

DDA/Director's Meeting
April 4, 2013

- **Attendance:**

- DDA: John Berrey
Ranny McWatters
Larry Ramsey
Marilyn Rogers
Tamara Smiley- Reeves
- Exec: Jani Cummings, AGM
Ernie Dellaverson, AGM
Melissa Wakefield, Exec. Admin.
- F&B: Brian Kenney, Director
- Finance: Kent Jones, CFO
- Purchasing: Jerri Montgomery, Director
- Facilities: Ernie Caruthers, Director
- IT: Dave Clark, Director
- 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.: Hillary Shadwick, Manager
- TGA: Barbara Collier, Director
- Special: J R Mathews, John Thompson, Alan Mauk

DDA Updates - John Berrey

- The change at the top has not filtered down to the bottom, need to work on that.
- Hold
 - Bob M – VGT denied hold change working w/legal to set meetings with VGT to discuss
 - Breaking contract
 - NIGC regulations
- Busing
 - Have seen a major increase in the number of monthly busses – good job
- Head Count
 - Make adjustments to FTE to compensate for increase in the headcount
- BC Pictures
 - Add in the employee entrance

Asst. GM Updates – Jani and Ernie D

- Upcoming events
 - April 5 – John Anderson in Pavilion
 - April 13 – Fur Ball

- April 18 – C Store trade show
- April 27, VIP Sunglass event
- EOB for Kappa
 - Work on policies/procedures for infectious diseases
- Memo on Parking (attached)
 - Illegal parking
 - End caps, motorcycle, reserved, handicap
 - \$25 tickets – to TMRF
 - Gravel walkway from gravel lot
- Ernie D
 - Less time behind desks
 - More time on floor
 - Customer survey (Shawn/Ernie)

Gaming – Bob M

- Anytime there is a questions / request for assistance on the floor
 - Slot Dispatch 918-919-6097 10am-3am
 - Slot Supervisor 918-919-1182 3am-10am
- Secret Shopper
 - DDA likes the idea
 - Look in to an outside company (Jani)
 - In-house shoppers (Jani)

Marketing – Shawn C

- Air Supply ticket sells going well
- Jake Owen – offered made last night
- Direct mail matrix
 - Working on adjustments continually
 - Want best fit for players
- Legends Live Series
 - 3-5k range act
 - Coors Light sponsor
 - 6 month run
 - Tues/Wed/Thurs night
 - Free concerts
- Bottom Strata of the Database
 - 15-20\$ theo (15,000)
 - Newsletter
 - \$5 offer

Purchasing – Jerri

- Discuss and review purchasing policy (see attached)
 - Please review with depts., many are not following the policy

Food & Beverage – Brian

- Grass fed product for Red Oak
 - Tasting will be set up

Human Resources – Hilary

- Overstock Sale
 - HR/Marketing/Retail/Wardrobe
 - April 11 7am – 5pm
- LPN starts on April 9
- April is Alcohol Awareness Month

Hotel – Bob B

- Spa Hours, looking to extend to better serve players
 - 3 new hires
 - 9am-9pm Fri/Sat/Sun

Security – Bill G

- 70 people attended first round of the tornado training
- Dept of Homeland Security
 - Active shooter on – line training
 - Interactive survey
 - 360 of each room

Finance – Kent

- ATM in hotel lobby (current company)
 - 36 mo term
 - \$3 ser charge
 - 200 transactions per month or \$200 fee
- ATM - third party
 - Split fee
- Cash back at POS terminals
 - Will not make money like the ATMs
 - Have to pay CC fee for transaction – Downstream
- Do a 30 day trial and then review

Bright Ideas

- See attached
- #21 – LED Board 5x5 - \$2000
 - QClub enter data
 - NO – per DDA
- #25 – we do not own the linens
- #30 – Credit Union
 - Work with local credit Union
- #44 – not a good fit on legend's stage

TMOM

BOH – Krista Johnston – Spotted Calf

FOH – Randy Sohosky

Brian Clark

SOQ – Nikki Whitaker

MOQ – Penny Loyd

1:29pm



TO: Downstream Team Members

FROM: Jani Cummings, A.G.M.

