Downstream Authority of the Quapaw Tribe of Oklahoma Regular Meeting April 14, 2016

Meeting Called to Order: 1:00 pm

ROLL CALL: John Berrey, Chairman Present

Larry Ramsey, Secretary Present
Ranny McWatters, Treasurer Present
Marilyn Rogers, Member Present
Tamara Reeves, Member Present

DECLARATION OF QUORUM: announced by Larry Ramsey

Jani/Kent/ Bob

Valet proposal

- Stop charging for valet services
 - Would eliminate 2-3 positions
 - Most valet customers are players or hotel guests
 - Not making any money
- Consensus of the DDA to approve

Housekeeper Uniform Change

- Change to scrub top
 - More comfortable and cool than current option
- Different colors for different positions
 - Inspector
 - Houseperson
 - o GRA
- DDA requested samples to review

Financial Review

- Debit covenant calculations
- EBITDA sensitivity analysis
- April Comparison
- General dissection of current situation and plans for the remainder of the fiscal year

Poker Rake Change

- Change to a 4-1
 - o 4 to house
 - o 1 to bad beat
- Current is 3-1
- Change would be effective May 1
- Consensus of the DDA to approve

Org Chart Changes

- Banquets
 - o Combine Sales/banquet Manager into one position internal promotion
 - o Add Senior Banquets Captain position internal promotion
 - Senior Sales Associate position already on chart, would like to fill with and internal candidate.
 - Job descriptions attached

Motion by DDA Treasurer Ranny McWatters to approve changes to org chart. Seconded by DDA Member Tamara Reeves. Vote: JB: yes; RM: yes; LR: yes; ME: yes; TR: yes (5 yes, 0 no, 0 abstain) motion carries.

Review Updated Artwork

- Fast Cash –okay with changes
- Father's Day okay with changes
- Concert Tshirts okay with changes

Adjourn: 2:27 pm

Downstream Casino Resort Job Description

POSITION: Sales & Banquets Manager
DEPARTMENTS: Hotel Sales/Banquets/Busing
REPORTS TO: General manager
GAMING LICENSE RANK:

JOB SALARY GRADE:

JOB SUMMARY:

The Sales & Banquet Manager is responsible for the management and supervision of all employees in the Sales Department, Busing Department and the Banquet Department. The Sales & Banquet Manager maintains ultimate responsibility for maintaining sales goals, event execution and cleanup for all events and trips booked through the Sales and Busing Departments. The Senior Sales Associate and Banquet Captain Lead will report to the Sales & Banquet Manager and be responsible for implementing all policy's procedures and direction provided by the Sales & Banquet Manager. All functions will be performed within the guidelines of the Downstream Casino Resort policies and procedures, Internal Control Standards and objectives.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Create and provide budgets for the Sales Department, Busing Department and *Banquet Department*.
- Maintain payroll and financials documents for the Sales Department, Busing Department and *Banquet Department*.
- Attend monthly financial meetings in order to provide clarification on overhead and spending for the Sales Department, Busing Department and *Banquet Department*.
- Work with the Banquet Captain Lead on scheduling and team member approvals.
- Work with Senior Sales Associate to ensure that new and effective business is being solicited regularly.
- Work directly with Sales Associates and Banquet Captains for all events where decorations and décor packages are purchased. Meet with the purchasing department in order to purchase all supplies necessary for the execution of décor choices.
- Supervise and assists the Senior Sales Associate in research and solicitation of new business over the telephone, in person or through exhibits at trade shows, chamber events and community social settings.
- Possesses knowledge of food production and service, serve safe requirements and has the ability to perform all positions in banquet operations, busing operations and sales operations in order to supervise, direct and train all personnel.
- Maintain effective communication with established clientele, and all staff members.
- Conduct outside sales calls to potential clients.
- Negotiate and approve all sales contracts for sales team.
- Must be knowledgeable of Competitor's Top Accounts, decision maker's rate, and what it will take to move business.
- Attend sales training seminars and trade shows and necessary training meetings as instructed.
- Provides exceptional customer service to all patrons and communicates in a pleasant, friendly and professional manner at all times. Maintains a professional work environment with supervisors and staff.

