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Dear Team Members,

This is an exciting time to be a part of Gila River Gaming Enterprises. With the first month of 2017 in the rearview mirror, we’ve already proven the year to be a success. Thank you to all who helped with the New Year’s Eve celebrations. This year, each of the properties hosted different types of celebrations compared to years past, and the changes were very well received by all the guests. At Wild Horse Pass the theme was Red Carpet Hollywood, Vee Quiva was rockin’ in the Fabulous ’60s, and Lone Butte had a fun time with a member of the Wolf Pack. Thank you to everyone who worked their shifts and made these events memorable for our guests. When we all work together as a team, it makes everything run much more smoothly and easily.

We received our guest feedback rating, and the combined marks all posted scores in the 90s. The hotel guest service at Vee Quiva was superior, scoring a 100 percent rating, and the transportation department was at a remarkable 97 percent. I can’t express how thankful I am for your outstanding commitment to excellence. Thank you Vee Quiva team for setting the standard for GRGE; we all have the potential to reach these scores by consistently practicing the GILA way!

For those of you who work at Wild Horse Pass, you may have already seen changes to Encore Lounge and Reflections Lounge in production. Gone will be the long lines waiting for prizes at the Players Club, as the former Encore Lounge will be transitioned to a Player Development/Host Office and Gift Distribution Center. Also, beginning in February, live jazz bands will be playing in the Reflections Lounge. Please stay tuned for March, as we have even bigger and more exciting changes on the horizon!

We are currently in high season, and with the perfect Arizona weather, many guests from out of state are visiting our properties. Always remember to greet all guests with a smile and welcome them to our casinos. I am so proud of all team members and the work that is accomplished every day; thank you for all that you do!

Carolyn K. Thompson
Interim Chief Executive Officer

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Have You Attended A Promo Party?

There’s a party going on that not many people know about. The marketing department of Gila River Gaming Enterprises is encouraging team members to attend at least one promo party a month. Those who attend will be entered into drawings for prizes, such as WWE event tickets or sports memorabilia, plus enjoy drinks and snacks while learning about current casino promotions. Typically promo parties last only about 15 minutes.

“The goal is to let the employees know what’s going on so they can answer guests’ questions about promotions,” coordinator Matt Smith said. “Maybe they will even tell family members and friends about the events.”

Don’t miss your next promo party or you just may miss your chance to be entered into the drawing for Cardinals gear and other cool prizes!

**VEE QUIVA PROMO PARTY**
- February 23, 2017
- Security Training Room
- 7a.m. to 9a.m. (every 15 minutes)
- Noon to 2p.m. (every 15 minutes)
- 4p.m. to 6p.m. (every 15 minutes)

**WILD HORSE PASS PROMO PARTIES**
- February 2 and 28, 2017
- Security Training Room
- 6a.m. to 8a.m. (every 15 minutes)
- Noon to 2p.m. (every 15 minutes)
- 4p.m. to 6p.m. (every 15 minutes)

**LONE BUTTE PROMO PARTIES**
- February 22 and 27, 2017
- Event Center B
- 7a.m. to 9a.m. (every 15 minutes)
- Noon to 2p.m. (every 15 minutes)
- 2p.m. to 4p.m. (every 15 minutes)
Changes Coming To The Lounges At Wild Horse Pass

ENCORE LOUNGE

Wild Horse Pass will get a new look, beginning in February. Encore Lounge will be closing to pave the way for a new gift distribution center and casino host office that will prevent the long lines plaguing the current Players Club model on gift days. Guest will now be able to pick up their gifts on promotions days at the new location and not have to stand in a long line at the Players Club. VIP guests will have immediate access to their casino host, giving them a better guest service experience.

SHOWROOM BAR AT REFLECTIONS™

Reflections Lounge

Beginning Friday, February 10, Reflections Lounge will feature live music just in time for Valentine’s Day. This new addition will surely become a guest favorite on Thursday through Saturday nights. GRGE Corporate Vice President of Gaming Richard Strafella added that many hotel guests are seeking a venue where they can congregate with others before heading to the gaming floor or back to their room for the evening. With the addition of the live bands, Reflections Lounge will see a lot more activity.