DATE: April 5, 2013

SUBJECT: Team Member Parking Lot

The most critical element of this memo is to express to each of you, how very important you are and that your safety is our number one priority. Having said that, we have received a number of complaints regarding team members parking on end caps, parking in motorcycle parking, parking in reserved spaces or in handicapped spaces when there is no handicapped plate or hang tag in the vehicle. There are also complaints about team members speeding through the parking area and failing to stop at the stop signs.

Currently, Security has been posting tickets on vehicles to notify team members of a parking violation. Names of the violators are sent to the departments for discussion between the Director/Manager and the team member involved but, without sanctions, the issues just continue. That is an unfortunate situation which will inevitably lead to accidents or injuries and, for your safety, must be addressed.

Effective immediately, the Security Department will "ticket" any vehicles parking on end caps, parking in motorcycle parking, in reserved spaces or in handicapped spaces when there is no handicapped plate or hang tag in the vehicle or any other parking which creates a hazard or obstruction in the team member lot. H.R. will submit a payroll deduction authorization for a \$25 fine for each offense with those funds being deposited in the Team Member Relief Fund. The Department of the violating team member will be notified of the infraction and will prepare a Note to File for the initial offense, and will advise the Team Member of the sanction. Repeat offenders will be coached at the next level.

Speeding and failure to stop at posted stop signs in the team member parking area, and no visible team member parking sticker, will also be violations resulting in a \$25 ticket sanction. The safety of ALL of our team members is our primary interest. Our intent is to keep all of our team members, and their vehicles, in one piece. Please help us to create a safer work environment, especially in our parking lot area. Additional parking is available on the overflow lot north of the team member lot.

Quapaw Tribal Gaming Agency



Date Received	5/10/11
Comments	
Reviewed By	mk 5/10/11 JBS/11/11 Bon 5/11/11
Approved	Tentative
Not Approved	Final

Policy and Procedure Submission

Policy Name and Number: Purchasing Policy Policy #6030.10.01	Department: Purchasing	Submission Date: 5/5/2011
Narrative Description: To establish a policy and procedures for the purchasing of goods and/or services.		DCR/QTGA Tracking: POLICIES & PROCEDURES DDA APPROVED JUL 06 2011

DCR Compliance Authorization

Signature: Stephanie B. 2551

Date: 5/4/11

Department Director Authorization

Signature: [Signature]

Date: 5/5/11

General Manager Authorization

Signature: [Signature]

Date: 5/9/11

QTGA Authorization

Signature: [Signature]

Date: 6/16/11

Purchasing Policy	Policy No: 6030.10.01	Issue Date: 6/16/2011
PURPOSE: To establish a policy and procedures for the purchasing of goods and/or services.		

DCR Compliance – ITEM Tracking	Date
Issue Date	6/16/2011
Compliance Review	5/2/2011
QTGA Submission	5/5/2011
QTGA Final Approval	6/16/2011
GM Approval	5/9/2011
DDA Final Approval	7/6/2011

POLICY

The acquisition of goods and services is solely the responsibility of the Purchasing Department of Downstream Casino Resort (DCR), unless specifically exempted by the Downstream Development Authority or the General Manager. Orders not executed by the Purchasing Department shall not be received or paid by DCR.

PROCEDURES

The following procedures shall be followed for the acquisition and payment for goods and services used in the normal course of business.