The Downstream Casino Resort reserves the right to make changes to the above job description whenever necessary. 7/11/2011

- Meets the attendance guidelines of the job and adheres to regulatory, departmental, and company policies.
- Assist in other projects, as directed.
- Duties, responsibilities, requirements and expectations pertaining to this job are subject to change as needed.
- Outstanding example of and a credit to Downstream Casino Resort

QUALIFICATIONS/REQUIREMENTS

The requirements listed below are representative of the knowledge, skill, and/or ability required. To perform this job successfully, an individual must be able to perform each of the essential duties and responsibilities satisfactorily.

- Must be a minimum of 21 years of age or older upon employment.
- High school diploma or its equivalency required. Bachelor's Degree or equivalent supervisory experience preferred.
- Minimum of two years experience in hotel sales management is required, preferably on a corporate level
- Must have proficient computer skills including Microsoft Office programs. Delphi, LMS, MMS and Golf Prophet Software knowledge is preferred.
- Must have excellent presentation and customer service skills.
- Must possess excellent communication skills to interact effectively with clients, management, and other departments.
- Ability to write routine correspondence and to speak effectively to the public, employees and customers.
- Must have the ability to resolve problems/conflicts in a diplomatic and tactful manner.
- Possess creative public speaking skills necessary to conduct on-site tour inspections and presentations
 to groups of potential clients at trade shows, client events, as well as to conduct outside personal sales
 calls.
- Possess tactful problem solving skills with the ability to apply ingenuity and creativity.
- Must be able to be approved for and maintain a valid gaming license.
- Must be able to read, write, speak and understand English. Must be able to respond to visual and aural
- Work nights, weekends and holidays as required.
- Employment is contingent upon a favorable outcome of a background investigation and drug screening.

PHYSICAL, MENTAL AND WORK DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Must be physically mobile with reasonable accommodations and be able to maneuver to all areas of the casino.
- Must be able to tolerate areas containing secondary smoke, high noise levels, bright lights and dust.
- Maintain physical stamina and proper mental attitude to work under pressure in a fast-paced, casino/hotel environment and effectively deal with customers, management, employees, and members of the business community in all situations.
- Must have adequate manual dexterity to operate office equipment.
- Occasional light lifting required. Ability to transport supplies and equipment to trade shows with assistance when needed.

Downstream Casino Resort JOB DESCRIPTION

POSITION: Senior Banquet Captain

DEPARTMENT: Sales/Banquets

REPORTS TO: Sales & Banquets Manager

GAMING LICENSE RANK:

PROJECTED EMPLOYEES: Multiple

JOB SALARY GRADE:

JOB SUMMARY

Responsible for coordinating with the Sales & Banquets Manager and assigned Banquet Event Captains on the execution of Banquet Event Orders, execution of all on property and some offsite Banquets and Catering Events based on the requirements listed on Banquet Event Orders and provide immediate supervision of the banquet staff in accordance with the instruction of the Sales & Banquets Manager. Ensures the department's goals are achieved and maintained. Possesses knowledge of food production and service, and has the ability to perform all positions in banquet operations in order to supervise, direct and train all banquet personnel. All functions will be performed within the guidelines of the Downstream Casino Resort policies and procedures, Internal Control Standards and objectives.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