Stress On The Job

People deal with stress in many different ways. The National Institute for Occupational Safety and Health recently listed 18 coping methods, and some might be surprising:

• Exercise regularly, even if it’s just a short walk, to clear the mind.
• Conserve energy for the larger projects and don’t waste it on the small ones.
• Build friendly relationships in the workplace, so you are not alone once help is needed.
• Apply a sense of humor to stressful situations.
• Set deadlines and boundaries for yourself; even if you don’t finish a project, know when to stop.

For more information, please contact the EAP at 1-800-946-4452 Ext. 8888. Updated hours are now available on Team Works, as well.

A GLIMPSE INTO THE PERSONALITIES OF OUR LEADERS

KEIANDREA MANDLEY SELFIE

Tell me a few things about yourself:
Hi my name is Keiandrea Mandley, but everyone calls me ‘KeKe.’ I am a native of Phoenix. I’m 33 years old and started working for Ovations on April 3, 2013. In April 2014, I became a housekeeper, transitioning through the years as an EVS/housekeeper. I have grown into a better person with the help of my peers. There are many things important to me and in my life. As a kid I participated in dance and basketball. But the most important things I value are family and life experiences, both good and bad, because I believe they all have value. Thanks to everyone who has helped me in life and has walked through 2016 with me. My saying is “Life is to love; live life because you only have one.” Thank you!

What dream would you like to realize?
To have a kid, because at age 16 that privilege was taken from me due to cancer

What is your favorite ice cream flavor?
Orange sherbet

What is your favorite thing about working at Vee Quiva?
Working with all the team members and helping out the guests when needed, plus most of all the special events EVS has, like the Team Olympics

Which holiday do you most look forward to and why?
Christmas, because I can spend time with family and friends and give and receive gifts.

Do you or someone you know have something interesting to share? We want to hear about it!
Email us: Scott.Mammoser@wingilariver.com
Cell Towers In Disguise

Cell towers can come in many shapes and are designed to blend into the surrounding area. The newest additions to the Gila River Indian Community are two extra-large cactus forms. This pair of giants was constructed in District 2 (Hashen Kehk, which translates to “Saguaro Stand”) and each stretches approximately 60 feet into the air. Although they resemble saguaros, they dwarf all other cacti in the area and are easily noticeable. The two cell towers are part of the community’s efforts to bring improved cell phone signal quality to GRIC and neighboring communities.

If you would like to see other examples of cell tower designs, visit http://twistedsifter.com/2012/08/examples-of-cell-phone-tower-disguises/

New Ash Trays On The Way

Scattered cigarette butts and ashes don’t exactly paint a picture of an endearing break environment.

All team members who utilize the designated smoking area are urged to discard cigarette butts in the appropriate ash trays and not on the ground. “It’s imperative that the safety of team members is always at the top of the priority list,” GRGE Corporate Vice President of Gaming Richard Strafella said. “If those flames get to the gas pipes, it could be devastating. It’s an extremely hazardous area, and we need to put the practices in place.”

Facilities will be installing new high-rise ash trays at Wild Horse Pass Hotel & Casino and is urging those team members who utilize the outdoor smoking patio to please keep the area clean, as placing discarded items on the ground poses health and safety concerns in addition to visual ones.

The safety of our team members is always one of our top priorities!

February Brain Teaser

TO SEE ANSWERS PLEASE VISIT TEAM WORKS

If the current pattern continues, what time will appear on the fifth watch?

Answer: ______________

JANUARY WINNERS:
Petra Montalbo, LB, Cage & Vault Supervisor
Michelle Walters, WHP, Entertainment Supervisor
Gilbert Dominguez, VQ, Facilities
Contact Scott Mammoser at ext. 7131 or Scott.Mammoser@wingilariver.com to pick up your Harkins movie tickets.

Send your answers to Scott Mammoser before February 24 for your chance to win 2 tickets to Harkins Theatre. One winner from each property will be drawn each month. Only current GRGE-Spectra team members qualify.