1. If the purchase request is for \$2,500 or more, the item being purchased has useful life of more than one year, and replaces or improves an existing capital asset, then the requestor must fill out a Capital Expenditure Request form which is defined in the Long Lived Assets, policy #6320.18.01.
2. A properly completed Purchase Requisition Form (pg. 4) detailing all pertinent information must be completed by the requesting Department.
3. If the purchase request is for items that will be purchased on a regular basis (i.e. – Food and Beverage items), then it must be identified as a Blanket Purchase request and be included on a Blanket Purchase Order (pg. 5).
4. The Purchasing Department shall issue a Purchase Order (pg. 5) for those purchases requiring one invoice or covering a single project which are listed on a Purchase Requisition Form. The Purchasing Department shall issue a Blanket Purchase Order for Blanket Purchase Requests covering purchases made during a specific period, which shall allow purchases for up to a total amount. All purchase requests listed on a Purchase Requisition to be placed on a Blanket Purchase Order shall include the following information:

- a. Relevant dates, including either the specific period that the Blanket Purchase Order is good for or the specific start and ending date.
 - b. Specific release limits, i.e., \$3,500/month or \$2,000/release, etc.
 - c. A list of specific individuals permitted to purchase items, release purchases and receive items against the Blanket Purchase Order, including the maximum dollar value each individual is allowed to order, release, or receive.
5. Each Purchase Requisition Form shall include proper authorization signature (s). Authorization levels, at a minimum, are as follows:

Up to \$1,000	Department Director (or Manager)
\$1,000 to \$5,000	Department Director (or Manager) and Assistant General Manager
\$5,000 to \$20,000	Department Director (or Manager), Assistant General Manager, and Chief Financial Officer
\$20,000.01 and above	Department Director (or Manager), Assistant General Manager, Chief Financial Officer, and General Manager
6. Properly approved and authorized Purchase Requisitions shall be faxed to the Purchasing Department, with a hard copy following via inter-office mail.
7. The Purchasing Department shall source goods and services as follows:
 - a. When viable, the Purchasing Department shall seek competitive bids for goods and services to be provided.
 - i. If necessary or appropriate, a scope of work or Request for Proposal shall be provided to each vendor bidding on providing the good or service.
8. After the goods or services have been purchased and delivered/rendered using a standard purchase order, payment shall only occur if an invoice/bill has been received from the vendor and a receiver, provided by the Warehouse is attached or is authorized with an appropriate signature(s). Authorization levels for invoice/bill payment are as follows:

Up to \$1,000	Department Director (or Manager)
Over \$1,000	Department Director and Assistant General Manager
9. Items purchased or released pursuant to Blanket Purchase Orders shall require authorization by a person named on the Blanket Purchase Order. A receiver shall be attached in all cases, attesting to the receipt of the goods or services.

- a. A receiver shall be attached for payment of Food and Beverage invoices. This is a narrow exception to the standard policy.
 - b. Pursuant to the Blanket Purchase Order requirements stated above, only persons listed on the Blanket Purchase Order may approve payments, up to their individual limits.
10. Accounts payable shall forward invoices with no receiver to the appropriate departments for authorization. A department's failure to act in a timely manner may hinder future purchases.

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RP2000.2=>          REQUISITIONS          *LIVE*      V8.2          05/03/2011
                .....
                Purchase Requisition Entry
                Purchase Requisition Header Entry
                .....
Requisition Number: 00036214   Date: 05/03/2011   Status: INCOMPLETE
Date Required: 05/04/2011
* Charge To Company: 1   DOWNSTREAM CASINO RESORT
* Charge To Division: 2   RECEIVING/PURCHASING
* Charge To Department: 2   PURCHASING - DEFAULT
Override Accounts: N (Y/N)
Override Account Number:
Job Cost Number:
* Project Number:
Special Project: N (Y/N) Y=project not validated
Close Partial Order: N (Y/N)
Credit Request: N (Y/N)
Ordered By User: MJMONTGOME
Line Items:          Net Total:          .00

* Press F13 to browse when cursor is in first position of field.      More..
F3=Exit,      F5=Clear,      F7=Print,      F8=Edit, F9=Due Dates, F10=Items
F12=Select,   F13=Browse,   F14=Profile, F15=Remarks,
F16=Comments, F18=Sequence, F22=Final U/D, F24=Delete requisition  =>

