

Andrew Klebanow Re-Launches Consulting Firm

After selling his ownership interest in another consulting firm, Andrew Klebanow has re-launched Klebanow Consulting, a casino advisory firm first established in 2001. Based in Las Vegas, the firm brings together independent gaming consultants with high levels of expertise in a variety of disciplines. In tandem, Klebanow Consulting has launched a new website, detailing the company's scope of services and introducing the firm's initial strategic partners. The website also offers access to a library of over 110 articles and academic papers that Klebanow has authored over the course of his career.

In relaunching his consulting firm, Klebanow decided to rethink the traditional approach to consulting services. Rather than rely on a core group of in-house analysts, this business model reaches out to a wider number of independent consultants who are specialists in a variety of disciplines including revenue management, market analysis, slot floor optimization, market research, and international operations.

Andrew Klebanow brings over 35 years' experience in the casino industry and nearly twenty years as a gaming consultant. Over the course of his career, Klebanow has completed assignments in jurisdictions throughout the U.S. as well as fifteen countries. He has personally visited close to 1,000 casino properties across the globe.

Gun Lake Casino Introduces GLC Rewards: A Refreshed and Revised Loyalty Program

Gun Lake Casino recently presented a refreshed loyalty program, GLC Rewards, replacing the original Passport Club program. The program offers new enhancements, creating obtainability and transparency for all Gun Lake Casino guests. To benefit from the new program, current members are encouraged to exchange old Passport Club cards for one of the newly updated GLC Rewards cards.

The updated program comes with an exciting new look and tier structure. GLC Rewards includes five tiers to provide a unique experience for every valued guest at Gun Lake Casino. The previous three tiered program is now being replaced to offer a faster and more accessible path to aspirational benefits. Each new tier level have corresponding name representations, which include: Experience, Preferred, Reserved, Elite and Elite+. Along with the naming structure, each rewards card offers a striking new look and sleek new color.

GLC Rewards members may now earn rewards points from January to December. A one year tier qualification period allows guests to strive for higher levels and more rewards. Newly introduced rewards dollars may be used to acquire goods and services throughout Gun Lake Casino

facilities including Sandhill Café, Harvest Buffet, and Appliques Gift Shop.

"We strive to provide the best possible experience for our guests at Gun Lake Casino. Implementing an easy to understand, transparent and rewarding program provides our guests with more entertainment value," said Jose Flores, Vice President and General Manager of Gun Lake Casino. "I am thrilled to announce that our guests will be able to enjoy these new benefits and new attainable goals."

GLC Rewards cards allows players to access their rewards dollars and rewards points balance in a variety of manners including promotional kiosks on the casino floor, Gun Lake Casino's mobile app (available for Apple and Android devices) and the property's website.

Gun Lake Casino is the first casino in western Michigan to offer the unique and transparent benefit of providing rewards members the ability to view their rewards dollars and reward points balances.

Through the new GLC Rewards program, members will have access to new and improved benefits. For example, all GLC Rewards members are eligible for exclusive discounts at Gilmore Collection restaurants and entertainment venues, upgraded birthday prizes, and tier based promotions.

Trilogy Group Announces Relationship with Dine Brands Franchisor of IHOP and Applebee's

Applebee's and IHOP are two of America's most recognized brands. With 3,668 restaurants in 50 states and total system wide sales of \$7.6 billion, Applebee's and IHOP rank among the top performers in the casual and family dining segments respectively. Customers can rely on both brands to deliver quality, affordable food, in a comfortable friendly environment.

IHOP flipped their first pancake in 1958 and continue to serve their "comfort food" to loyal customers all over the world. Beyond serving breakfast all day, IHOP has seized the opportunity to extend their appeal to lunch and dinner with exciting new menu items. They are a trusted brand for all meal occasions.

Applebee's opened its doors in 1980 in Atlanta, GA, with five simple principles: that you always be welcome; delicious food; in a neighborhood setting; with attentive service; at a great value. These core values have provided Applebee's with broad appeal and unmatched customer loyalty.