- Plans and develops in coordination with the Sales & Banquets Manager, all Banquet Event Orders, materials, equipment, staff, location, theme, and insures accurate execution of each project through delegation or personal assignment.
- Complete and post weekly staff schedules ensuring an adequate number of staff to serve each function. Provide banquet staff with a copy of each function sheet to enable them to gain a thorough understanding of the client's expectations prior to the event.
- Attend monthly Banquet Meetings with all Banquet Captains and Sales & Banquets Manager.
- Attend quarterly one on one meetings with each Banquet Captain and Sales & Banquets Manager.
- Responsible for the preliminary scheduling and delegation of responsibilities of all Captains and Servers. Schedule to be passed to the Sales & Banquets Manager for final approval. Institutes cost control procedures and standards of performance with each schedule.
- Attend weekly BEO meetings and place orders for the department as needed according to the BEO's.
- Communicates with department managers and supervisors to plan and coordinate efforts for scheduled functions to ensure the efficient execution of the event and that it adheres to the client's guidelines and expectations. Informs staff of special request or changes that will affect either the food production or service for the event.
- Responsible for Inventory control and ensuring organization of current inventory. Request purchases from Sales & Banquets Manager when replenishments are required for upcoming events and general inventory.
- Maintain ultimate responsibility for the overall appearance, execution and cleanup of each event. Inspect each function room prior to the scheduled event to check whether the room setup, cleanliness of the space, menu and timeline conform to the function sheet. Ensure departmental

- standards are maintained to the highest level at all times. Ensures highest degree of customer satisfaction out of each Banquet and Catering Event.
- Supervises or delegates supervision for all events hosted on or off property where banquet staff are required.
- Interview on-call, and part time servers and discuss with Sales & Banquets Manager for hiring purposes.
- Assist with coaching's alongside the Sales & Banquets Manager.
- Directly supervises Banquet Servers and ensures compliance with regard to proper uniform, time management, serve safe curriculum and education and liquor licensing for all banquet employees.
- Directly responsible for training of all Banquet Captains, Banquet Servers, including but not limited to Sequence of Service, table set up and breakdown and ensures understanding of Banquet Server Job Description.
- Adheres to regulatory, departmental, and company policies in an ethical manner.
- Outstanding example of and a credit to Downstream Casino Resort.
- Provides exceptional customer service to all patrons and communicates in a pleasant, friendly, and professional manner at all times. Maintains a professional work environment with supervisors and staff.

QUALIFICATIONS/REQUIREMENTS

The requirements listed below are representative of the knowledge, skill, and/or ability required. To perform this job successfully, an individual must be able to perform each of the essential duties and responsibilities satisfactorily.

- Must be a minimum of 21 years of age or older upon employment
- High school diploma or equivalent as well as 5+ years of experience working in a banquet environment with at least 2 years in a supervisory or leadership capacity.
- Must have excellent communication skills
- Successful candidate must be an experienced, results oriented, hands-on professional with a pleasant personality and the ability to interact with the public and coworkers
- Knowledge of office machines is required including fax, copier, and personal computer
- Must be computer proficient, including experience with Microsoft Word, Excel, and PowerPoint. Understanding of Delphi and MMS preferred
- Must be able to work in an intense and fast-paced environment where a high degree of concentration and multitasking is necessary to perform the required job duties
- Must present a professional appearance and demeanor in dealing with the general public
- Ability to write routine correspondence and to speak effectively to other managers and directors, employees and customers
- Must have the ability to deal effectively and interact well with the customers and employees
- Must have the ability to resolve problems/conflicts in a diplomatic and tactful manner
- Must be able to be approved for and maintain a valid license respective to the department
- Must be able to read, write, speak and understand English. Must be able to respond to visual and aural
 cues
- Work nights, weekends and holidays as required
- Employment is contingent upon a favorable outcome of a background investigation and drug screening

PHYSICAL, MENTAL AND WORK DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Must be physically mobile with reasonable accommodations and be able to maneuver to all areas of the casino
- Must be able to tolerate areas containing secondary smoke, high noise levels, bright lights and dust
- Adequate manual dexterity to operate office equipment
- Must be able to lift large objects such as tables, chairs, etc.
- Must be able to stand, walk, and move through all areas of the casino
- Maintain physical stamina and proper mental attitude to work under pressure in a fastpaced, casino
 environment and effectively deal with customers, management, employees, and members of the
 business community in all situations
- The Downstream Casino Resort Adheres to all applicable Resolutions of the Quapaw Tribe of Oklahoma. Native American Preference policy does apply

