

# Northwest Indian Gaming Conference & Expo 2019 Attendee Information

June 17-19, 2019 | Tulalip Resort Casino | Honoring 20 Years and Building for Tomorrow

## MONDAY, JUNE 17, 2019

- 10:00 AM Golf at Harbour Pointe
- 4:00 PM Attendee Registration – Lobby by Pool
- 6:00 PM Welcome and Golf Reception – Chinook Ballroom

## TUESDAY, JUNE 18, 2019

- 8:00 AM Attendee and Exhibitor Registration Hotel Lobby
- 9:00 AM **Opening Session**  
**Welcome, National Updates, and a Celebration of 20 Years of Machine Style Gaming in the Pacific NW**  
Appendix X, which brought the Tribal Lottery System and machine-style gaming to Washington Tribes, remains a source of strength for tribes after twenty years. Participate in a panel discussion with the influential leaders who made it all happen. The panel will also look at how this compact amendment was passed and the positive impacts it has on the Washington State economy.
- 10:15 AM Coffee Break
- 10:45 AM **Breakout Sessions**  
**Sports Betting: The Landscape**  
In 2019, WA Tribes introduced HB 1975 that would allow tribes to negotiate a tribal-state compact to allow for sports betting. What is the landscape for sports betting following the legislative session? Come hear from the experts on the local and national political landscape and possibilities for NW tribes.  
**Human Resources: Employee Handbook Update**  
The industry standard is to update employee handbooks every three years. Have you updated yours lately? This panel will discuss important updates you might want to include when updating your employee handbook.  
**Marketing ROI: Analyzing What Type of Marketing is Giving You the Biggest Bang for Your Buck**  
For your marketing dollars is it print, TV advertising, texting, emailing, Facebook, or snail-mailing that gives the biggest return on investment? Come hear from marketing experts on how to analyze your marketing program and how e-marketing fatigue impacts your bottom line.  
**Security & Surveillance Roundtable**  
This is an opportunity for Security and Surveillance personnel to come together to discuss challenges these two departments face and how collaboration creates solutions.
- 12:00 PM **Traditional Salmon Luncheon Sponsored by the Tulalip Tribes – Outside Tent**
- 1:15 PM **Breakout Sessions**  
**Leveraging Trends in F&B at Your Casino**  
There are new innovations in the F&B market for the front AND back of the house. Come hear about these innovations and how it can help your bottom line.

## TUESDAY, *continued*

- Emergency Preparedness: Making Sure Your Property is Ready**  
Snoqualmie Casino and Northern Quest Resort recently updated their emergency preparedness plans and held staff trainings to prepare for, respond to, and recover from a natural disaster and other unforeseen situations. Find out what you can learn from these important case studies and how to prepare your property.
- Department of Justice (DOJ): The Wire Act and Indian Gaming**  
The Wire Act is a vital component of IGRA. Come learn about the possible implications of the newest opinion handed down by the U.S. Department of Justice in 2019 which may impose a criminal prohibition against all forms of online gambling, overturning the 2011 opinion limiting the scope of the Wire Act to sports betting.
- Enterprise Diversification Beyond the Casino Floor**  
How are you diversifying your properties to make it more attractive to everyone? Is it a bowling alley, a specialty store, or maybe a movie theater? This session will look at ways to enhance the experience at your resort, and create economic opportunities for your properties.
- 3:30 PM Trade Show Opens – Orca Ballroom
- 6:30 PM **Celebration! Honoring 20 Years & Preparing for Tomorrow – Chinook Ballroom**
- 7:00 PM Trade Show Closes
- 8:00 PM After-party – Canoe Cabaret

## WEDNESDAY, JUNE 19, 2019

- 9:00 AM Trade Show Opens with Continental Breakfast – Event Center
- 9:30 AM **Breakout Sessions**  
**Regulators/Commissioners Roundtable**  
Come participate in this highly anticipated roundtable discussion, where regulators from the Northwest will openly discuss regional and national challenges and opportunities.
- General Managers Roundtable: Current Issues**  
Back by popular demand! Come discuss with your fellow GMs the challenges and current issues you face with running a casino, and how to drive your operations forward.
- Analyzing your F&B – Make Sure Your Hitting the Mark**  
Knowing your customer is vital. Come learn how to give your customers what they really want in their casino dining options.
- Data Analytics: Managing and Cleaning Your Database**  
The casino database is a major tool for all casinos. This panel will take a look at how to manage it, and discuss strategies on how to keep it up-to-date.

# Attendee Information Continued

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## WEDNESDAY, *continued*

10:30 AM Coffee Break

11:00 AM **Breakout Sessions**

### **Case Study: What Modern Compacts Can Look Like**

The Jamestown S'Klallam Tribe recently updated their gaming compact to be reflective of the 21st century. Hear from their team as they share what was learned during the compacting process and how they worked through the politics of it all.

### **Facial Recognition Technology– It's Here!**

Facial recognition is not just for security anymore. But, is that good or bad? Come and hear from experts about pros and cons on this current hot topic.

### **The Human Challenge: Finding Good Employees**

Employee recruitment can be a challenge, so let's explore innovative ways to help properties find quality employees. This session will look at hiring challenges and provide new techniques to help HR fulfill the demand in a competitive job market.

### **Healthy Alternatives to Address Problem Gambling**

Come learn from the experts on best practices and what your property can do to help those impacted by this addiction. This session will also give up-to-date information on the WSGC legislative efforts for a state-wide self-exclusion program and legislative task force.

12:00 PM Lunch on Trade Show Floor

2:00 PM Tradeshow Closes

## WEDNESDAY, *continued*

2:00 PM **Breakout Sessions**

### **Preparing for Future Gaming Technology**

Tribal leaders, operators, and tribal and state regulators can create a collaborative process to bring new and innovative gaming technologies to our state. How do we establish a nimble compacting environment that fosters necessary and desired change for tribal gaming for many years to come?

### **Cybersecurity: What are the Threats to Our Properties?**

Cybersecurity is ever evolving and changing with technology and hackers are creating new ways to expose your property's vulnerabilities. Experts in the cyber world will discuss ways to protect your assets.

### **Customers Service: The Blending of Human Service with New Technologies**

Human interaction is so important to customers! With kiosk hotel check-in systems, ordering food on a tablet, and other new technology that is replacing humans, how do we mesh customer service with new technology to make sure our guests are getting the best experience?

### **Sports Betting: Implementation**

If sports betting becomes a reality in the Northwest, what can tribes do to be prepared? From regulation to cutting edge technology come learn how to run a successful sportsbook.

