

DDA/Director's Meeting
February 27, 2013

- **Attendance:**

- DDA: John Berrey (via phone)
Ranny McWatters
Larry Ramsey
Tamara Reeves
- Exec: Jani Cummings, AGM
Melissa Wakefield, Exec. Admin.
- F&B: Brian Kenney, Director
- Finance: Kent Jones, CFO
- Purchasing: Jerri Montgomery, Director
- Facilities: Ernie Caruthers, Director
- IT:
- 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.: Jani Cummings, AGM
- TGA: Barbara Collier, Director
- Special:

Prayer led by Jerri Montgomery

Hotel

- Benches for lobby
 - Dark wood stain
 - Dark leather top
 - Custom fit
 - 3 places located
 - \$3000 for all
- New Position – Guest Service Attendant
 - Bell desk is moving to new location at front desk, this position would utilize the former bell desk and cover
 - Coat check (seasonal)
 - Doors
 - Valet key check
 - 2 full time, 3 part time positions
 - Consensus of the DDA to make the change to the org chart
- Spa Offices
 - Would like to turn office into makeup area

- On hold, see how many requests are received, get more info

Facilities

- Back Up Power in Kappa tower
 - Currently - basic
 - Lighting, stairways, exhaust fans, elevators
 - Need to train employees on EOP
 - Signage – on floors (stairways)
 - Meeting with security, surveillance, facilities, Chris to answer questions and get EOP/SOP finalized and then training for employees – Friday

Human Resources

- TMOM revisions
 - 2 options presented (see attached)
 - Hall of Fame – monthly departmental
 - Day off pass
 - Cash Option
 - Review options and make decision next meeting
 - TMOM Voting – Feb 2013
 - Bob Clevenger – Security
 - Ronnie Wise – Table Games
 - Andy Williams – Hotel

Finance

- Capital Spend 2nd & 3rd Quarter

Project #	Description	Cost	Anticipated	Comments
IT Department				
2013-051	IGT Server Upgrade	335,000	Aug-13	Needed in anticipation of IGT Software Upgrade in Oct
Cont	IGT Points for Play	237,000	March	12 monthly payments, no interest
2013-043	PC Replacement	50,000	March -	Replace various PC's throughout the building
2013-048	Surveillance PC Replace	12,000	March -	Replace specialty PC's in Surveillance office
2013-044	Virtual Servers	86,000	August -	D. Clark to research other ways of expanding capacity
2013-045	Server/Storage Expansion	97,000	August -	D. Clark to research other ways of expanding capacity
HR				
Cont	HR Furniture replace	6,000	March -	Replace badly worn HR chairs
Hotel				
Cont	Lobby Benches	3,000	Mar-13	Add benches in hotel lobby area
Marketing				
Cont	LCD Screens and Software*	150,000	FY 2014	Defer to FY 2014
Cont	Kiosks**	100,000	FY 2014	Defer to FY 2014 - Mkt researching buy v. lease option
Cont	Audio Speakers for Pavilion	6,000	Mar-14	Needed now. Presently rent mid range speakers
Facilities				
2013-057	Wire Tugger	6,000	13-Mar	Currently having to rent/hire this service
2013-059	Roof Storage Building	5,000	13-Mar	Needed for equipment storage
2013-060	Ditch Witch	5,000	13-Apr	Need for trenching
2013-065	Lull	10,000	13-Apr	Need for various hi lift work around the property
2013-068	Outdoor Equipment	8,000	13-Mar	Need for outdoor property upkeep
Cont	Pit Lighting	12,000	April - May	Upgrade lighting in table games pits
	Totals	1,128,000		

*LCD Screens and Software – DDA wants more detail if changing the ascetic of the property

**Kiosks – review in more detail with the DDA.

- ATM Machine in Hotel Lobby
 - Check with US Bank on rate information
- Cash back in outlets
 - Look into options
- Kent get bids from outside company and then review and make decision

Poker

- Harley Update
 - Uped the value of the bike
 - FLX 103 - \$19,961
 - Promotion will be (March-April)
 - Do a post forma to see how it does

DDA Questions

- How are we doing? (JB) – reviewed the DOR through 2/25, things on an upward swing
- How are the people with the change in management? (JB) – noticing a happier atmosphere
- Ice/Snow Days (RM) – shuttle in the employee lot
 - Options
 - Tractor w/attachment
 - Dedicated shuttle
 - Only during shift change