Downstream Casino Resort Job Description

POSITION: Sr. Sales Associate

DEPARTMENT: Hotel Sales

REPORTS TO: Sales & Banquet Manager

GAMING LICENSE RANK: JOB SALARY GRADE:

JOB SUMMARY:

The Sr. Sales Associate is responsible for all of their individual Market Segment functions in addition to planning, coordination and staffing for off property and on property booked and prospective sales events and tradeshows, manage chamber accounts and activities with the Sales & Banquet Manager, executes weekly BEO preparation meetings to ensure that all BEO's are accurate and fully prepared. The Sr. Sales Associate will act as an interim supervisor of the sales team, per instruction from the Sales & Banquet Manager, in the event of the Sales & Banquet Manager's necessary absence. All functions will be performed within the guidelines of the Downstream Casino Resort policies and procedures, Internal Control Standards and objectives.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Research and solicit new business over the telephone, in person or through exhibits at trade shows, chamber events and community social settings. Assign leads and prospective clients to the Sales Associates upon confirmation of intent to book and event.
- Maintain effective communication with established clientele.
- Conduct outside sales calls to new and existing clients.
- Supervision of Sales Associates and the achievement and maintenance of sales goals.
- Negotiate specified sales contracts for sales team.
- Seek and secure midweek corporate business. Develop overnight corporate business.
- Communicate and coordinate with Banquets, as well as other departments to ensure quality guest service on all standard market segment events as well as other sales events in the absence of the Sales & Banquet Manager.
- Must be knowledgeable of Competitor's Top Accounts, decision maker's rate, and what it will take to move business.
- Attend sales training seminars and trade shows as instructed.
- Provides exceptional customer service to all patrons and communicates in a pleasant, friendly and professional manner at all times. Maintains a professional work environment with supervisors and staff.
- Meets the attendance guidelines of the job and adheres to regulatory, departmental, and company policies.
- Attend all necessary training meetings.
- Assist in other projects, as directed.
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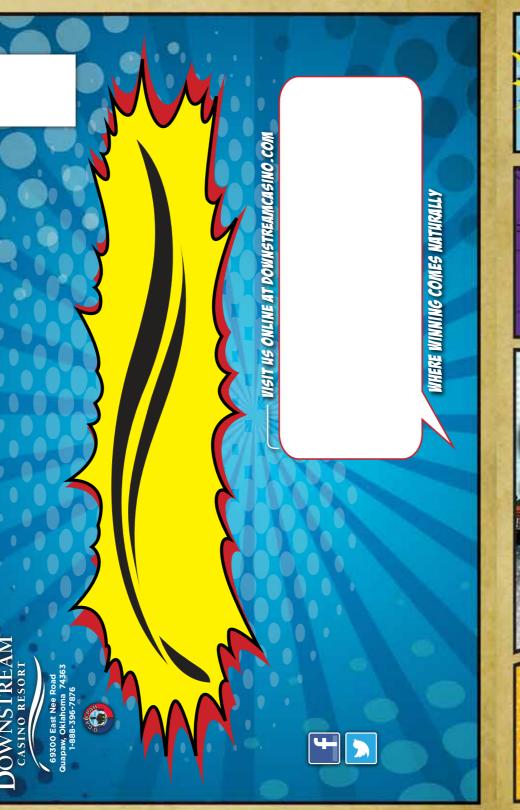
- Must be a minimum of 18 years of age or older upon employment.
- High school diploma or its equivalency required. Bachelor's Degree or equivalent supervisory experience preferred.
- Minimum of two years experience in hotel sales management is required, preferably on a corporate level.
- Must have proficient computer skills including Microsoft Office programs. Delphi, LMS, MMS and Golf Prophet Software knowledge is preferred.
- Must have excellent presentation and customer service skills.
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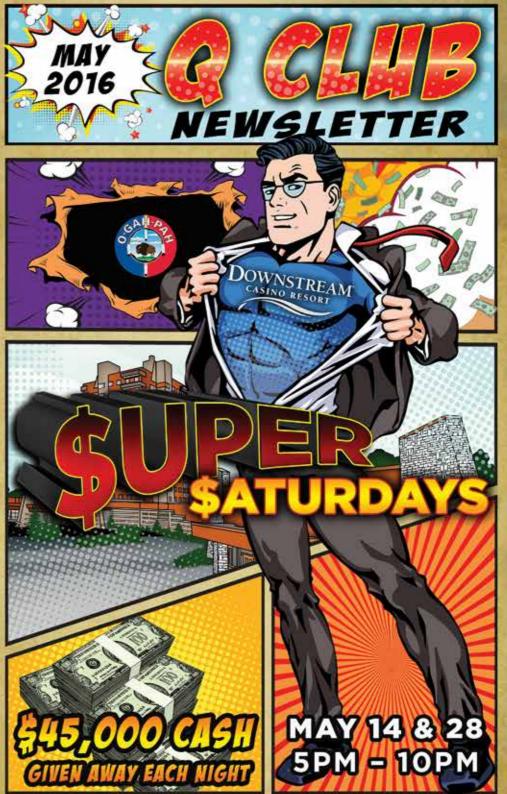
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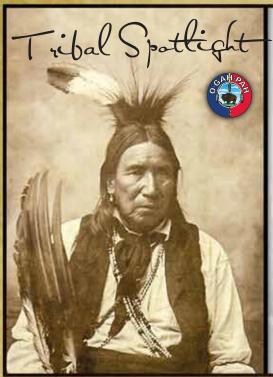


