



# PathWays

Creating special experiences one guest at a time.<sup>SM</sup>

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## Highlights from Associate Appreciation Day across the country.

Delaware North Companies knows that every employee is an important part of the team, and on March 5, Associate Appreciation Day gave all Delaware North properties a chance to thank their employees for their hard work.

TD Garden in Boston held a raffle for Celtics tickets, gave employees Bruins players card chocolate bars and set up a taco bar lunch from Chipotle, while Finger Lakes Gaming & Racetrack associates received boutonnieres and found an ice cream sundae bar in the break room. Buffalo-Niagara International Airport employees were greeted with doughnuts and drinks, and those at Fairgrounds Gaming & Raceway received tickets to Regal Cinemas.

Buffalo's HSBC Arena celebrated with lunch and a cake recognizing an improved GuestPath® score. Gideon Putnam Resort in Saratoga Springs treated employees to a meal served by the executive committee, and all employees received travel mugs – also a part of the resort's GreenPath® initiative.



A Buffalo airport associate celebrates Associate Appreciation Day.

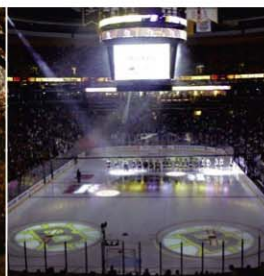
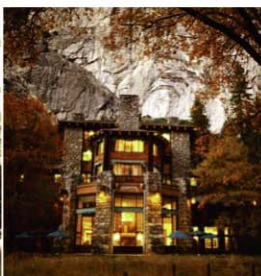


New master trainers and facilitators at the headquarters office.

## New GuestPath® master trainers certified.

A group of Delaware North Companies associates from across the world recently became GuestPath® master trainers after an extensive training session in Buffalo. They took time out of their schedules to visit several headquarters associates and executives, including President and Chief Operating Officer Chuck Moran.

Pictured are: Louise Sebine, Delaware North Companies UK; Lisa Keegan, Buffalo airport; Scott Hill, Fairgrounds Gaming; Sandra Filipowicz, Delaware North Companies Australia; Jeremiah Collins, Buffalo airport; Lara Ellson, Delaware North Companies Australia; and Sharon Dupler, Finger Lakes Gaming.





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## Life-saving service at Choctaw Casino Resort.

Delaware North strives for service that goes above and beyond the call of duty – but for one guest at Choctaw Casino Resort in Oklahoma, it became life-saving.

On April 5, a guest was enjoying a meal in Butterfield's Buffet when a piece of food became lodged in her throat.

"Supervisor Sue Pittman noticed there was a problem," wrote Carrie Barron, human resources manager at Choctaw. "When she checked on the situation, the guest was beginning to turn blue due to a lack of oxygen," and she immediately called the resort's onsite EMTs.

Meanwhile, Devin Robinson, a cashier at the restaurant, saw what was happening and sprang into action.

"Devin crossed the restaurant to the guest's table and performed the Heimlich Maneuver," said Barron. "Our guest's breathing was restored, and she expressed her great gratitude for Devin's actions."

Robinson received a gift card from the Choctaw team for dinner at the casino as a thank you for her spectacular service.



Devin Robinson.

## Southland manager now a leadership program graduate.

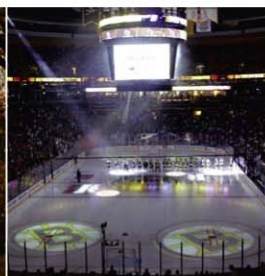
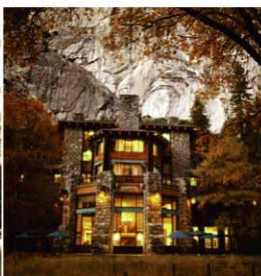
After putting in many hours of hard work, Training Manager and GuestPath® Coordinator at Southland Park Gaming & Racing Kandis Rodgers was graduated by the Crittenden County Leadership Program recently.

The West Memphis Chamber of Commerce program is designed to identify, educate and motivate potential leaders to become involved in the future of their communities. The program, which is staged annually, offers learning opportunities that stimulate participants to use both new and proven tools to meet the challenges they may experience in a day-to-day environment as a leader.

## ASL facilitator joins Sportservice.

Steve Carlisle, Delaware North's first ASL (American Sign Language) GuestPath® facilitator, is helping his Delaware North Companies Sportservice coworkers at Target Field.

Carlisle began as a commissary supervisor who worked with several deaf coworkers and wanted to communicate with them on





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a deeper level. He took college classes and became ASL certified, and now interprets throughout the Twin Cities for several organizations.

