

March 24, 2015

DDA/Directors Meeting

Present:

- DDA:
 - Ranny McWatters, Treasurer
 - Marilyn Rogers, Member
 - Tamara Smiley, Member
 - Tena Smith, Executive Office Manager
- Exec:
 - Jani Cummings, GM
 - Melissa Wakefield, Exec. Admin.
- F&B
 - Brian Kenney, Director
- Finance:
 - Kent Jones, CFO
- Purchasing:
 - Jerri Montgomery, Director
- Facilities:
 - Ernie Caruthers, Director
- IT:
 - Matt Bracich, Director
- Marketing:
 - Alan Bouschor, Director
- Security:
 - Bill Goodwin, Director
- Surveillance:
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- Gaming:
 - Bob Moritz, Director
- PR:
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- Hotel:
 - Bob Bergquist, Director
- TGA:
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- PD:
 - John Fernandez, Director
- HR:
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- Guests:
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- **Ranny**

- Good job to everyone on the numbers starting this year!

- **Kent**

- 6 million EBITDA in February!
 - Coin in up and hold is up.
 - Held expenses and weather was favorable.
 - March is trending similar so far.
 - Great increase and incredible growth!
 - Everyone is doing good holding the line on costs and labor.
 - Jerri is doing a good job finding deals.
 - Staffing head count is under 1100 and we need to keep it there.
 - Can be tough but if it were easy everyone would do it.
 - Health Care cost is down considerably.
 - Looking forward to the Earnings Conference Call.
 - If trends continue April – September we are on track to be upward of 60 million EBITDA which hasn't happened since 2012.
 - 4/30 is the 2016 Budget Kick off meeting. Waiting for room assignment from Sales.
 - Will set a plan and Cap Ex Target and discuss events on the horizon.

- **Bob M**

- EGM hold numbers reviewed (this was supposed to be interesting – but I think I missed that part).
 - Coin in has increased.
 - VGT hole is over 60% of the total coin in.
 - Carpet install
 - Everyone has the detailed plan from MasterCraft for machine moves.
 - Pipe and Drape plan for 1st 4 weeks is done.
 - Machine to move banks of 8-10 machines will be good for us.
 - 1st week is one of the lower machine count moves.

- Facilities has been doing Pit work prior to moves for electrical so we won't have wires on the floor in the Pits anymore.
- EGM department will have their own red shirt host to direct and answer questions at the front of pipe and drape sections.
 - Trying to mitigate loss of revenue.
- Table Games auditions – have now auditioned every dealer on every game.
 - Really more of an assessment.
 - Identified specific training needs.
 - Moving now into the floor and Pit level training and assessing then up to shift manager.
 - Then will address changing the culture and systems.
- **Jani**
 - We will have the Con Xs and roll off in the bus bays.
 - Busses will have to drop at the Hotel.
 - Rolling out the Carpet For You promo will take place during the carpet install with gift cards and will offer incentives to come in during the week.
- **Ernie**
 - Communicating with MasterCraft on the carpet.
 - They are brining pad and glue – glue has to be in the same environment for 48 hours prior to being used. We will have to make some adjustments to the plan for this.
 - Due to Spring Break activity in the hotel pool . . .
 - Completely drained and scrubbed the pool.
 - Had a glycol leak in the Buffet yesterday due to a faulty pump.
 - Everyone pulled together and had the buffet back in operation that evening for The Beef Bonanza.
 - The mildew has been eliminated from the original coat check location at the casino entrance.
 - Wardrobe is needing more space. Working on a plan for this.
 - Working with QSA on repairs at the Q Store.
 - New Pavilion Parking lot has been started. Re-routing water for the pavilion to make this happen.
 - Generator:
 - We are ready to make the connections to hook up to Kappa.
 - Kappa will have to be shut down for about 12 hours.
 - Having a planning meeting this afternoon.
- **John F**
 - The new CRM system has been installed.
 - Presentation given to show what the system can do.
 - Will really help manage the guests and their accounts.
 - Alan: Is this populated from Patron? John F: Yes.
 - Does re-investment include the standard offers through marketing or just host offerings.
 - John F: Includes all.
 - Has a ton of information and tasks and will allow John F to check and manager the hosts.
- **Jani**
 - Concerts
 - Tommy James re-scheduled for 6/6. We issued 146 refunds so far.
 - Blood, Sweat & Tears 4/18
 - ELO 5/8
 - Joe Nichols 5/23