DOWNSTREAM CASINO RESORT

\$10 FOOD CREDIT

CLUDES RED OAK STEAKHOUSE AND HOLIDAYS)

SEE KIOSK TO REDEEM

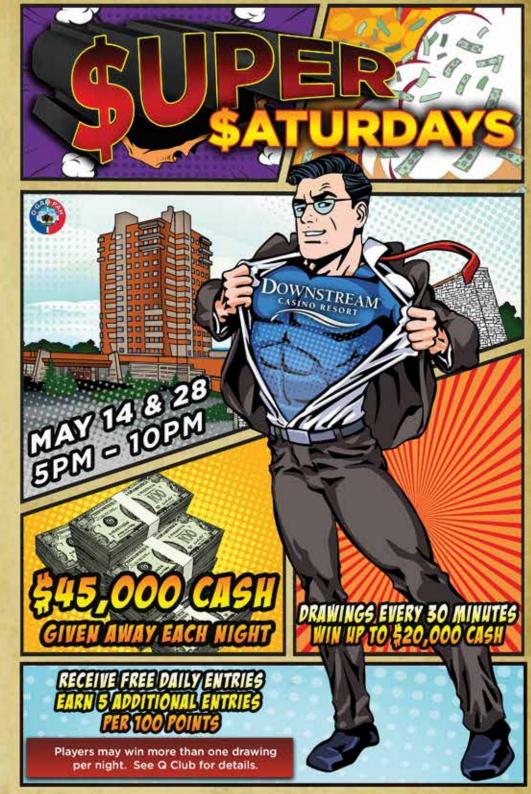


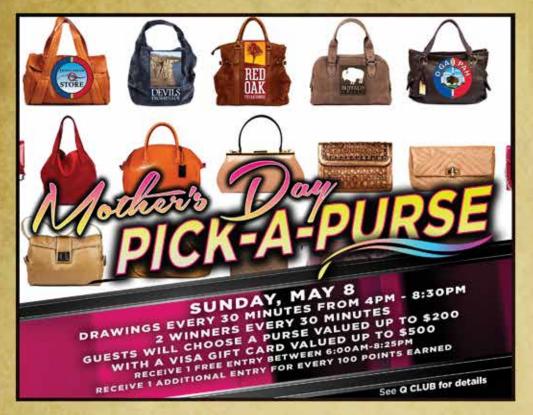
Tall Chief or Louis Angel was born between Cherry Creek and Labette Creek on the Neosho River in what is present day Kansas around 1840. Most of the Quapaw tribe lived in this area at that time. His father was the hereditary Chief, Kah-hi-kah te-dah or Lame Chief and his mother was Mi-ska na-zhe.

Tall Chief became Chief after his father died in 1874. He had an outstanding memory and could remember the names and relationships of practically all the members of the Quapaw tribe existing within the last hundred years. His testimony was much sought after in territorial days, after the allotments had been made, for the purpose of determining the heirs of deceased allottees. He was married many times, had many children, but only his daughter, Mary Maude Angel-Tallchief survived.

Tall Chief died August 26, 1918 and is buried on his allotment near Spring River.

















SUNDAY

SPRING RIVER BUFFET **SUNDAY BRUNCH** 10AM - 3PM \$10.95

MONDAY

TUESDAY

WEDNESDAY

11

18

25

THURSDAY

