

## ***SPECIAL EDITION***

Employees of the  
Year Announced!



# And the winners are...



## 2019 Employees of the Year & Supervisor of the Year WINNERS!

We want to take this moment to recognize all of the 2019 employee and supervisor of the month/quarter recipients.

Sadly, we were not able to recognize each of these individuals at an award banquet as we have done in years past. So we did something different! We asked each of the department managers to take time to acknowledge each of these valued employees.

The Executive Team had the privilege of recognizing the 2019 Back of House Employee of the Year, Front of House Employee of the Year, and Supervisor of the Year in a small gathering on Thursday, June 4. We would like to announce the winners:

**2019 Front of the House Employee of the Year- Melodee Deen**

**2019 Back of the House Employee of the Year - Jodi Russell**

**2019 Supervisor of the Year - Dakota Huxman**

They each received a beautiful crystal award, \$3,000.00 check, and the most prime parking for a year (designated for the employees and supervisor of the year).

Please take an opportunity to congratulate each of these valued team members the next time you see them!

Again, we thank you all for your hard work and dedication! Spirit Mountain Casino's finest asset is its employees!

Sincerely,



Stan Dillon  
General Manager





**Dakota Huxman - Supervisor of the Year  
Purchasing & Receiving**

2 years, 1 month

Achievements: There is never a limit to what he will do for Purchasing & Receiving or another department. He has a way of explaining ideas and tasks to people that comes across as kind and considerate and it doesn't even matter if it is the tenth time that he's explaining it. He never fails to go above and beyond for the casino or the department: there isn't any job task that he is too good to do or that is beneath him, because he's a true team player who wants us all to succeed. He has a

great relationship with everyone he comes into contact with and I don't think you can even say a single bad thing about him. Every night when he walks out I hear him say, "Have a good night and thanks for your work" to every employee that is still here. He had only been here nine months when he covered for his manager when she was out on maternity leave and did a wonderful job. He has been a huge support system to our staff and I don't think he even realizes this. We truly wouldn't be able to do our jobs without him here. Congratulations to Dakota; this is very well deserved.



**Melodee Deen - Front of House Employee of the Year  
Bingo**

4 years, 8 months

During Melodee's tenure in the Bingo department she was faced with multiple hurdles. Bingo was moved, it experienced multiple shut downs due to lack of participation, it went through many program changes and date changes to schedules, etc. Through all of this, Melodee never gave up or stopped believing in Bingo one day having success. When she started in the department in October of 2015 there were many new employees with little time and experience in their positions. Melodee

jumped right in and learned every position faster than anyone had ever seen. She learned a job and retained all aspects of it within a third of the timeframe it took most others to learn. She was a sponge and she took in any and all information she could.

At least once a week if not every day Melodee pitched a new idea to improve the department. Her focus always remained on her coworkers and staff - not herself. She has maintained a positive attitude throughout more than four years of working in Bingo while watching its unfortunate decline. She has worked for several different Leads, Supervisors, Managers, and Directors. This made for a constant need to adjust to new and changing management styles, which Melodee did seamlessly, always supporting her leadership and the company.

During the last year in Bingo Melodee also took it upon herself to volunteer to learn Keno where she dual-rated as a Lead. Even in a department she was only dual-rating in, she was continually looking at ways to improve that area, offering ideas and promotions again on a weekly if not daily basis. Eventually Melodee would be transferred permanently to Keno after the Bingo closure.

I often pondered this question: with Melodee's ability to maintain such a positive attitude and strong work ethic in a constantly struggling department, what would her potential be like in a department that was growing and thriving? I look forward to seeing that question answered in the coming years as I watch her continue to climb the corporate ladder. She will be an asset to this company no matter what department she chooses to work in.

I believe Melodee is deserving of this recognition, her work ethic definitely warrants her being on the same stage as the rest of the amazing nominees. And she is very much deserving of receiving the employee of the year award. Congratulations Melodee!