TGA – Licensing in the Pavilion

- Should we license it as a separate facility?
- Temp vs Full license
- Barbara is working on getting a ruling from the NIGC

New position – Operations Compliance

- Up to date on Kansas gaming
- Liaison to operations

Public Relations

- Right Now Campaign
 - Each dept will need to figure out what is available and what is possible
 - At what level are things doable
 - Service recovery is part of it
 - Creating an attitude
 - See attached
- Legends Entertainment
 - No early band on Saturday night
 - 8pm-12pm on Friday night
 - No more tribute nights
 - DJs on service industry nights
 - 90 min “mini” concerts – 2x a month for 4 months
 - 9pm-1am on Saturdays

Marketing

- Billboards
 - Reviewed billboards previously showed to DDA (See attached)
- May Promos
 - Mother's Day/Father's Day – pampered parents – Spa
 - Memorial Day – match play and multiplier
 - Play and Earn – Fiesta Frenzy
 - PD Pool Party
 - Make My May
- Website
 - 14-RFPs sent out
 - 3 in person interviews conducted
 - Pilar – local company seems to be the best fit

Preferred Friend program

- Reviewed
- Downstream Team Members are an integral part of the guest services effort both on the clock and outside of the work place.
- In an effort to build “ownership and buy-in” by the Downstream Team Members, the Preferred Friend Program has been created. This program creates the opportunity for each team member to share the merits of visiting Downstream Casino Resort, to dine, enjoy the entertainment, stay in the hotel, be pampered in the spa, to play on the casino floor or to inquire about the potential to book business conferences, trade shows, etc.
- Each department will distribute “Preferred Friend” coupons to their departmental team members. The coupons must be filled out by the Team Member, containing their full name, legibly printed, their badge # and Department.
- The Preferred Friend must bring the coupon to the Q Club; they must not already be an active or archived member of the Q Club and they must sign up as a new member. They will then receive the benefits of any new card sign up but as they are a “Preferred Friend”, they will ALSO receive an additional \$5 Q Play bonus.
- Q Club representative will print the Preferred Friend's name and Q Club # on the coupon and will place the coupon in a raffle container. The raffle container will be collected on the day of the Team Member of the Month Celebration and Human Resources will have the container present for the Team Member of the Month announcements. At some point in time during that celebration, five (5) of the preferred friend coupons will be drawn and each of the team members whose name is on the referring Preferred Friend coupon, will receive \$100 cash. In the event the winning team members are not present at the Team Member of the Month Celebration, Human Resources will notify the winning team member of their prize and they will be asked to report to the General Manager or Assistant General Manager's Office to collect their winnings.

Bright Ideas

- Reviewed
- Bright ideas program is to encourage all Downstream team members to bring their suggestions, ideas about
 - how to make the property a better place to work
 - how to make Downstream more attractive to all age groups
 - how to create an atmosphere that is more fun for our guests and for our team membersto the attention of the Executive Board and the Downstream Development Authority.
- Bright Ideas cards will be placed in the EDR and in each department so they are readily accessible to all team members on all shifts. Team members may submit as many ideas, as often as they like. Bright Ideas

cards can be placed in the appropriate collection box in the EDR or can be submitted to their supervisor/director.

- Weekly, all Bright Idea cards will be collected by The Executive Administrative Assistant. She will prepare a "Log" listing each new Bright Idea using consecutive numbering rather than the name or department of the submitter. This keeps the process anonymous and creates a fair and level playing field as voting will be solely on the merits of the Idea. The actual name and department of the team member submitting their Bright Idea will be contained in an electronic hidden field as part of the log.
- Ideas submitted on the last week of a month will be placed on the next month's "Log". After all entries have been made to the log, the initial submission can be filed, by month, in a temporary file box for 60 days at which time they can be destroyed.
- The "Log" will be submitted to all members of the Executive Committee and D.D.A. prior to each Executive Board Meeting allowing each recipient to pare the list down to their top ten selection. At the meeting, the final decision will be made as to the winning Ideas for the month.
- Up to a maximum of four Bright Ideas can be selected monthly dividing the \$1,000 prize accordingly.
- Sill needs additional review and guidelines, keep working and bring back next meeting.

