



WHO WANTS
A **FREE TREAT**
FROM SIPS?

GET YOUR FREE FLU SHOT
AND "PERK UP" WITH A
\$5 SIPS VOUCHER

OCTOBER 14, 21 & 23

WHO IS ELIGIBLE?

All employees (including part-time) enrolled in the health plan.

LOCATION: HR TRAINING ROOM B

Tuesday, October 14th – 7am-11am • Wednesday, October 21st – 2pm-6pm

Friday, October 23rd – 8am-noon

Voucher is only valid on Flu Shots given at Spirit Mountain Casino.

Please contact benefits if you have a question: Peggy at 879-2221, Cindy at 879-2038



SPIRIT MOUNTAIN
CASINO

HOT SEAT DRAWINGS

SATURDAY, OCTOBER 17 • 5PM - 10PM

20 winners will be selected at random and will receive a \$100 bill for their slot machine and their choice of blinky gift. Players must be using their Coyote Club card, plus every player using their Coyote Club card on the same bank will receive a their choice of blinky gift.

FREE BLINKY GIFTS!

7AM - 11:59PM

Coyote Club members earning 200 points on any game will receive their choice of blinky gift! *(while supplies last)*

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 6, 13, 20 & 27, 2020

FREE MEAL TUESDAYS

ENJOY A BRUNCH AT

CEDAR  PLANK

Each Tuesday in October, Coyote Club members earning 1,500 points on any game may receive a **FREE \$10 meal voucher for brunch at Cedar Plank.**

EARNING PERIOD IS FROM 12am - 11:59pm EACH PROMOTIONAL DAY.

SNUGGLE UP WITH A WEEKLY GIFT FROM SPIRIT MOUNTAIN CASINO!



Complete Bedding Set

**PICK UP YOUR WEEKLY BEDDING GIFT
JUST IN TIME TO MAKE FALL A LITTLE COZIER!**

Friday, October 2:

White Fur Sherpa Throw

Friday, October 9:

2 Jumbo Fill Pillow Set

Friday, October, 16:

Queen, 4pc White Sheet Set

Friday October 23:

Fluffy Queen White Down Comforter

Earn 1,000 points on any game between 3am – 10pm.

**Then, swipe your Coyote Club card at a kiosk and head to the redemption area
10am – 10pm to pick up your gifts!**

While supplies last; no alternative gift will be offered.

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.

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 and James 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.

OCTOBER 5-YEAR ANNIVERSARIES

Michelle Kelley
Melodee Deen

Keno
Keno

Joel Greer

Surveillance

OCTOBER 10-YEAR ANNIVERSARIES

Scott Burnham

Cedar Plank Buffet

OCTOBER 15-YEAR ANNIVERSARIES

Andrew Noble
Fahm Benson

Surveillance
Poker

Diana Gourley

Casino Audit

OCTOBER 20-YEAR ANNIVERSARIES

Kristina Kelly

Cedar Plank Buffet

Cheryl Stapleton

Slot

OCTOBER 25-YEAR ANNIVERSARIES

Holly Williams
Jennifer Hibbs
Michael Colton
John Pearsall
Ron Reibach
Linda Evans
Gary Bloom
Michael Milholland
Jose Leon-Picasso
Ann Cox

Slot
Corporate Finance
Slot
Player Services
Executive
Cedar Plank Buffet
Table Games
Cedar Plank Buffet
Count Operations
Deli Rock Creek

Sueann Melanson
Sandy Pond
Mark Long
Virginia Singh
Gregory Mcmillan
Jenny Moore
Julie Glover
Ed Badran
Deborah Clemente
Misty Hunt

Cage Operations
Corporate Finance
Table Games
Count Operations
Slot
Marketing
Corporate Finance
Table Games
Cage Operations
Cedar Plank Buffet

Place Your Bets!

Guests walk just beyond the Mountain View Sports Bar to see the excitement on 16 Big Screen TVs **AND** to see just how easy it is to bet using our Self-Serve Kiosks.

To learn more, you can visit:

spiritmountain.com/sports-betting

Oregon's **BEST** Bet

WIN THIS JEEP!



Jeepers Greepers

Earn Entries **NOW**
through **October 30**

FIFTEEN lucky winners will be drawn to go on stage and select an envelope. Envelopes contain cash or free play prizes, or a **Brand New Jeep!**

Drawings: Friday, October 30, 6pm – 8pm.

Don't be a fraidie cat!

Earn entries by playing your favorite games using your Coyote Club card **September 26 – October 30.**

Activate your entries at a kiosk between **4pm – 7:59pm** on **October 30** to be eligible to win.

See Coyote Club for details. Car may differ from one shown.

OCTOBER

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Color Key

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

4	5	6	7	8	9	10
		• Free Meal Tuesday			• Bedding Set Gift Day	• Cooking Demo and Dinner
11	12	13	14	15	16	17
	• Indigenous Peoples Day • Open until 4am	• Free Meal Tuesday			• Bedding Set Gift Day	• 25th Anniversary Celebration • Hot Seat Drawings 5pm – 10pm • Blinky Gift Giveaway
18	19	20	21	22	23	24
		• Free Meal Tuesday			• Bedding Set Gift Day	
25	26	27	28	29	30	31
		• Free Meal Tuesday			• Jeepers Creepers Drawing	