## **Jodi Russell - Back of House Employee of the Year Information Technology**

2 years, 11 months

Jodi joined Spirit Mountain Casino in 2017 and hit the ground running. She was immediately given three very difficult projects and came through all of them within constraints and with positive feedback from everyone. She is well respected as a valued opinion and someone capable and willing to solve problems quickly and efficiently. She is deserving of this honor.

One of Jodi's first projects on the IT team was to successfully upgrade Eatec after it had been delayed for four years. She dealt with strong personalities, a horrible and non-responsive vendor, a great deal of data (often bad data), and a tremendous amount of detail.

Jodi also successfully upgraded InfoGenesis, our POS system in place at all food outlets and the gift shop. She implemented a poker management system called Poker Atlas. The vendor was not prepared and seemingly wrote the code for the system as we implemented it. She met a strong need to implement security and accountability controls that would have a high impact on poker operations.

She is currently co-managing the HRIS project that will impact the entire casino and every employee. This project is multi-departmental, involves a great deal of data and process change, has a high impact on operations, and involves introducing something entirely new to Spirit Mountain.

Jodi is highly detailed, persistent, reliable, flexible with her schedule, and entirely willing to take on new tasks. She digs in and does the work that's required to achieve her goals and help the department succeed. She's an action-oriented individual who has demonstrated immense accountability with vendors and the project team; she has proven herself to be friendly and a great communicator. Her project management skills and interpersonal skills are honor-worthy.

## **HOW ARE WINNERS SELECTED?**

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The Spirit of Excellence Committee members (comprised of managers from different divisions, Gaming, Finance, Marketing, Surveillance, Security, Guest Services, and Facilities) select the top 4 employees from each category; FOH employees, BOH employees, and Supervisors. These top nominees are presented to the Executive team.

The Executive team invites the manager of the employee to be presented to an executive meeting to present and speak as to why they believe their employee should be a recipient of the year award. The Executives hold a "blind" vote and the Senior Executive Assistant tallies the votes.

## **PRESENTING THE 2019 NOMINEES:**

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The following employees have gone the extra mile, were attentive to guests' needs and always display a positive attitude. These employees were chosen in 2019 and recognized as Employees of the Month and Supervisors of the Quarter. Each of these employees received a beautiful crystal award with their name and month they were awarded and a \$100 Visa Card.





***Kyle Anderson***

***Casino Audit • January***

When Kyle is on the floor and is approached by guests; he is always pleasant and has a smile. He does this with internal guests as well. Kyle is always ready to assist others within the department when needed.



***Maryha Dobbins***

***Food & Beverage • January***

From the time Maryha first started with this company she has been an amazing performer. She is bright and her professional conduct provides a great image for this department. Maryha continually maintains a professional decorum in all areas, constantly presenting herself with an image of excellence and strong work ethics.



***Jeremy Taylor***

***Food & Beverage • February***

Jeremy is very helpful in all areas of the kitchen. He comes in on his day off often and stays late helping the DMO's and/or bakery without being asked. Jeremy is always in tune to the guest's needs and has a great sense of humor.



***Melodee Deen***

***Bingo • February***

Melodee is always willing to go the extra mile whether it be for a guest or a co-worker; she is always willing to help anyone in both a prompt and friendly manner. Melodee exemplifies the meaning of team work and she is always filling in for multiple departments in multiple job positions. She is an asset to any team she is on.



***TJ McKnight***

***Marketing • March***

TJ is always going above and beyond his job responsibilities; he often jumps in without being asked to help out with any activity. TJ is very professional and respectful of his co-workers and management. TJ gives 200% of what he can do for Spirit Mountain Casino.



***Trinity Jonason***

***Food & Beverage • March***

Trinity goes above and beyond guest expectations; her guests leave positive comments about her service almost daily. Trinity will stay late or come in early, she does whatever is needed to ensure our guests have a great experience and will complete any task that is necessary to keep our guests happy.