DRAFT

Monthly Departmental Hall of Fame Winners

The purpose of this program is to increase the number of team members recognized each month.

Selection/Nomination Process:

- Nominations must be turned into the Director, Manager or department designee by the 1st of each month;
- Winners will be selected by the most votes of their peers in their department;
- Peers/co-workers must complete the nomination form for their vote to be accepted;

Awards:

- Picture and name on the “Monthly Departmental Hall of Fame Winners” bulletin board—located in the hallway by the EDR;
- A “day off” pass with pay
 - “Day Off Pass” can be used at any time with approval from Supervisor/Manager/Director;
 - “Day Off Pass” must be used in its entirety on the approved day off
 - “Day Off Pass” will cover one scheduled shift—not to exceed eight (8) hours (team members in tipped positions will earn \$8.00/hour.
 - “Day Off Pass” cannot be cashed-in or traded to another person
- Each winner will also receive certificate signed by their Director/Manager as recognition of this GREAT honor.

Eligibility:

- Team Members must have been in their current department for a minimum of six (6) months;
- Team Members cannot have won this honor in the last six (6) months;
- Team Members cannot have received a coaching in the last three (3) months or be on a final.

Supervisors/Managers:

- Supervisors/Managers will be nominated & selected on a quarterly basis;
 - All rules, eligibility & awards will be the same as above just on a quarterly basis.

Outlets Descending by Number of Team Members

Listing	Total
1100-Table Games	129
2720-Housekeeping	85
7400-Security Operations	76
3200-Devils Promenade	75
7700-EVS	66
2780-Valet Transportation	65
1200-Slot Operations	61
1400-Cage	51
7600-Facilities	44
3100-Buffalo Grille FOH	36
1105-Poker	33
3130-Spring River Buffet FOH	33
7050-LearnCtr	29
3130-Spring River Buffet BOH	26
3185-Stewarding	26
2710-Hotel Operations	19
4500 Q Store	19
3100-Buffalo Grille BOH	18
1600-Surveillance	17
6200-Qclub	16
7000-HR	16
3110-Red Oak Steakhouse FOH	15
3170-EDR	14
6320-Financial Accounting	14
7100-PBX	14
6010-IT	13
1500-Count Team	12
2760-Spa	11
3120-WaNaBeeDea	11
3160-Banquets	11
6310-Income Audit	10
6340_Warehouse	10
3140-Legends	9
3180-Bakery	9
3110-Red Oak Steakhouse BOH	8
6100-DDA	7
4100-HeckatonGift Shop	6
6000-Executive	6
6250-Player Development Host	5
7300-Wardrobe	5
3000-F&B Administration	4
6330-Purchasing	4
2770_HotelSales	3
3250-Nee-Poh-Toh-Hee	3
6215-Advertising	3
6220-Special Events	3
5000-Marketing Admin	3
3230-Lover's Leap	2
6240-Bus Marketing	2
3300-VIP Lounge	1
Total	1,158

New Team Member of the Month
Proposed Guidelines
2/7/2013

Team Member of the Month

- Each outlet will elect a Team Member of the Month Administrator. This admin would tally monthly nominations, and communicate the monthly winner(s) to the HR Department. The TMOM admin will not be a permanent position. Admins can change during any month; HR will just need to be notified so that we can add the new admin's contact info. to our Admin compendium. A centralized mailbox for all of these admins would need to be created and installed somewhere that is relatively convenient to access. A possibility for this would be on the wall above the desk in the Mailroom.
 - Monthly outlet winners will be chosen by popular vote from other members of the outlet. They will win \$100.00 from the DDA and will be recognized on the monthly Team Member of the Month Email that goes to dscall. Also, they will be recognized on the DNN.
 - There will be no pre-qualifications for outlet TMOM winners. If someone is in their first 6 months, has prior coachings, or has subpar scores on the performance appraisal they are still eligible.
 - The reasoning for this decision is that someone could transfer positions and have a negative performance appraisal from another department. If they are doing extremely well at their new job they still deserve to be recognized.
 - Also someone could be new to the company and in their first 6 months, but could still be performing to "super-star" status. Those TM's also deserve to be recognized even though they have not spent very much time with our company.
 - People who have coachings in the past 90 days can turn things around. If a Team Member takes a coaching to heart and improves their performance dramatically; they deserve to be recognized.
- In addition to the Outlet TMOM. Downstream will still have the 3 Team Members of the Month and one Supervisor and Manager of the Quarter that are recognized in the EDR with members of the DDA present. These TMOM or Leaders of the Quarter will still receive the \$150.00 from both Executive Management and the DDA. They will also receive the same prize package (knick-knacks from HR, TMOM certificate, and parking pass) from HR.
 - The Executive Management Team will still meet and vote on the three monthly DCR winners of TMOM and a Supervisor and Manager of the Quarter.
 - DCR Wide TMOM will still have to meet the same criteria to be selected except for the 6 months in position requirement.

