



SPIRIT MOUNTAIN
CASINO

COYOTE TRACKS



NOVEMBER • 2020

EMPLOYEE TURKEY GIVEAWAY

FRIDAY, NOVEMBER 20 • 7am – 6pm

LOCATION: West side of the Event Center, with drive-up convenience.

Employees can receive two drawing tickets for any food donations, with a chance to win one of twenty \$20 cash prizes. (winners will be drawn Monday, November 23)

If you cannot make the pick-up time, please send an authorized note (signed with Name and Badge #) with the person picking up your turkey.

All remaining turkeys will be donated to local charities.

For questions or more information, contact Becky Mode at ext. 3011.





\$100,000 CHRISTMAS CASH

NOVEMBER 15 – DECEMBER 18

Do your holiday shopping on us with **CHRISTMAS CASH!**

DRAWINGS: 7-8PM

DECEMBER 4, 11 AND 18, 2020

All club members will receive one free entry. Earn additional entries during the promotional period.

Earn 1 entry for every 100 slot points earned or 200 points on all other games.

On each drawing day beginning at 7:00pm, five (5) winners will be selected to go on stage, select a ceramic Christmas tree and drop it down the chimney shoot to reveal their prize.

Prizes range from \$1,000 Free Play - \$15,000 cash.

See Coyote Club for details.

EMPLOYEE INCENTIVES

NOMINATIONS NEEDED!

EMPLOYEE OF THE MONTH AND SUPERVISOR OF THE QUARTER

The programs have seen quite a drop in the number of submissions. Please know that the committee is limited to what we receive from you. If your nominee isn't chosen in the month that you nominated them, please feel free to nominate them again so that they are given every opportunity to be considered. For those who have never nominated anyone, please keep an eye out for a coworker who consistently goes the extra mile, is attentive to guests' needs, is greeting and welcoming to their guests, and displays a positive attitude. For those who are submitting nominations, thank you, we really appreciate you taking the time to shower recognition on our deserving team members!

Note: employees can access the online version of the form on the SMC Intranet under "Employment & Benefits Links" and click on Employee Recognition.

Additionally, the nomination forms are located in a hanging tray by the submission box in the hall behind the Employee Dining Room.

Managers are permitted to nominate not only their department employees, but any employee who they feel should have the opportunity to be considered as a nominee.

NEWS FROM EMPLOYMENT

SMGI EMPLOYEE REFERRAL BONUS PROGRAM

The employee referrals generate a 75% successful retention rate within the first 90 days of employment.

Spirit Mountain Casino offers the opportunity for employees to participate in the Referral Bonus Program. The purpose of the program is to encourage employees to refer qualified candidates to apply for positions within Spirit Mountain Casino. The Employment Team utilizes the Referral Bonus Program as a recruitment tool to notify potential new candidates of possible employment opportunities by current employees based on 'word of mouth.'

Non-management level employees who refer qualified candidates may be eligible for a Referral Bonus. Although Human Resources/TCD and Management-level employees are not eligible for the bonus, they are encouraged to refer candidates to apply at Spirit Mountain Casino.

Provide your name and badge number to the potential new candidate and ask them to place the information on the Referral Source section of the employment application when they apply. To qualify, the candidate must not be a previous employee.

If after 91 days, you and the referred employee are still employed, you are eligible for the designated referral amount listed on the job posting at the time the referred employee applied.

The minimum referral bonus is \$100.00

For further information, employees can contact the Human Resources Employment Team at extension 2109. The Referral Bonus Program may be revised or terminated at any time by SMGI.

OCTOBER 5-YEAR ANNIVERSARIES

Michelle Kelley	Keno	Joel Greer	Surveillance
Melodee Deen	Keno		

OCTOBER 10-YEAR ANNIVERSARIES

Scott Burnham	Cedar Plank Buffet		
----------------------	--------------------	--	--

OCTOBER 15-YEAR ANNIVERSARIES

Andrew Noble	Surveillance	Diana Gourley	Casino Audit
Fahm Benson	Poker		

OCTOBER 20-YEAR ANNIVERSARIES

Kristina Kelly	Cedar Plank Buffet	Cheryl Stapleton	Slot
-----------------------	--------------------	-------------------------	------

