members in Red Oak with exceptional professionalism.
- Having some supervisor training classes for some that need some specific attention.
  - The Fred Pryor classes have proven to be a good tool for us.
- The pool has been doing fantastic – huge numbers for beverage.
  - Had to get some new furniture down there – under warranty – but had to get some temporary bar stools while we are waiting on the replacements.
- Jani: Sommelier training . . .
  - Lucas, as discussed in the last Director's meeting, several of us went to Sommelier training and a few passed.
  - There are more trainings and classes to advance and become certified.
  - The intent is to get the servers out of just taking orders and into having knowledge about the wine.
- John Berrey: you're doing a good job.

- **Bill Goodwin**

- Was out last week. Playing catch up and going through all the reports.
- Guest in hotel last week had issues and passed away at the hospital.
- Just completed defensive tactics re-certification class.
- Just completed the Armed Guard training course.
- K-9 program I understand is going pretty well when they show up.
- Jani: on the K-9s I made a recommendation of Dustin Brown for the Kennel tech position and he started yesterday and they love him.

- **Matt Bracich**

- Right now we're preparing for the schedule for Aristocrat scoping out the property and working with departments in preparation for the future install.
  - Portions of the floor will be down for 3-4 days.
  - John Berrey: will the pump interfaces have to change.
    - No, they will work.
    - Working to get away from that system and get a more user friendly system.
- Working with Quapaw Casino on some of the I.T. issues they're having.
  - Fixed a couple of issues yesterday and working on some more.
- Re-booted the e-mail server this morning.
- Have been working at Tribal office on their e-mail issues and internet security there.

- **Josh Siler**

- June has turned out better than what I had hoped. Hopefully will finish up good.
- As Jani mentioned we are adding staff so we can re-open Pit 3.
  - Should give us more game options and revenue.
- Poker is doing great for June.
  - WPT Deepstacks coming in October. Had projected 500-600, but now looking at possibly 1000+.
  - Working on early bird registration/room deals.
  - Should have details narrowed down in a couple of weeks.
- Changed the daily tournament schedule to go after Indigo's tournament schedule to try to shut them down.
- Rita Thurman had a massive heart attack a couple of weeks ago, and is still struggling. Keep her in your prayers.

- **Ernie Caruthers**

- Have tile samples coming Wednesday or Thursday for the Spring River Buffet.
- Have a guy coming to work on tops for the suite rooms
- Tint and More coming today
- Water tower is repaired
- Working on dumb waiter numbers for pavilion
- Bolin house is ready for upholstery to
- Will be about 25k to renovate the trailer at the new property purchased.
  - John Berrey: Let's put it in a dumpster
  - Tamara Reeves: Let's have Dale look at it to see if there's anything to salvage out first.
- Working with Joplin Workshops
- NDN is still here waterproofing the exterior of the hotel.
- Back on track to start working with Trent on dog training mock up facility in Picher.
- Working with Eagle Creek to try to get dance floor put in the ballroom.

- **Craig Sweaney**

- Tyson filed a form with the IRS to report how many employees had health care and for how many months.
  - Tyson was on hold with IRS and Kronos for 4 hours and working on filing errors.
- Have a junior analyst job posted – got 4 really good resumes.
  - All 4 of them do not have USA work visas. Will continue to look

- **John Boyce**

- Working on guest service issues. Have a lot of labor issues right now with family tragedies and call outs.
- On the tech side, we have gotten some help to pay talent.
- Some of the techs are at Quapaw now helping with their floor changes. Will be doing this off and on.
- Trying to meet deadlines and need Oasis agreement back from Steve Ward as soon as possible.
- Meeting with VGT and ATI tomorrow on game swap outs.
  - Will work on the area in front of Legends also.
- The non-smoking room is not getting good results.
  - John Berrey: we want to make this part of Legends.
  - Lucus: agreed, very busy there and could use the space.
    - But will need more equipment and a larger hood. Have worked some of this out with Shawn Mercer already.
  - The problem is that you can't provide enough variety in that area to make is profitable.
  - Thank you to TGA for helping out at Quapaw to get things done.

- **Presentations/Voting/Winners:**

- Team Members:
  - Gary Allen, F&B Cook II, WaNaBeeDea
  - Christina Alcorn, Slot Attendant
  - Dale Miller, Security Officer
- Supervisor: Patty Kennedy, EVS Supervisor
- Manager: Tara Dantic, Q Club Manager

- One last reminder from Jani: The 100<sup>th</sup> anniversary of the Joplin Rotary event will be here tonight with about 300 people.