YOUNG ATHEAR SLOT TOURNAMENT

FRIDAY

SPRING RIVER BUFFET BEST OF THE BUFFET 4PM - 10PM \$19.95

SPRING RIVER BUFFET PRIME RIB NIGHT 4PM - 10PM

YOUNG (^ATHEART SLOT TOURNAMENT

SPRING RIVER BUFFET BEST OF THE BUFFET 4PM - 10PM \$19.95

13

20



SPRING RIVER BUFFET SUNDAY BRUNCH 10AM - 3PM \$10.95

SPRING RIVER BUFFET **SUNDAY BRUNCH** 10AM - 3PM \$10.95

SPRING RIVER BUFFET

MEMORIAL DAY **SUNDAY BRUNCH** BRUNCH 10AM - 3PM 10AM - 3PM \$10.95 \$10.95

SPRING RIVER BUFFET SEAFOOD NIGHT

YOUNG() ^THEART SLOT TOURNAMENT

YOUNG(^* ^*HEAR)T

SLOT TOURNAMENT

CLINT BLACK
IN THE PAVILION

ARMED FORCES DAY 21

SPRING RIVER BUFFET **ACTIVE DUTY MILITARY** AND VETERANS EAT FREE

27

MEMORIAL DAY

SPRING RIVER BUFFET

23

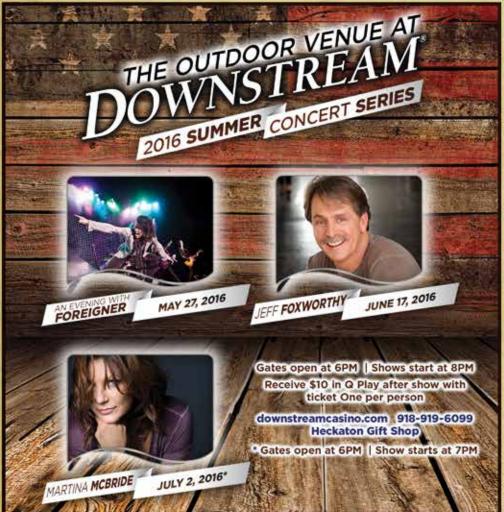
SPRING RIVER BUFFET SEAFOOD NIGHT DOWNSTREAM CASINO RESORT, HAS PAID OUT OVER IN LAGKROTS IN MARCH





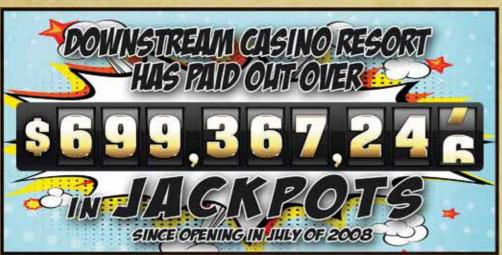
Must be 18 years of age or older and a Q Club member to participate in featured promotions. Official rules for each promotion are available at the Q Club. Management reserves the right to change or cancel any promotion without notice. Gambling problem? Call 1-800-522-4700.