OCTOBER 25-YEAR ANNIVERSARIES

Holly Williams	Slot	Sueann Melanson	Cage Operations
Jennifer Hibbs	Corporate Finance	Sandy Pond	Corporate Finance
Michael Colton	Slot	Mark Long	Table Games
John Pearsall	Player Services	Virginia Singh	Count Operations
Ron Reibach	Executive	Gregory Mcmillan	Slot
Linda Evans	Cedar Plank Buffet	Jenny Moore	Marketing
Gary Bloom	Table Games	Julie Glover	Corporate Finance
Michael Milholland	Cedar Plank Buffet	Ed Badran	Table Games
Jose Leon-Picazo	Count Operations	Deborah Clemente	Cage Operations
Ann Cox	Deli Rock Creek	Misty Hunt	Cedar Plank Buffet

NOVEMBER 5-YEAR ANNIVERSARIES

Angela Harritt	Slot	Tracy Smith	Cedar Plank Buffet
Jennifer Garre	Casino Beverage	Michelle Medeiros	Surveillance

NOVEMBER 10-YEAR ANNIVERSARIES

William-Roy Walkenshaw	Surveillance		
-------------------------------	--------------	--	--

NOVEMBER 15-YEAR ANNIVERSARIES

Nathan Fischer	Environmental Services	Heather Roberts	Uniforms
-----------------------	------------------------	------------------------	----------

NOVEMBER 20-YEAR ANNIVERSARIES

John Kulju	Table Games	Cindy Duval	Slot
Rosemary Nelson	Table Games	Gary Vertner	Security

THANKSGIVING SPIN

KIOSK GAME

TUESDAYS IN NOVEMBER

WIN UP TO \$1,000 FREE PLAY!

EARN 250 POINTS ON ANY GAME TO PLAY

EARNING PERIOD: 12am - 11:59pm

REDEMPTION PERIOD: 7am - 11:59pm



OCTOBER EMPLOYEES OF THE MONTH

CONGRATULATIONS KARLI HIMEBAUGH AND DANIEL GIVENS



Thank you for providing excellent guest service for our internal and external guests!

Name: Karli Himebaugh

Position: Cage Operations Lead

Length of Service with Spirit Mountain Casino: 2 years, 1 month

Reason for Nomination

Guest Service:

Karli can always bring a smile to a guest's face. She has such a positive attitude and she can deescalate an unhappy guest. Even after she is done helping with a transaction she keeps the guest engaged until the transaction is over, instead of just walking away.

Her willingness to learn has been an inspiration. She continues to maintain a reputation for displaying a positive attitude. Karli is also known for demonstrating excellence in guest service and maintaining confidentiality in her job duties. She will go the extra mile to resolve any guest issue.

Team Work:

Karli is always ready to jump in no matter what needs to be done. As a lead she does not care what the work is or if it's just front line work. She will happily assist in anything needed. Even if someone is short or snippy with her she takes it with stride and always gives excellent assistance.

Professionalism:

She is always dressed professionally. When answering a call on the radio she is always prompt and ready right away. If there is ever a time where I don't understand the policies (or anything else Cage-related), then she not only tries to re-explain it, she breaks it down even more and does not relent until she is sure I understand completely. I could not imagine a better example of the title Employee of the Month. In fact I could not imagine a better example of Spirit Mountain Casino EXCELLENCE.

Her strong work ethic, reliability, and outstanding teamwork skills are what makes her stand out. Karli is a shining star and deserving of the employee of the month award.

If a new employee were to ask you how to succeed at Spirit Mountain Casino, what would you tell them? I would tell them to work hard, do their best and don't be afraid to ask questions.

What hobbies do you have outside of work? My hobbies include spending time with family, playing video games with my husband, and watching movies and shows with my husband on the couch with our dog.

Name: Daniel Givens

Position: Legends Prep Cook

Length of Service with Spirit Mountain Casino: 3 years, 8 months

Reason for Nomination

Guest Service:

Daniel does an outstanding job. He is always there when you need him, providing exceptional guest service by making sure all sauces and starches are completed in a timely manner so our guests don't have to wait long to get their food. This ensures that our guests have a nice meal that is properly paced, and that our wait staff have a smoother time serving our guests.

Team Work:

Daniel never hesitates to go the extra mile. He stays late on concert nights to set up for Swing Shift with their starches and sauces. He is a great team player who is always willing to lend a hand to ensure that things run smoothly behind the scenes, so our guests have a fantastic experience and want to return again and again.