- Wyandotte Casino had their grand re-opening last weekend with hot seats all weekend.
 - Looks really nice, has lots of new machines, but they did not hurt us.
- Dancing with the Joplin Stars is Thursday – last of this event series.
- VGT Tournament this weekend.
- Dr. Groesbeck training on the 25th.
- Next week Jani, Kent, and Bob M will all be gone to NIGA.
- East ham distribution will be next week. Wednesday, Thursday and maybe Friday.
- **Matt**
 - Staffing is solid – everybody seems happy.
 - Completed the wireless portion of the new lock system.
 - Staying under budget.
 - Working on server room – eliminating extra power and old equipment to save power.
 - Looking at eliminating old equipment and freeing up space.
 - Cap Ex – still replacing and upgrading POSs.
 - New help desk system working well.
 - Looking at replacing or updating LodgeNET (now Sonifi) system in hotel.
 - Meeting next week with new company.
 - Tamara: Need to update the Coach Switzer portion – very outdated.
 - Bob B: we sell a lot of porn packages.
- **Bob B**
 - Working on the 2nd floor of Osotouy Tower re-furbish.
 - Only 1 more week then done.
 - Skipped last week because of Spring Break
 - Will do a deep clean on Kappa after Osotouy refurbishing is done.
 - Put out new aggressive offers this month and next month then eliminating low offers in June and July.
 - New program where PBX calls guests in rooms after check in to make sure they are happy.
 - Guests really seem to like this.
 - Working with marketing to get signage for all areas that give guests directions when elevators are out of service.
 - Ranny: will there be training for team members on this.
 - Bob B: Yes, - all shifts will have a little different procedure.
 - Valet – working on program for busses to unload outside the porte cocher unless raining can come under it.
 - Had a lot of kids during spring break last week.
- **Alan**
 - Kiosks:
 - have put 1 by hotel entrance – only 3% utilization.
 - Have put 1 by buffet – 7% utilization.
 - All by the Q Club are getting 13-20% utilization.
 - Kent: Do we need more? Alan: No.
 - This Friday's promo will be big.
 - Digital Signs:
 - Had a good team working on this project.
 - Have picked a company and ordered the signage.
 - Have people checking to see if the WayFinder will fit in.
 - Web Site:
 - Sent out RFPs to 7 companies last week.

- 2 could not meet the requirements.
 - 5 responded.
 - Will pick the top 2-3 to present to the DDA.
 - Analyst:
 - Working on post-formas – will eventually do pre-formas.
 - By reformulating from Net ADT we have reduced award costs by weeding out those who were not profitable.
 - A lot more to come and improve.
 - May see drops in # of players from this but will keep the right kinds of players.
 - Looking to add a Platinum level and a welcome level to the Q Card tiers.
 - Jan: We are now able to cater awards to the highest end players through the Kiosks.
- **Bill G**
 - Nothing
 - **Jerri**
 - Last shipment of mattresses will be here next week.
 - If anyone is interested in purchasing a new one through the vendor let me know.
 - Facilities Street sweeper attachment is working well so we're going to buy it.
 - Bronze plaques will be here the 1st of April.
 - Manikin is coming in for the DDA
 - Red did an analysis to start in-house embroidery – 2 years to re-coup our money.
 - Bottoms up is being installed next week.
 - Wardrobe has been upholstering seats, cabana cushions, etc.
 - Do we need to be looking for Sails for shades at the pool?
 - Jani: will have to take a look at what they could be attached to.
 - **Jani**
 - Ernie, where are you on pool decking re-finishing.
 - Ernie: shooting for 5/15 to open pool.
 - Waiting to hear from you on decision to move forward since Chris Roper advised that you asked him to bid on re-finishing the entire thing.
 - Looking at jackets as part of the uniforms for the beverage servers.
 - **Larry**
 - You are all amazing and have done a great job with expenses and budgets. Tremendously fantastic group and thank you.

Voting:

Team Member of the Month:

Regina Laster, F&B Host

Nick Jordan, Jr., EGM Electronics Tech

Nacotta VonMoss, Income Auditor

Supervisor:

Melissa Johnston, Advertising Supervisor

Manager:

Stacy Crowder, Q Store Manager