

January 6, 2015

DDA/Directors Meeting

Present:

- | | | | |
|---------------|---|-----------------|--|
| • DDA: | John Berrey, Chairman
Ranny McWatters, Treasurer
Marilyn Rogers, Member
Tamara Smiley, Member
Tena Smith, Executive Office
Manager | • IT: | Matt Bracich, Director |
| • Exec: | Jani Cummings, GM
Melissa Wakefield, Exec. Admin. | • Marketing: | Alan Bouschor, Director |
| • F&B | Brian Kenney, Director | • Security: | Bill Goodwin, Director |
| • Finance: | Kent Jones, CFO | • Surveillance: | William Cornell, Director |
| • Purchasing: | * | • Gaming: | Bob Moritz, Director |
| • Facilities: | Ernie Caruthers, Director | • PR: | Sean Harrison, Manager |
| | | • Hotel: | Bob Bergquist, Director |
| | | • TGA: | Barbara Collier, Director
Erin Eckhart, Deputy Director |
| | | • PD: | John Fernandez, Director |
| | | • HR: | Hillary Shadwick, Manager |
| | | • Guests: | Betty Gadke, BC Member |

- Prayer from Ranny McWatters to start meeting

- **John Berrey**

- Going to KS lottery meeting tonight to fight for KS license. Application due 1/30.
- In Arkansas we have filed our application to put our land into trust.
 - Letters of support from many govt. entities.
 - Feel like it will go through.
 - AR govt. is trying to shut down the AR Lottery commission due to current casinos not following the law.
 - 2nd part of plan is to re-define gaming in the state legislature – may take a couple of years.
 - Then build the sole licensed casino in Pulaski County, AR – basically the Little Rock metropolis.
- Been working on steer with Brian K and Mike's Meats on slaughtering of our own steer.
 - Goal is to replace all outside beef purchasing with our own beef from Quapaw Tribe.
 - Chickasaw Nation and our own beef vendor want to buy meat from us.
- Going to California to look into Medicinal marijuana investment now that federal govt. has approved Native American ability to grow and sell. QTBC is going to test the market.
- Gas prices are down and that is helping our low end coin in.
- New Year's Eve was rocking – did a great job.
- Other Casinos aren't busy.
- Waiting to see if we get the KS license – if we don't we will start on our KS trust land expansion.
- Our bonds can be called in 2015 and there are some risks such as having to pay points on interest.
 - Side note from Kent: we need to start by the end of March if we are going to pursue refi.
 - Want to increase the payout to the tribe from 10 million to 15 million.
 - Kent may be needing your help and asking a lot of questions to rewrite the plan for refi.
- It's going to be a good year.
- Thank you all for your hard work. We are accruing funds for next year's bonuses.

- Jani Cummings

- New Year's Eve
 - Headcount was 12,900 with 1,018 arriving on shuttles.
 - Over 400 cars parked by valet.
 - Décor was all done in house and saved a lot of money.
 - We may want to consider having hours devours instead of full meals next year.
 - This year was \$75 per plate and not that well attended. Guests seem to want to get in and out less formal.
 - Players will come if they think they have a good shot of winning cash prizes.
 - Every single Director worked and I appreciate that.
- Alan Bouschor
 - Kiosk use is going well.
 - Customers seem to be catching on well. Doing some customer training.
 - Using them for e-draw every Sunday.
 - Birthday promos are being done through the kiosks now also.
 - John B: would like to see a utilization report.
 - John B: will you reduce headcount in Q Club now.
 - Yes, at least a couple. Jani: should be able to happen through attrition.
 - We have a lot more control on distribution, etc. with kiosks.
 - New graphic artist is working out well.
 - In February we will be doing more Saturday promos, then we will add more on Sundays.
 - Digital Signage presentations coming soon.
 - Will tie into MGT to show drawing winners and announcements
- Brian Kenney
 - Red Oak – did about 53 covers for the first lunch opening.
 - John B: is hotel notifying guests of Red Oak lunch option.
 - Bob B: yes at check in on Saturdays if they come early and through PBX.
 - Why aren't we telling them at check in on Friday so they know they can use it before they leave Saturday?
 - John B: how many of the covers were comps? Brian K: all but 9-10.
 - Turn styles: don't have report yet, but seems to be going well.
 - Jani: there are some people we don't charge yet: marshals, vendors, auditors.
- Bob Bergquist
 - Putting a room key access lock on the business center.
 - Osotouy re-furbishing discussed at last week's meeting re-visited:
 - *Starting 1/12 will be refurbishing the Hotel floors.*
 - *This will involve deep cleanings, cleaning drapes, washing walls, replacing mattresses and furniture in suites and smoking rooms, etc.*
 - *Will try to do 1 smoking floor a week and 2 regular floors a week.*
 - *Mattresses and furniture will be given to team members through drawings.*
 - *Team members will have to pick up immediately. No storage available here.*
 - Per John B: talk to Tim about delivering mattresses to team member homes. Too difficult for team members who don't have trucks.
 - *The furniture is in really bad shape.*
 - *Vying Lock changes also coming.*
- Ernie Caruthers
 - Have received a vendor bid to test an Air purifier system on 2 smoking rooms.
 - Cost would be \$3,700