Team Leader of the Quarter

- The outlet TMOM Administrator will also accept nominations for Team Leader(s) of the Quarter. The TMOM Admin. will tally the nominations and report the winner(s) to HR. This will also be compiled by popular vote.
 - I want to keep the leaders on a quarterly basis because in most outlets there are not enough supervisors/managers to do one per month
- I also propose that we either recognize either one Team Leader of the Quarter, or recognize a Manager and a Supervisor of the Year.
 - To me it doesn't make sense that we have a Supervisor and Manager of every Quarter, but only one Team Leader of the Year.
 - Managers are much more likely to communicate across departments and to help other departments than supervisors.
 - Managers are also more likely to be in contact and to help Directors in other departments who participate in the voting process.
 - Directors are much more likely to have interactions with Managers from other departments rather than supervisors. Therefore, they are much more likely to vote for Managers with which they've interacted.
 - Many times Supervisors participate in the work handed down from Directors but don't always get credit for the work they perform since Managers typically would be the people handing in the work and communicating with Director/Executive level TM's.
 - **Every Team Leader of the Year so far has been a Manager of the Quarter. There have been no Supervisors of the Quarter that have received this honor.**

Department/Outlet Population Stats

- Currently there are 9 outlets with over 40 people and 1 additional outlet that I think deserves to have a TMOM for each shift
 - These outlets are: Table Games, Housekeeping, Security Operations, Devil's Promenade, EVS, Valet Transportation, Slot Operations, Cage, Facilities, and Poker (33 TM's, but room always operates 3 shifts or more per day).
 - I believe all of these Outlets deserve to have 3 TMOM's per month due to the fact they have more TM's than most other departments, and never shut down or have off-hours.
 - Hotel Operations and Surveillance never shut down, but also don't have more than 20 people, which would ensure that everyone would get TMOM inside 1 year or less, so I think having only one TMOM from these departments would be most appropriate
 - These outlets would also get three Supervisors and 3 Managers of the Quarter; or 3 Team Leaders of the Quarter, whichever is decided upon by the Executive Committee.
- I suggest we combine Hotel Sales and Banquets.
- I suggest we also combine Advertising (3), Bus Marketing (2), Special Events (3), and Marketing Admin (3) into one department of 11 Team Members

- I suggest we combine Lovers Leap (2), Nee-Poh-Toh-Hee (3), VIP Lounge (1), and Legends (9) into one Department of 15 Team Members
- I'm unsure of where to combine the F&B Admin since there are only 4 TM's in this Outlet. I'm open to suggestions on this one.
- Attached is the Departmental List Breakdown, if you have any questions please feel free to call (6248), 918.919.9811
- I believe the prizes are currently sufficient, but I'm also open to adding new ones. I know the money, however, is a good prize considering the help it provides to TM's who rely heavily on tipped income, and TM's in positions with low hourly wages that do not have the opportunity for tips