There are 30 hearing-impaired Sportservice associates at Target Field. Carlisle has interviewed many deaf candidates at job fairs and signs in orientation classes. He recently went through the GuestPath® certification program and is a certified USS facilitator.

## They said it.

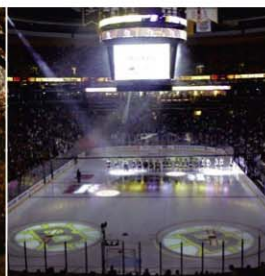
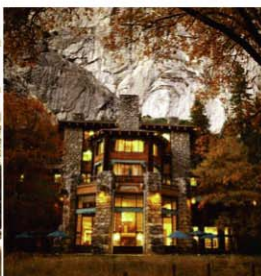
"I just wanted to thank Lorraine, Semekia and Roman from the Villa Fresh Italian Kitchen for their care and concern regarding my daughter Juliette. It was her first time flying alone, and her cousins dropped her off at the terminal, leaving her with no cash and a lot of anxiety. To make matters worse, her flight was delayed two and a half hours, and it was a hot day. She called me upset, and with only a few minutes left on her phone, and I told her to see if a restaurant would be able to call me so I could charge a meal to my card. However, as I was on the phone with Lorraine, my phone died, too! But how thoughtful and kind that the three of them saw to it that she had dinner anyways. Besides satisfying her hunger, it made her feel safe and cared for, and I really appreciate it, as does she. It is worrisome enough for a mom to be 1,000 miles away from her daughter, but good to know there are some great people in this world!" – Susan Witzel

"I had breakfast at your La Hacienda Cantina this morning at the Nashville International Airport. After a stay in central Alabama, and the I-65 commute, my girlfriend and I were greeted by an extremely hospitable Jim Z. It was next to gate A4 and flights were backed up. Business was busy. Mr. Jim Z. gave some of the most gracious Southern hospitality I had seen and did a bang up job with his infectious enthusiasm. I know what airport operations and the work can be like, and Jim did a great job. JOB WELL DONE! Thanks. A gracious host. Commendable!" – Sam Nettnin

"My wife and I were very happy with the level of service we received from one of your employees at Wheeling Island. We had been trying to call for a hotel reservation for over 3 weeks, and we finally were able to get one. When my wife called in she spoke to Jim working in reservations for your hotel. He was so pleasant and friendly to speak with and was very quick and knowledgeable of the hotel and casino. The few minutes she spoke to him, he had made her feel so special and like a valued customer. We could not let this go by without letting you know what a good job he did and this is one of many reasons why we keep coming there." – Justin Schehr



Steve Carlisle



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## GuestPath 2010 Regional Meetings

### Process Refinement



**Please plan to join us for one of the GuestPath regional meetings this year. The meetings will be predominately working sessions concentrating on problem solving, critical thinking, and application of the knowledge that is generated.**

#### Areas of focus are:

- Keeping it Fresh;
- Putting Data to Use;
- Service Recovery Strategies.

#### Three scheduled meetings:

- Nashville Sommet Center: **June 22 - 24**
- Gideon Putnam Resort: **Sept. 29 – Oct. 1**

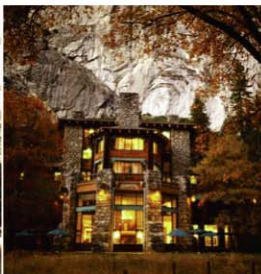
**You may attend any of the three meetings, based on your schedule. Specific booking information will be sent six weeks prior to the start of the meeting. Please do not hesitate to contact your GuestPath Business partner for further information.**

"Kim Patrone, wedding coordinator, was extremely helpful towards us. She worked with us throughout the year, answered my endless emails in a timely as well as friendly manner, and helped us have the wedding day of our dreams. We could not have been happier with how the day turned out, and we are so grateful to Kim for all of her guidance that day, as well as to the rest of the staff who helped to prepare the Lake Erie ballroom for the reception and the friendly staff who worked our reception. It was truly a wonderful experience for us!" - *Anonymous*

"The associate who handled our Vintners Dinner was great! She took such pride in her work and was extremely knowledgeable and friendly to everyone. She took a sincere interest in how our experience was and was just an overall people person.

We also had a great experience with a bartender in the evening. She was very knowledgeable as well in her position, very friendly. We truly had a wonderful stay!" - *Gary & Candice Parr*

*Have a GuestPath® story to share? E-mail Jesse Baier at [jbaier@dncinc.com](mailto:jbaier@dncinc.com).*



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