Professionalism:

Daniel is a real asset to the team and shows the utmost professionalism when communicating with team members and directing them where he left off on prep work.

If a new employee were to ask you how to succeed at Spirit Mountain Casino, what would you tell them? Be on time, do your job, and help others.

What hobbies do you have outside of work? My hobbies include panning for gold and raising chickens.

Do you ever see one of your co-workers creating the Spirit of Excellence experience and wish you could recognize them for their efforts? Spirit Got It Pins and Charms are just the solution.



Simply fill out a Spirit Got It recognition form (located in any of the mail rooms or ask your admin), and send it to Vickie Hernandez in HR.

For more information, to request a form if you can't find one, or to check on the status of a form you have submitted, please call Vickie Hernandez at ext. 3828.



SUPERVISORS OF THE QUARTER

CONGRATULATIONS JACINTA WEST AND JAMES PETITE



Thank you for providing excellent guest service for our internal and external guests!

Name: Jacinta West

Position: Player Services Shift Supervisor

Length of Service with Spirit Mountain Casino: 7 years

Reason for Nomination

Guest Service:

Jacki is always friendly to both guests and coworkers. She treats everyone with kindness and respect, and has a wonderful sense of humor that cheers others up and brightens their day. When we have giveaways she is always in the thick of things, helping guests learn about the promotion and how they can earn the item, helping to scan tickets, and restocking inventory.

Team Work:

Jacki is always ready to come help us on the front line. We never have to ask her to come out and help us, as she watches and is always here to support us in any way she can.

Professionalism:

Jacki is always professional toward guests and coworkers. We appreciate her and the way she handles any situation.

Leadership:

She leads by example. She is always ready to help or to teach us new things. She listens to us and displays compassion, leadership, and empathy toward guests and coworkers.

If a new employee were to ask you how to succeed at Spirit Mountain Casino, what would you tell them? I would tell them to put in a good day's work, learn your position and also learn about other departments so you can give great tips and accurate information. Remember to SMILE (your eyes and voice will show it even with the mask). Sometimes we need to "walk in the guest's shoes." Above all, have responsible FUN. If you enjoy yourself at work, it will show to both internal and external guests, and make their experience here so much more pleasant. Our guests are here to have fun, so let's do all we can to help them.

What hobbies do you have outside of work? I love to read, take walks, hike, and bike. I absolutely love to craft, especially making my own cards. And finally, I adore spending time with my pets: Connor the Green Cheeked Conure, Petey and Pebbles the Cockatiels, and of course, Coraline, my 3.5-pound long-haired Chihuahua.

Name: James Petite

Position: Cage Operations Shift Supervisor

Length of Service with Spirit Mountain Casino: 19 years

Reason for Nomination

Guest Service:

One of the first things that Jim does when he comes on shift is to greet his coworkers. He also makes sure that he is first to greet guests and make them feel welcome while assisting their needs. If a situation occurs he takes time to gather the details so that the issue can be resolved timely and accurately. He is welcoming and listens carefully to the concern; plus, you can tell by his positive attitude he is happy to help. He responds to guests and coworkers with sincerity and a commitment to resolve and support.

Team Work:

There are numerous times when Jim has changed his schedule in order to accommodate the needs of the department. He supports the team by buying a Cage Window when staffing levels are low. He is out on the frontline helping cashiers adjust to the many changes that have taken place at Spirit Mountain Casino in the last few months. Another thing that is special about Jim is that he wants to recognize other team members and let them know it's okay to have responsible fun at work.

Professionalism:

Jim is dedicated to the department and displays a professional demeanor when interacting with internal and external guests. If he doesn't know the answer he will find out and then follow up with accurate information. He arrives on time for his scheduled shift and doesn't miss work unless necessary. He takes pride in his appearance and is a mentor for the Cage Operations Department.

Leadership:

Jim's friendly personality ensures that encounters with guests and team members are pleasant. He doesn't ask others to do tasks that he himself won't do. That is very much appreciated by his team. They know that he knows how to do the job and when they need his assistance he helps however he can. He has an engineering background and has been an extremely valuable resource when our equipment needs attention.

If a new employee were to ask you how to succeed at Spirit Mountain Casino, what would you tell them? Try and learn as much as you can in both your department and in others; always ask questions.