***Haley Boatright***

***Cage Operations • April***

Haley has excellent guest service. She has a great outgoing personality and is warm and friendly with all the guests. Haley communicates and interacts effectively with external and internal guests. She leaves guests with a smile on their face and they know that they can seek her out for additional help with needed.



***Jodi Russell***

***Information Technology • April***

With the POS project that directly affected all of our guests, she addressed issues and directly communicated with staff and got resolutions to get systems back up quickly. Jodi is a great employee who works hard and truly cares about how her work is perceived and how it will ultimately benefit the casino operations.





***Reinhold Tilstra***

***Surveillance • May***

Ren always comes into work with a positive attitude; he diligently attends to his required duties by ensuring guest's personal belongings and property are well looked after when the guests have their attention on having a good time. Ren is very good at his responsibilities and does so with a positive and professional attitude.



***Tami Emmons***

***EVS • May***

Tami has outstanding guest service skills and is most thoughtful with both internal and external guests. Tami has a very approachable demeanor and is very easy to talk to. Tami has come in on her days off on numerous occasions when the team has been short staffed; she is a valuable employee.



***John Bergstad***

***Information Technology • June***

John is one of the friendliest employees; always reaching out and greeting everyone. John works with teams and is always willing to deliver excellence. John has demonstrated his willingness to take on a challenge and will do what it takes to succeed.



***Lloyd Ballantyne***

***Table Games • June***

Lloyd always has a smile on his face; he laughs and jokes with players and makes them feel at home. Lloyd has been in Table Games since 2006 and never seen him in a bad mood; he is a great employee to be the face of Table Games.



***Charles Miller***

***Security/Transportation • July***

Mr. Miller consistently maintains a professional appearance and attitude in the daily functions of his role (shuttle driver) when dealing with guests; he knows most of the guests by their names and is friendly and polite in an extraordinary way. Charles' twenty one years of dependable work history speaks for itself, we are fortunate to have the experience, knowledge, and dedicated employees like Charles on the team.



***Matthew Olson***

***Food & Beverage • July***

Matthew has great work skills to keep up on the dishes and works hard and fast, so we can keep our guests happy. Matthew is ready to work and always happy; he is always helpful and kind. He even hands out snickers to everyone on special events.



***Alyssa Soots***

***Marketing • August***

Alyssa takes great care in making our guests feel welcome and at ease. When they have questions, she knows how to answer in a direct and positive way. Alyssa always has a smile on her face and wants to make sure everyone is having a good time; she is a true professional and displays this by having a positive attitude even in stressful situations.



***Amberlee Stevens***

***Cage Operations • August***

Amberlee greets every guest with a smile and makes them feel welcomed; she is always willing to help her co-workers any way she can by seeing if they need any help. Amberlee's quick smile and prompt greeting helps her guests know that they are welcome and entering a friendly space, and makes sure that her guests leave smiling.





***Roa Napier***

***Food & Beverage • September***

Roa exudes a positive attitude, is welcoming with all our guests. She finds ways to make each guest experience special. Roa comes to work looking professional; she communicates well with co-workers and takes any questions to leadership. Roa is someone that we can count on to be here and makes our team shine.



***Zachary Grimsbo***

***Grounds Keeping • September***

When a call comes over the radio, Zach is always eager to jump on the tasks to do what is being requested. Zach is a team player and is very dependable; he is willing to do whatever he can to help others when needed.



***Dale Shaw***

***Purchasing/Receiving • October***

Dale is extremely helpful with making sure deliveries that are time sensitive are delivered in an expeditious manner and always with a smile and has a friendly demeanor. Dale is courteous and professional with anyone he interacts with; he works hard without complaint and is a positive addition to the team.



***Donald Emory***

***Lodge • October***

Don is always going the extra mile for the guests and says the guests come first. Don works well with our Lodge team; he is always communicating and making sure that other employees are aware of what the guest's needs are. You can tell he cares about his team and is always happy to see us when he is here.