Armed Forces Day Buffet 11AM-9PM May 21 | Active military and veterans receive a free buffet with military ID

Memorial Day Brunch Buffet \$10.95 May 30 | 10AM - 3PM

Monday - Saturday Lunch Buffet* \$6.95 11AM - 3PM | Regular price \$9.95

Monday Dinner Buffet
Buy 1 Get 1 Free** \$17.95
4PM-9PM

TUESDAY - SEAFOOD NIGHT \$20.95

WEDNESDAY FAMILY DINNER BUFFET \$17.95 4PM - 9PM

THURSDAY BEEF BONANZA* (Featuring QCC beef) 4PM-9PM

THURSDAY - YOUNG AT HEART NIGHT* \$15.95 4PM - 9PM | 50+ only

Friday - Best of the Buffet Night* \$19.95 4PM - 10PM

SATURDAY - PRIME RIB NIGHT \$19.95 4PM - 10PM

 Sunday - Brunch
 \$10.95

 10AM - 3PM
 \$10.95

 Sunday - Dinner Buffet*
 \$17.95

4PM - 9PM

RIVER PASS* ** Eat all day for \$22.95

Parties of 10 or more will be charged an 18% service charge Closed daily from 3PM - 4PM

- * Pricing excludes holidays & special events
- ** Coupons and other discounts not applicable



Friday - Saturday 7AM - 10PM Sunday - Thursday 7AM - 5PM

16 oz. Cinnamon Vanilla Iced Latte

\$4.50

\$18.95



ALL YOU CAN EAT BREAKFAST BUFFET \$9.95

Daily - 7AM – 12PM (Drinks not included)

SENIOR SPECIAL (AGE 50+) \$4.95

2 eggs, sausage patty or bacon and
1 piece of toast

Daily - 7AM - 12PM

HUEVOS RANCHEROS \$8.99 Eggs cooked to order, tortillas, andouille sausage link, black beans, potatoes, avacado and salsa. Daily - 7AM - 12PM



HOUSE MARGARITAS ON THE ROCKS
CORONAS
CHICKEN BACON AVACADO SANDWICH
\$10.99

With tomato jam on a toasted Cuban roll. With french fries

CINCO DE MAYO SPECIAL

Free chips and salsa with purchase of any entree (May 5, 2016 only)

NATIONAL BURGER DAY SPECIALS!

(May 28, 2016 only)

MILLER LITE/COORS LIGHT DRAFTS
BURGER BASKET WITH FRIES
\$2.00
\$7.99



House Margaritas on the rocks \$3.00 Coronas \$2.00

NO NEED TO WAIT IN LINE AT THE GLOUB.

VALID FOR Q PLAY ONLY ON LISTED DATES. MUST
HAVE VALID PHOTO ID TO PARTICIPATE. NO CASH
VALUE, PIN # REQUIRED FROM Q CLUB. REDEEM Q
PLAY OFFER BY INSERTING Q CLUB CARD IN SLOT
MACHINE AND ENTERING PIN #. INSERT A SLOT TICK!
OR CASH TO RECEIVE CREDITED PLAY ON MACHINE
NOT VALID ON A LI MACHINES. MANAGEMENT

BUSINESS HOURS SUNDAY THROUGH SATURDAY.
OFFER IS NON-TRANSFERABLE.
NO CASH VALUE. GRATUITY NOT INCLUDED.
MUST HAVE A VALID PHOTO ID. MANAGEMENT
RESERVES THE RIGHT TO CHANGE OR CANCEL