As the tribal gaming industry continues to evolve, providing an experience for your customers has become increasingly important. Moving from a proprietary food and beverage business model to nationally branded concepts has had a positive impact on customer satisfaction, and restaurant sales. Valerie Spicer, Founding Partner of Trilogy Group said, "IHOP and Applebee's are two of some of the most well-known brands in the restaurant industry, and we are

honored that they have selected Trilogy Group to help promote their growth in the gaming space. The casino industry food and beverage offerings have become very diverse including branded partnerships.”

IHOP and Applebee’s are committed to growing in the casino industry. Both brands are nationally recognized leaders in their categories with unsurpassed customer loyalty.

Seneca-Cayuga Nation Raises Minimum Wage for Many Employees at Grand Lake Casino



The Seneca-Cayuga Nation has announced an increase in its minimum wage for personnel at Grand Lake Casino to \$11 per hour. General Manager Dusty Logan said the increase, effective immediately, will apply to all regularly scheduled, non-tipped positions. The increase sets minimum pay for impacted employees at \$3.75 per hour more than the \$7.25 per hour minimum throughout the State of Oklahoma.

“We are proud of the workplace culture and high-character team members of Grand Lake Casino and Lodge,” said Logan. “This minimum wage increase will improve the work lives of our team members and benefit their families at home.”

Seneca-Cayuga Nation Chief William Fisher said the pay increase is part of the tribe’s continuing commitment to providing improved quality of life for tribal members and employees. “Every day, in every way possible, we are working to promote the well-being of all Seneca-Cayuga people and the employees of our tribal enterprise,” said Fisher. “Increasing the minimum wage at Grand Lake Casino will impact a substantial number of lives and illustrates our commitment to providing meaningful employment within our local community. I am thrilled that our tribal administration values the contributions of our staff and has made it a priority to reinvest in our employees and our community.”

“Our aim is to provide world-class working conditions, career development and income potential that will grow our community and allow our members and employees to continue to live and raise their families in the beautiful

Grand Lake area,” said Logan. “This increase in our minimum wage is certainly a big step toward enhancing that opportunity for team members at Grand Lake Casino.”

Colusa Casino Announces 8th Annual Charity Golf Tournament Beneficiary

Colusa Casino Resort, in partnership with the Cachil Dehe Band of Wintun Indians, have selected the American Red Cross Northeastern California chapter as the sole beneficiary for Colusa Casino Resort’s 8th Annual Charity Golf Tournament, set for May 21st, 2020.

Over 140 golfers will tee off in support of the annual charity event held at Peach Tree Golf and Country Club in Marysville, California on May 21st. Golfers will experience VIP treatment with complimentary and handcrafted-to-order cigars, food trucks, full service Bloody Mary Bar, all access to complimentary stretching and mobilization station, and a whole day’s worth of games, golf and good times.

This year’s players and sponsors will help raise money that allows the Red Cross to provide recovery services, financial assistance, and clean up kits to Northeastern California. “Colusa Casino Resort is a wonderful Red Cross partner,” said American Red Cross Regional Executive Gary Strong. “We are so grateful to have their support and look forward to a successful golf tournament.” Currently, the main office for the Red Cross’ Northeastern California chapter is located in Yuba City, CA and serves a fourteen-county area with a population of 902,404.

In 2019, Colusa Casino Resort’s annual tournament raised \$60,000, bringing the lifetime tournament total to over \$400,000 for impactful non-profit organizations across Northern California.

AGS Wins “Best and Brightest Companies to Work for in the Nation” for Third Year in a Row

On the heels of winning the award for Atlanta’s 2019 Best and Brightest Companies to Work For three years in a row, AGS recently announced that it won the Best and Brightest Companies to Work For in the Nation award for 2019 – the third consecutive year that AGS has won this coveted nationwide distinction.

AGS President and Chief Executive Officer David Lopez said, “We couldn’t be happier to be chosen as the Best and Brightest in the Nation for the third straight year. This award is dedicated to our employees, who make this a great company through their creativity, hard work, and passion. And it is also important to recognize our outstanding human resources and leadership teams, who are committed to delivering the best employee experience every day through our benefits package, growth opportunities, focus on work-life balance, and commitment to diversity, inclusion, recognition, and community.”

The Best and Brightest Programs President and Chief Executive Officer Jennifer Kluge said, “With the war on talent hitting the doorsteps of the Best and Brightest, this achievement means even more than it did a year ago. As we continue to raise the bar, these companies rise to the challenge through cultural innovation, maximizing their workforce potential.”

