

Northwest Indian Gaming Conference & Expo

July 11-13, 2011

Tulalip Resort Casino · 10200 Quil Ceda Boulevard · Tulalip, WA 98271



Monday, July 11, 2011

- 9:00 AM Golf Tournament ~ Harbour Pointe Golf Course
 4:00 PM Pre Registered Attendee Registration
 6:30 PM Welcome and Golf Reception ~ Tulalip Resort Casino

Tuesday, July 12, 2011

- 8:00 AM Attendee Registration
 9:00 AM Welcome and Opening Remarks
 9:45 AM National and Regional Updates
 10:30 AM **Breakout Sessions**
Internet Gaming: The Next Frontier: Legalities and the State Politics
 Internet gaming is a multibillion dollar industry as more states look into internet gaming as a source of revenue, what does this mean for tribal gaming and the tribes involvement in internet gaming?
HR: The Employee Handbook/Policies and Procedure; Are you up to date?
 The policies and procedures handbook always needs to be updated and refreshed. This session will look at new policies that you might need to put into place on social media, dress codes, internet usage at work, family leave and other issues.
 NOON Lunch (Salmon Bake in the Tent)
 1:30 PM **Breakout Sessions**
Social Media: The Next Marketing Frontier
 With the advancement of Facebook, Twitter and other social media avenues, what are the best practices and how do casinos and resorts use these tools to market to its users.
NIGC: Upcoming Issues
 Hear from the commissioners and staff about upcoming changes and revisions to regulations.
Gaming Floor Analysis: How to Make the Most of Your Floor
 How do you increase profit on your gaming floor? Experts will talk about how to analyze and layout your gaming floor area for the highest profitability.
Cash Security and Protecting the Assets
 Join our panel of experts from Casino Finance, Financial Institutions, and CPA firms to learn how to protect your cash accounts from fraud/theft and ensure your banking transactions are adequately secured – to include discussion of positive pay systems, credit card and purchase card controls, check security, and much more.
 3:00 PM **Breakout Sessions**
Security and Surveillance: Best Practices and New Technology
 High definition cameras are just one area that technology for security and surveillance are improving, come get new ideas to protect your casino and its assets.
F&B: Liquor Liability/Policies and Procedures
 What are your policies on liquor service for both casino and hotel? Hear from the State of Washington representatives as well as others about the best practices and standards in the industry, i.e., if you have a hosted bar who is liable?
Taxes and the Tribe
 The panel will discuss tax issues that are of interest to tribes and their members.
Internal Controls: Beyond the MICS
 Join our panel of experts from casino operations, tribal regulators and external regulators as they evaluate what it would mean if NIGC abandons the Minimum Internal Control Standards.
 4:30 PM Expo Opens
 7:00 PM Expo Closes for the first day

Wednesday, July 13, 2011

- 9:00 AM **Breakout Sessions**
Tourism: Working with Local Entities to Promote Your Property
 As states face tighter budgets and deficits and tourism budgets are being cut, how can you work with your local tourism entities to market your casino and resort and also help the surrounding community?
F&B: Cost Containment
 With rising costs of food, how can your casino's F&B departments maintain quality while controlling the budget? A panel will discuss ways to help contain your costs in F&B.
Regulators Roundtable: Tribe Casino Operation and Regulators: A Partnership.
 Representatives from casino operations, tribal regulators and tribes itself will discuss how to work as a partnership and understand each other's role in the success of your casino.
National Update; Land into Trust, The Carcieri Fix
 Hear from the Department of Interior and other federal offices about what is happening in Washington concerning Indian Issues.

11:15 AM **Breakout Sessions**

HR: Grievances and Best Employment Code of Ethics

Each work place should have a code of ethics from how we dress to how we treat other employees and customers. Come and participate in a discussion about code of ethics and how these codes will help alleviate some of your grievance issues.

Entertainment: Having Talent to Host Your Parties

Do celebrities help bring the players into the door? How and why should you use celebrities to host your next event or celebration?

Casino Financing and Refinancing

With the current market conditions, how can you best finance or refinance your property to develop a debt structure that is flexible and good financial management?

12:30 PM Lunch on the Expo Floor

2:00 PM Ice Cream Break and Prizes on Expo Floor (Expo Closes at 2:30 PM)

3:00 PM **Breakout Sessions**

Casino Hosting: Using Your Current Player Database

Your player database is one of the most valuable tools to market your VIP players. How can your casino hosts maximize the player database information and give great customer service to your VIP players?

Casino Design Trends: From Signage to Current Trends

Is it time to spruce up your property? What are some ways you can stay current without breaking the bank?

Background Investigations:

Background investigations are crucial in protecting your assets. What are some of the standard procedures and ways you can do your own investigation legally and safe?

Register Now! Northwest Indian Gaming Conference & Expo

Contact Name: _____ Email: _____

Tribe/Company: _____

Address: _____ Phone: _____

City: _____ State: _____ Zip: _____ Fax: _____

ATTENDEE NAME

JOB TITLE (for name badge)

1: _____

2: _____

3: _____

4: _____

Additional names can be attached to the registration form.

Early Bird Registration Fee for _____ attendees @ \$235.00 = \$ _____ if received by June 11, 2011.

Regular Registration Fee for _____ attendees @ \$275.00 = \$ _____ if received after June 11, 2011.

*You can take a \$10.00 discount per person for groups of 5 or more registering from the same organization. Discount registrations must be received by June 11, 2011. **AVOID STANDING IN LINE AT THE REGISTRATION DESK BY PAYING IN ADVANCE.** Refunds will be made for cancellations, minus a \$50.00 processing fee, only if requested by **June 11, 2011.***

METHOD OF PAYMENT:

Please make your check payable to: **Washington Indian Gaming Association**

Check Credit Card (Visa, MasterCard, or American Express)

(Checking credit card box authorizes WIGA to charge your credit card the amount shown).

Credit Card # _____ **V-Code:** _____ (3 or 4 digit number on front or back of the card)

Exp. Date: _____ **Cardholder Name:** _____

RETURN THIS FORM BY MAIL OR FAX 360-352-4819 TO:

Washington Indian Gaming Association • 1110 Capitol Way S. Suite 404 • Olympia, WA 98501-2251
 Registration Questions? Call Madeline Bahr at WIGA. (360) 352-3248 or E-mail: madelinebahr@reachone.com

