# Monday, June 18, 2018

10:00 AM Golf at Salish Cliffs Golf Course 4:00 PM Attendee Registration

6:00 PM Welcome and Golf Reception

# Tuesday, June 19, 2018

8:00 AM Attendee and Exhibitor Registration

## 9:00 AM Opening Session - Welcome, National and Regional Updates

10:15 AM Coffee Break

10:45 AM **Breakout Sessions**

## Problem Gambling: Statewide Self Exclusion

A Statewide self-exclusion policy was proposed in the Washington legislature for state-licensed gambling. While this bill did not pass in 2018, it is likely to come back next year.

Find out all about this bill and how it might affect your tribal operation in the future.

## Big Data, A 360 Degree View of Your Customer

Data is King in casino marketing, but do we truly understand what it says about our customers? Do we know what data

we have or what our database is capable of telling us? Do we understand what data is available beyond our own database? This session will review untapped potentials of understanding Data.

## Master Planning for Resorts and Casinos

This session will discuss how to continuously plan additions and remodels for your resort and casino. Come hear from experts why you need to Master Plan.

## Noon Traditional Salmon Luncheon Sponsored by Squaxin Island Tribe - Outside Tent

1:15 PM **Breakout Sessions**

## New Technology for the Hospitality Industry

Just like social media and digital media, the hospitality industry is evolving. Pretty soon you might have a robot cleaning your room, or facial recognition program checking you into the hotel. Learn how technology is changing the hospitality industry.

## HR: Retention in a Small Work Pool

Employee retention is more important than ever in a small work pool, so let’s explore new ways to keep our employees.

## Table Games: New Technology on the Horizons

New roulette games, the Flex Shuffler, and Digital Card games are just some of the new technology coming to table games, but what else is out there?

## Accounting: Cloud-based Technology for the Back of the House

Is cloud based server the way to go for back of the house accounting? Come hear from experts about the do’s and don’ts of cloud-based servers.

 4:00 PM Trade Show Opens

5:00 PM Reception on the Trade Show Floor 7:00 PM After-party - Starlight Lounge

# Wednesday, June 20, 2018

## 9:00 AM Trade Show Opens with Continental Breakfast

9:30 AM **Breakout Sessions**

## Regulators/Commissioners Roundtable

The regulators will discuss regional and national regulatory issues. Come and participate with your fellow regulators on the current issues.

## HR: Building Leaders from Within

***Y***ou may already have your next supervisor or a future Casino manager right on your property! How do you identify

this person and help them become the next leader of your organization?

## F&B: Roundtable on Cost Saving Ideas

This roundtable is a time to share ideas and thoughts on how Casinos and the F&B department can save money in F&B.

## Diversity in Event Promotions

Pool tournaments, Dart tournaments, Tribute Bands, even a beer fest are all entertainment and promotion ideas that could bring new players into your casino. This panel will discuss how to create a memorable entertainment idea or promotion for your venue. We will also discuss how to measure your event’s success.

***Sports Books: What would the Impact be for NW tribes?*** Currently, sports books are not authorized under state law in Oregon or Washington, but Nevada sports books are quite popular. If the Supreme Court overturns PASPA, would NW tribal casinos benefit? Or would it create unintended competitive consequences?

10:30 AM ***Trade Show Coffee Break***

11:00 AM **Breakout Sessions**

## Regulations: How do we get Cost Saving Technology Approved Faster?

The Flex Shuffler is just one way casinos can save money through technology, but it is a slow trip through the state lab approval process. How can we get new technology to the casino floor in an expedited manner?

## Social Media Marketing: No Longer the New Frontier

Now that we have been using social media for a few years, are there trends across all social media channels that we can apply to our social media marketing?

## General Managers Roundtable: Current Issues

What are the current issues that you are facing as a GM? Here is an opportunity to discuss them with your fellow GMs and managers and resolve some of the challenges and help move your casino operations ahead

## Security and Surveillance Roundtable

This roundtable will focus on challenges that these two departments are facing and how they need to collaborate to find solutions.

## Noon Lunch on Trade Show Floor

2:00 PM ***Tradeshow Closes***

2:00 PM **Breakout Sessions**

## Marijuana Money: What are the compliance issues?

How do you detect marijuana money and how do you do you handle it through your property?

## Single Ticket Solutions: One Server or Two?

One Washington casino is already running a single-ticket solution on one server and others are following, so what does this mean for Washington casinos? Come hear how this will benefit all properties. Is this a better way to operate Class II and Class III machines on the same floor?

## Digital Content: Does it Compliment Your Brand?

Is the content on your website easy to find? Does your content compliment your brand? Does your social media support the content of your website? Get answers here.

## eSports Gaming: Does it belong in your Casino?

eSports and fantasy sports, do they work in a casino environment? Hear from experts about what works and what does not.