What hobbies do you have outside of work? The first and most important hobby is getting out on my motorcycle and trying to find new places to go. Then there is always golf...

For their excellent service and dedication to Spirit Mountain Casino, Jolita, Tom, Jacinta, James, Karlie and Daniel each received a \$100 check, a recognition pin, a reserved parking space in the Orange Lot and a plaque with their name and photo that hangs in the employee entrance.

If you see a coworker going above and beyond to provide excellent guest service, please feel free to nominate them for Employee of the Month or Supervisor of the Quarter. If you nominate someone who is not selected, you can resubmit your nomination in the following months.

Nomination forms are located in the hallway behind the employee dining room, next to the submission box. Nomination forms can also be found on the Spirit Mountain Casino Intranet Portal under the "Employee Recognition" tab. Managers are permitted to nominate ANY employee who they feel should be recognized.

SEPTEMBER EMPLOYEES OF THE MONTH

CONGRATULATIONS JOLITA CANFIELD AND TOM KEELING



Thank you for providing excellent guest service for our internal and external guests!

Name: Jolita Canfield

Position: Table Games Dealer

Length of Service with Spirit Mountain Casino: 7 years

Reason for Nomination

Guest Service:

Jolita demonstrates wonderful Guest Service every day. She is always warm and friendly with both guests and employees. She takes the time to ensure our guests are taken care of on and off the table, making her a guest favorite. She is always in a happy mood, with a smile on her face. Guests love playing at her table, because she is friendly to play with and they can expect a positive experience.

Team Work:

Jolita works well with all employees in all departments. She is always willing to change her schedule start times or work longer shifts to accommodate her coworkers and help the department run smoothly. She does this with a smile on her face and an upbeat attitude that is difficult to match.

Professionalism:

Jolita is the definition of reliable: she is always on time for her shifts, and can be counted on to help others out when they need to switch their hours. She arrives for her shifts in a clean, pressed uniform, with tasteful makeup, and her famous smile. Jolita is, of course, always polite and respectful to everyone, which is a great influence on others. She truly sets a great example in the Table Games department.

If a new employee were to ask you how to succeed at Spirit Mountain Casino, what would you tell them? This is a great place to work. Be sure to get here on time (early is even better), work hard, have fun, and smile.

What hobbies do you have outside of work? I love to go to the coast and go crabbing.

Name: Tom Keeling

Position: Lead Slot Technician

Length of Service with Spirit Mountain Casino: 18 years

Reason for Nomination

Guest Service:

Tom is an excellent example of what Guest Service should be. Even though I don't work directly with him, I've observed him talking to guests, both while working on a machine or in passing. He gives directions to all the venues in the casino and answers guests' questions, all with a smile on his face. In the EDR he is extremely complimentary to the food servers, telling them what a great job they do, thanking them for their help, etc.

Team Work:

From my observations of Tom with both his coworkers and our guests, he gets along very well with everyone. He is outgoing, friendly, willing to help, and ready to solve problems.

Professionalism:

Tom is a true professional, and has been known as such for the entire 18 years he's been at Spirit Mountain Casino. He is always kind and professional with internal and external guests, and has shown himself to be truly dependable in all manners related to his job title. He has a strong work ethic and is always willing and able to help everyone. He is always going way above and beyond his job duties.

If a new employee were to ask you how to succeed at Spirit Mountain Casino, what would you tell them? I would suggest that communication is important and problem solving is a daily need. You should treat each person as if they are important, because they are. Also, you must have humility.

What hobbies do you have outside of work? Outside of work I am nearly fully occupied by my 6-year-old (I spend a little time with the rest of my family as well). I also ride a bicycle a little, too.



NOVEMBER

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3 • Thanksgiving Spin Kiosk	4 • 10K Slot Tournament	5	6	7
8	9	10 • Thanksgiving Spin Kiosk	11 • Free Meal for Veterans	12	13	14
15	16	17 • Thanksgiving Spin Kiosk	18	19 • Turkey Giveaway	20 • Employee Turkey Giveaway	21
22	23	24 • Thanksgiving Spin Kiosk	25	26 • VIP Thanksgiving Dinner	27 • Rivalry Bowl Drawings	28
29	30					

Color Key

- Promotions
- Entertainment
- Histed Events
- Direct Mail
- Tournaments
- Non-Smoking Stage
- Events in Mountain View Sports Bar
- Sponsorships