- Would only be a 15% restocking fee if we didn't like them.
 - Would completely eliminate smoke from smoking rooms.
- Jani: when will the new generator be hooked up?
 - There was a problem with the re-connect design provided by the engineers.
 - We have a new design that we are trying to get approved.
 - Don't have a time-line. Maybe a month.
- Jani: thanks to facilities team for helping get the bathrooms ready for New Year's Eve.
- Pavilion signage, what does the DDA want?
 - John B: just keep consistent with what is in the meeting room area up here.
- Sample frame for digital meeting room signs shown. Looks great.
 - John B thinks they would look better in the same kind of wood as the frames on the pictures throughout the meeting room spaces.
 - Not possible, those are made of framing plastic used by Deck the Walls, not wood, and facilities craftsman cannot use that.
- Still waiting on bids for main kitchen & coffee shop floor repairs.
- Please remember that when it's very cold outside it is a challenge to regulate the temperature in all areas of the buildings. Dress appropriately.
- Kent Jones
 - We will make December budget. About \$1 million over last year, but did not make October or November so we didn't make budget for the 1st quarter of the year.
 - Missed quarter by ½ a million.
 - Hold has been a key to doing better in December.
 - Weather has been cold, but not a lot of wet weather yet which has been helpful.
 - January started off good and is looking like it will be a good month if we don't get any bad weather.
 - We have to keep a handle on expenses.
 - We had a lot of medical claims in December as expected with the insurance changes.
 - Health care contributions and meal charges will soon start to help some.
 - Auditors will be here the week of the 19th for the 1st quarter reviews.
 - Will shoot for 1st quarter financial draft by 1/21, and will need to schedule call for the 1st week of February.
 - Current developments in the Finance department
 - Change recycler is working well.
 - Looking at another type of recycler that would create banks for the team members.
 - These things will reduce headcount through attrition.
- Bob Moritz
 - Table Games
 - Have a meeting planned with the DDA to discuss some needed changes and the plan that has been put together to build a better department.
 - Poker
 - Doing some Hot Seats right now to drive business.
 - Working on team member presentation with working with guests.
 - Still working with Run Good Gear for the upcoming Poker tournament.
 - Slots
 - Lots of new games

- Duck Dynasty, Friends, Thunder Herd, Power Ball, Elton John, Willy Wonka, Flinstones, Monopoly, 3-D Bejeweled, 3-D Dragon's Temple
 - Coming soon: Big Bang Theory, Ted, and Austin Powers.
- Discussion of VGT company changes & possibilities.
- Hold has been normalizing the last 6 months.
 - Chart circulated to show fluctuations.
 - Discussion of how pay table and holds are, and may or may not be adjusted to our benefit.
- Jani Cummings
 - Distributes ballots to vote for Manager Party option.
- Lunch
- Jani Cummings
 - Looking at setting up a Manager's Meeting for all managers in early February.
 - Discussion of Manager's Party idea and concerns.
 - John B: was not aware that
 - Decision to make the party about appreciation for the Managers by providing a nice party with entertainment and open bar, and prizes.
- John Fernandez
 - Now have over 1800 hosted guests.
 - Brief review of bonus plan discussed in previous meetings.
 - Only Nicki and Vickie made bonus.
 - CRM system will also show if they are doing their job.
 - Working with Quapaw on Cash Trac today and will be sharing our CRM with them.
 - Caesars Entertainment is going into bankruptcy so we are reaching out to their reps.
 - Goal for 2nd year here is to grow the independent rep network to bring in new customers with big play.
- Matt Bracich
 - AS 400 Main frame redundancy is being installed at the Q Store
 - Q Store will now be able to run credit cards 24/7.
- Hillary Shadwick
 - If you haven't received your new insurance card let Hillary know.
 - Pickle program is doing well in F&B.
 - Count team will roll it out later this month.
 - Looking to bring Shingles shots here.
 - 1/27 is a big job fest which we are one of the 2 major sponsors of.
 - Working on some cultural training to team members about the tribe.
 - Motive Matters training is coming back. Received very good feedback last time.
 - More diabetes training coming from Integris.
- Barbara Collier
 - NIGA Training group coming here for banquet need DCR or DDA to sponsor to cover some of the costs.
 - Hearing with Aristocrat over shipping and machine rule breaking.
 - The State is still coming down on Keno, Craps, and Roulette for tribes that they have audited.
 - Long slow discussion about state audit situation and motivation.
 - TGA Auditors gearing up for the New Year.
- Ranny McWatters
 - Have been receiving a lot or request from team members to have their houses smoked.
 - This is a spiritual and tribal things.
 - Prefer not to do this anymore for other team members unless it is requested by the Chairman.