Out of the 5,000 companies that submitted nominations for the 2019 Best and Brightest national award, only 540 were named to the prestigious Best and Brightest list, putting AGS in the top 11 percent of all companies nominated.

The awards process was audited, designed, and scored by an independent market research firm and winners were selected following a confidential survey of AGS’ U.S. employees.

Circling Raven Voted the Best Idaho Course in Golf Advisor’s Golfers’ Choice 2020



Circling Raven, the Coeur d’Alene Casino Resort Hotel’s renowned golf amenity, garnered acclaim as Idaho’s finest public course through Golf Advisor’s “Golfers’ Choice 2020” ratings.

Owned and operated by the Coeur d’Alene Tribe, Circling Raven is in the scenic Idaho panhandle approximately 55 minutes from Spokane International Airport (GEG). Measuring 7,189 yards from the rear tees, the 18-hole layout sprawls magnificently through 620 acres of woodlands, wetlands, and Palouse grasses.

Circling Raven’s gleaming white sand bunkers are large and strategically placed, and its variety of holes is tremendous. The Symetra “Road to the LPGA” Tour will compete in the Circling Raven Championship Aug. 24-30 this season, a worthy test for the world’s top aspiring professional women golfers.

Golf Advisor lists are compiled by analyzing the ratings and reviews submitted by members of the community throughout the year. Reviews from trusted and active reviewers are weighted heavier than inactive members. Courses must offer public access and have been reviewed in 2019 to be eligible for the 2020 honors. A Golf Channel product, Golf Advisor has received more than 825,000 reviews of

14,000-plus golf courses.

Designed by Gene Bates, many who play Circling Raven equally enjoy the off-course accents. These include a vast, 25-acre driving range, a nationally honored golf shop, and the excellent Twisted Earth restaurant with bar at the clubhouse. Coeur d’Alene Casino Resort amenities and activities include the full-service Spa Ssakwa’q’n (SOCK-wah-kin); a variety of hotel rooms and suites; bars, restaurants, lounges, and eateries; cultural immersion options, and more. The casino completed a multi-million-dollar renovation nine months ago.

Traveling golfers often play Circling Raven and Coeur d’Alene Resort Course, located roughly 45 minutes apart. CDA Resort Course was ranked among the Top 5 in Idaho by Golf Advisor community members.

Northern Quest Resort & Casino Named Four-Star Award Winner by Forbes Travel Guide

Forbes Travel Guide has unveiled its annual Star Rating list, naming Northern Quest Resort & Casino as a Forbes Travel Guide Four-Star recommended hotel for the seventh consecutive year. Northern Quest’s La Rive Spa has also earned the Four-Star Rating for the eighth year in a row. Northern Quest will be showcased with all of the Star Rating recipients on *ForbesTravelGuide.com*.

Northern Quest Resort & Casino is owned and operated by the Kalispel Tribe of Indians and features 250 beautifully appointed rooms, including 22 lavish suites. Northern Quest’s dedication to excellence is experienced in every aspect of the hotel. La Rive Spa is an award-winning spa dedicated to enhancing the senses and promoting wellness in a luxurious environment.

“Since the beginning, our commitment has always been to make our guests feel special by providing them with outstanding service, superior quality and an experience that’s second to none,” says Nick Pierre, General Manager of Northern Quest Resort & Casino. “We are deeply honored to be continually recognized by Forbes Travel Guide with these prestigious Four-Star ratings and we thank our dedicated Team Members for providing heartfelt Kalispel Hospitality each and every day.”

The ratings bestowed on luxury hotels, spas and restaurants by the Forbes Travel Guide have been the gold standard in the hospitality industry since 1958. “We have been committed to championing genuine Five-Star service for more than 60 years, and this year’s winners, as always, exemplify the very highest standards in hospitality,” says Filip Boyen, Chief Executive Officer of Forbes Travel Guide. “It is difficult to earn a Forbes Travel Guide rating, and all of our Star-Rated winners have shown how incredibly deserving they are of their accolades by demonstrating sheer dedication in their passion for service. We congratulate them all.” ♣