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RP2610.1=>
                                PURCHASING FUNCTIONS
                                Purchase Line Item Entry
                                05/03/2011

Document#: 00036214 Type: PUR REQ Date: 05/03/2011 Vend: _____ Credit: N
Charge To Dept: 1 2 2 PURCHASING - DEFAULT Buyer Code: _____
Enter options: 1=Detail, 4=Delete, 6=Descriptions, 8=Taxes/Discounts
Position To Line: _____

Line * Item#      Quantity      Price  U/M  Item Description      Net Amount
- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____
- 7 _____
- 8 _____
- 9 _____
- 10 _____

Status: I Totals - Lines: , , 0 TAX: .00 Amount: .00
* Enter ? in 1st position of item number to browse master file.
Use item detail display to enter and update undefined items.
F3=Exit, F5=Clear, F9=DSC, F10=Detail, F12=Prior, F18=UPC      HELP =>
No data available

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Blanket Purchase Order

DOWNSTREAM CASINO RESORT
REPORT#: RP7230

MATERIALS MANAGEMENT SYSTEM
BLANKET PURCHASE ORDER

DATE: 01/13/2011

VENDOR NAME AND ADDRESS:
V Hicklin Enterprises LLC
E 510 S Kentucky Ave
N Joplin, MO 64801
D
O
R

BPO NUMBER BDCANDY
EXP DATE 08/04/2011
BUYER MJMONTGOME
PAGE 1
FOB.....
SHIP VIA.....
PAYMENT TERMS..... DUE UPON RECEIPT
JOB COST NUMBER.....
PROJECT NUMBER.....

DEPARTMENT AUTHORITY... N
RELEASE LIMIT..... 6500.00

REVIEW PERCENTAGE..... .00
BLANKET P/O LIMIT..... 78000.00

LINE	ITEM#	ITEM DESCRIPTION	QUANTITY	U/M	PRICE
1	1020180022	CHOCOLATE 3-PIECE SET 42BX/CASE (MARKETING GIVEAWAY) (MARKETING GIVEAWAY)	0	CASE	0.00
			0	BOX	BOX

TOTALS - LINES 1
RELEASES 6
AMOUNT RELEASED 26113.82

Purchase Order

DOWNSTREAM CASINO RESORT
REPORT#: RP7210: STANDARD PURCHASE ORDER

DATE: 03/03/2011

VENDOR NAME AND ADDRESS:
V Amcon Distributing
E 821 E. Commercial
N Springfield, MO 65803
D
O
R

P/O NUMBER 00038546
P/O DATE 03/03/2011
BUYER MJMONTGOME
PAGE 1
SHIP DATE 03/03/2011
REQUIRED 03/04/2011
REQ NBR
MODE# 0
FOB.....
SHIP VIA.....
PAYMENT TERMS..... NET 30 DAYS
JOB COST NUMBER.....
PROJECT NUMBER.....
CHARGE DIVISION..... INVENTORY
CHARGE DEPARTMENT..... TOBACCO INVENTORY

SHIP TO LOCATION:
RECEIVING - MAIN DOCK
69300 EAST NEE ROAD

QUAPAW OK 74363

CONFIRMING ORDER..... N
CREDIT REQUEST: N

LINE	ITEM#	ITEM DESCRIPTION	QUANTITY	U/M	PRICE	EXTENSION
1	4070100012	TOBACCO WINSTON LT KING BOX (112740)	4	CRTN	36.25	145.00
2	4070100031	TOBACCO CAMEL LT KING BOX (111910)	10	CRTN	36.25	362.50
3	4070100036	TOBACCO KOOL FF BOX KING (112400)	6	CRTN	36.25	217.56