***Andrew Kurz***

***Purchasing/Receiving • November***

Andrew works great with others. He is very team orientated and doesn't hesitate to help others when they are in need. Andrew goes above and beyond when it comes to guest service. Andrew is a very hard worker; if he is asked to do something, he does so without complaint.



***Kim Ragone***

***Security • November***

Kim is easy to approach and is very helpful with guest's questions. Kim speaks other languages, which helps with our guests and any language barriers. Kim is an excellent officer with outstanding guest service skills; he has a great positive demeanor.



***Sean Vesper***

***Table Games • December***

Sean has great guest service with both internal and external guests; he is professional in helping guests and answers their questions and often takes them to what they are looking for. Sean is an excellent team player and does what it takes to get the job done. Sean is a very reliable employee and is a huge asset to the department; he makes sure our gaming tables are presentable and the shuffle machines are ready.



***Tabitha McCallister***

***Food & Beverage • December***

Tabitha does a marvelous job of providing excellent guest service to her guests. Tabitha is well like by her team, earning their respect through her willingness to help out whenever and wherever needed. Tabitha takes the opportunity to offer support to all her team members and does not hesitate to jump in and help a co-worker.





***Cheryl Debut***

***Table Games • First Quarter 2019***

Cheryl is always ready to assist in answering questions; she always greets her guest with a smile. She knows her job and with the many years of experience does it well. Cheryl is part of a team that makes sure all regulations are adhered to within in the table games department; she is well respected within her team.



***Dannielle Bowen***

***Cage Operations • First Quarter 2019***

Danni's (Dannielle) greetings are friendly and welcoming and she maintains a positive and upbeat attitude. Danni works anywhere she is needed; her teamwork skills, dependability and willingness to serve continue to be one of her strengths. Danni delivers special attention by quickly responding to guest assistance calls and offering assistance to front line staff and other departments.



***Dominick Talley***

***Cage Operations • Second Quarter 2019***

Dom (Dominick) has been consistently been the most dependable & reliable supervisor I've ever worked under. Dom is an extremely effective team builder; he develops cohesion within his peers and subordinates on an unparalleled level. He is highly respected for both his dedication to his team and his ability to lead by example.



***Eric Sabin***

***Table Games • Second Quarter 2019***

Eric is always very good with guests; he's polite and has a great rapport with all of our guest regulars. Eric is helpful when a co-worker needs assistance and goes the extra mile to help when a co-worker has an issue that requires special attention.



***Karrie Damm***

***Cage Operations • Third Quarter 2019***

Karrie promptly answers guest assistance calls. She takes the time to explain how the ATM's work when a guest needs special service and she is sure to provide calm and professional care. Karrie is a leader by example; she doesn't ask anyone to do anything that she wouldn't do herself. Karrie's professionalism and job knowledge quickly gained her the respect of her peers.



***Michael Cook***

***Facilities • Third Quarter 2019***

Mike is a joy and makes you laugh and is a hard worker. Mike has an amazing character and is respectful towards others. Mike is very dedicated to the best job possible; he goes beyond what is just "normal" work. Mike works hard to make everyone happy.



***Dakota Huxman***

***Purchasing/Receiving • Fourth Quarter 2019***

Dakota is very polite; he is always there for support and to answer any questions. Dakota leads by example; working in his office that sets a great example for the team to follow. Every day when Dakota is leaving for the day, he thanks the crew for their hard work. Dakota is a total rock-star and has managed to build a wonderful partnership with everyone he comes into contact with both externally and internally.



***Michelle Newbill***

***Lodge • Fourth Quarter 2019***

Michelle always has a smile on her face and keeps a positive attitude even in challenging situations. Michelle always comes to work looking amazing and professional. Michelle is willing to help and go the extra mile; you can tell that her job is a big part of her life and she takes it and its responsibilities seriously.