Tyson Schmitt

Employee Relations & Benefits Administrator

Office: (918) 919-6248

Mobile: (918) 919-9811

Fax: (918) 919-6102

tschmitt@DOWNSTREAMCASINO.COM

69300 E. Nee Rd., Quapaw, OK 74363



Department	Part-Time	Full-Time	Total	Day Shift	Swing Shift	Grave Shift	Shift Totals
1100-Table Games	34	95	129	37	64	28	129
1105-Poker	8	25	33	15	14	4	33
1200-Slot Operations	12	49	61	30	21	10	61
1400-Cage	20	31	51	14	21	16	51
1500-Count Team	2	10	12	12	0	0	12
1600-Surveillance	0	17	17	8	5	5	18
2710-Hotel Operations	1	18	19	8	8	3	19
2720-Housekeeping	5	80	85	75	7	3	85
2760-Spa	3	8	11	11	0	0	11
2770_HotelSales	0	3	3	3	0	0	3
2780-Valet Transportation	19	46	65	22	34	9	65
3000-F&B Administration	0	4	4	4	0	0	4
3100-Buffalo Grille/Ma-Kon-Sha-FOH	18	18	36	11	17	1	29
3100-Buffalo Grille-BOH	0	18	18	9	9	0	18
3110-Red Oak-BOH	0	8	8	0	8	0	8
3110-Red Oak-FOH	6	9	15	0	15	0	15
3120-WaNaBeeDea	1	10	11	4	4	3	11
3130-Spring River Buffet-BOH	0	26	26	11	12	0	23
3130-Spring River Buffet-FOH	15	18	33	11	12	0	23
3140-Legends	1	8	9	0	9	0	9
3160-Banquets	2	9	11	5	6	0	11
3170-EDR	1	13	14	6	4	2	12
3180-Bakery	0	9	9	9	0	0	9
3185-Stewarding	0	26	26	8	8	7	23
3200-Devils Promenade	21	54	75	24	39	4	67
3230-Lover's Leap	0	2	2	0	2	0	2
3250-Nee-Poh-Toh-Hee	0	3	3	1	2	0	3
3300-VIP Lounge	0	1	1	0	1	0	1
4100-HeckatonGift Shop	1	5	6	4	3	0	7
4500 Q Store	5	14	19	8	6	4	18
5000-Marketing Administration	0	3	3	3	0	0	3
5100-Eagle Creek	0	3	3	3	0	0	3
6000-Executive	0	6	6	6	0	0	6
6010-IT	0	13	13	7	1	1	9
6100-DDA	0	7	7	7	0	0	7
6200-Qclub	4	12	16	6	7	3	16
6215-Advertising	0	3	3	3	0	0	3
6220-Special Events	0	3	3	0	3	0	3
6240-Bus Marketing	0	2	2	2	0	0	2
6250-Player Development Host	0	5	5	1	3	1	5
6310-Income Audit	0	10	10	10	0	0	10
6320-Financial Accounting	1	13	14	14	0	0	14
6330-Purchasing	0	4	4	4	0	0	4
6340_Warehouse	0	10	10	10	0	0	10
7000-HR	2	14	16	16	0	0	16
7050-LearnCtr	1	28	29	13	7	0	20
7100-PBX	0	14	14	7	7	0	14
7300-Wardrobe	1	4	5	5	0	0	5

7400-Security Operations	5	71	76	25	24	27	76
7600-Facilities	0	44	44	34	4	6	44
7700-EVS	6	60	66	22	19	21	62
TOTALS	195	966	1,161	548	406	158	1112

“Right Now” DCR Guest Service Branding/Communications

Planning & Discussion

Purpose

Create an internal communication campaign to build awareness and excitement among Downstream team members for our high standard of guest service, and for the new programs like 1) Preferred Friend referral, 2) Industry Night, 3) Service Recovery Program, 4) Honoring Our Warriors, and more. Target audience is all DCR Team Members. This will be part educational/informational, and part team-building/cheering each other on.

What does “Right Now” mean?

- I can take care of that right now
- This customer is my most important customer of the day
- My smile is powerful, my appearance makes a difference, the words I say are important
- What can I do “right now” to make your experience more enjoyable?

Getting the Word Out

- Hallway fliers (with some color, design, a bit of style)
- DNN-TV – a video with the Right Now music theme, with team members, directors
- “Right Now” buttons for front-of-house TMs
- Talking Points for New-Hire Training, Pre-shifts and other Departmental meetings
-

Cultural Climate & Nurturing Attitudes

- How to sustain this until it is a new habit... a slogan that sticks... a new mind-set for the standard of guest-service that we want – the Downstream philosophy “Right Now”
- I’m grateful, I’m proud to be part of the Downstream Team
- Taking it to the community outside of Downstream; where every team member is an ambassador
-