TOTALS - LINES 3
GROSS AMOUNT 725.06
FREIGHT & MISC .00
TAX AMOUNT .00
DISCOUNT AMOUNT .00
NET AMOUNT 725.06

Bright Ideas from 3/21/13 to be researched by Directors and re-presented on 4/4/13

<u>#</u>	<u>Idea</u>
21	"We need a name monitor over the restrooms so people at tables can look to see if they have won. Plus people on the machines don't have to get up and stop playing." Note from Melissa - I assume she is referring to the restrooms by the Q Club and that this is in regards to hot seat and other promo winner names that are drawn.
25	We need King fitted sheets on our beds. So they don't come untucked while guest are sleeping.
27	We need to honor our teachers. Please show our gratitude by giving them a couple of days with their meals 1/2 off and some Q play to go along. Give them \$5 free play if they already have a card. If they don't, give them an additional \$5 so if they are new they would have \$10 total. Have them show proof where they teach.
30	Credit Union
34	We should serve breakfast food for dinner and dinner food for breakfast!! I've heard several people say that they would enjoy it.
40	Ladies Night at Legends with drink specials and DJ
44	Have stand-up comedians and/or amateur night for \$\$\$ at Legends - make it like the Improv or Apollo
47	Slizzling Seat Scrabble: Winner every 30 minutes must be playing a machine with Q card. Spin wheel for a word in the puzzle - choose a letter in the word and win that prize. Daily high prize winner can choose to play the weekly drawing or take prize if not available for drawing. Weekly winner of drawing moves on to Grand Prize Drawing (final night). Prizes could be money, Q play, point multiplier. Grand Prize could be a new style SS chevy with the right key.

To Whom it May Concern,

Our patrons might enjoy attending a live auction here at Downstream Casino Resort. Such an auction could possibly be held in the Pavilion or one of the banquet rooms depending on the amount of items to be sold. Incentives could be given to the patrons who attend the auction. Such as free Q-play for present Q-card holders and to new patrons who might come in to attend the auction and want to sign up for a card. Also those who attend might be able to receive a discount on food at some of our food outlets. There might also be drinks such as water, soda, and coffee available for our patrons at the auction. There could also be a cash bar available for the patrons. Most auction companies charge a fee of 15 to 20%. This includes an auctioneer, ring man, clerk and a cashier. However most of them charge extra for the set up crew. I believe that all of this could be handled in house. I am a professional auctioneer and my services would be available for any auction that Downstream, the DDA or the Quapaw tribe would be willing to do.

Also, we could probably find someone to serve as a ring person and our Finance and HR departments could do the clerking and cashier duties. Our Facilities or Warehouse departments could handle the set up. Items that might be sold could be left over items from the Q-Club, overstocked items or items that didn't sell from the gift shop and just about anything else that the casino doesn't use anymore. The money from such an auction could go to the team member relief fund or some other worth-while cause. Downstream Casino is strongly involved with Breast Cancer Awareness. Perhaps an auction could be held during Breast Cancer Awareness month with money going toward that cause. Downstream could also sponsor a golf tournament where the golf teams are auctioned off the evening before the tournament. This auction could be held at the casino which would bring patrons in. I have done several of these type auctions for the Kitchen Pass and the old Parsons Country Club. Every year at Christmas time, Downstream Casino has an angel tree. This is a great thing but is mainly for our employees. Downstream could possibly have a Christmas tree auction. Our departments could decorate artificial trees that could be auctioned off. It is possible that businesses and perhaps some of our vendors could donate items to be auctioned off also. Our patrons could attend this auction with some incentives involved for them. The money raised from this auction would be used to help needy families in our communities at Christmas time. I have done several of these auctions also and they are very wonderful events.

Most everyone knows that DCR stands for Downstream Casino Resort. However, it could also stand for something else. D=Dignity, C=Courtesy, R=Respect. DCR is a great place to work and a great place for our patrons to enjoy themselves. If we all practice these three things DCR can be even greater. It could be a new team member motto.