

Downstream Authority of the Quapaw Tribe of Oklahoma Regular Meeting
January 31, 2013

Meeting Called to Order: 10:00 am

| | | |
|-------------------|----------------------------|---------|
| ROLL CALL: | John Berrey, Chairman | Present |
| | Larry Ramsey, Secretary | Present |
| | Ranny McWatters, Treasurer | Present |
| | Marilyn Rogers, Member | Absent |
| | Tamara Smiley, Member | Absent |

DECLARATION OF QUORUM: announced by Larry Ramsey

DDA/Director's Meeting

Sean H, Dave, Shawn C, Brian, Bob M, Bill G, Bob B, Tim B, Bill C, Jani, Ernie, Kent, Theresa, Melissa

Prayer led by Ranny McWatters

Suggestions/Ideas

- Cash incentive for good ideas (John B)
- Bring back the fun
- Service Recovery, at front line level problem – fix it “Right Now”
- Industry Service Night
 - Discounts in all restaurants (except Red Oak) on Sunday and Monday nights after 4pm with Q Club Card (Team member ID)
- New Card sign ups
 - Free buffet and qplay
- Hotel points
 - For frequent travelers
- Civil Servants
 - Police/fire/ems/active military
 - 50% buffet
 - Plus family
 - “warriors club”
- Bussing Review
- Employee Ambassadors
 - Preferred friend
 - \$5 Qplay
 - 5 winners a month \$100
 - New card sign ups only
 - Drawings at TMOM announcement
- Internal Guest Service
 - Bob M to bring info from EGM program for review to incorporate property wide
 - Boss for a Day – What would you Do?
- Restructure TMOM
 - Department winners
 - HR to bring a proposal in 2 weeks

- TMOM Vote
 - Jenifer Lunsford
 - Nick Holman
 - Jessica Forst

Adjourn 12:30pm