



PathWays

Creating special experiences one guest at a time.SM

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New master trainers shine in 2010.

During the first week of January, the Delaware North Companies GuestPath® team certified three new master trainers at Kennedy Space Center Visitor Complex: Gina Cruz, human resources manager at Rangers Ballpark in Arlington; Kaylee Derby, training manager at Kennedy Space Center Visitor Complex; and Christopher Mazur, cage manager at Fairgrounds Gaming & Raceway.

In addition to learning how to train new facilitators, Cruz, Derby and Mazur strengthened their personal facilitation, coaching and constructive feedback skills during "GuestPath® Boot Camp." In the end, they found a new appreciation for the guest service message they share with their associates.

The new master trainers will provide training support to the GuestPath® team and mentorship at their individual locations. While at the space center, they tested their new skills by coaching and certifying three new facilitators.

The GuestPath® team would like to thank the location management teams at Kennedy Space Center Visitor Complex, Rangers Ballpark at Arlington, and Fairgrounds Gaming & Racing for their continued support and commitment to the GuestPath® process.

Walking the GuestPath® at Kennedy.

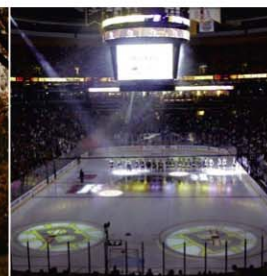
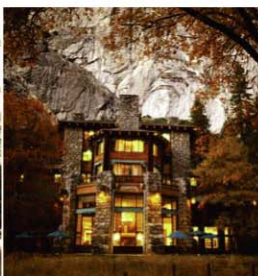
"My December 2009 Walking the GuestPath® experience was one that I will always remember. I was assigned to work with Willie, Blake, Adam and Bruce, also known as the Astronaut Hall of Fame maintenance crew.

"We were charged with giving the parking lot an extensive tree pruning and it was like 'throwing the rabbit into the briar patch,' as I had worked summers in college for a tree surgeon. After my crew determined that they didn't have to lead me around for the entire day, we settled into doing some serious work.

"By the end of our day together, we had transformed the entrance to the Astronaut Hall of Fame and the adjacent parking lot into something to behold. It was refreshing and rewarding to get away from my desk for a day and to work with a great team. It is amazing what you can do when you have an established goal and determined folks who are willing and able to make it happen." - Vice President of Kennedy Space Center Visitor Complex Jon McBride



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A round of applause for Southland Gaming & Racing.



The team at Southland Park Gaming & Racing in West Memphis, Arkansas proves that an attentive and friendly staff will keep guests returning again and again. The comment below came from a guest opinion survey.

"I can't say enough about the park's friendly staff. They always greet you and make you feel that they're glad you came. I just feel comfortable and welcome when I go to Southland. Everyone, from the valet parking guys and the staff at the Casino Services Desk to the floor personnel and the ladies in the World Buffet, is so nice and friendly. I'd especially like to mention Barbara at the Player Rewards counter, Denisha on the casino floor, Meieme and Minnie who work in the World Buffet, Ronnie in security and Oshi, the World Buffet chef. I've never had an problem that one of the staff wasn't able to take care of. Great service."

GuestPath® arrives at Choctaw Casino Resort.

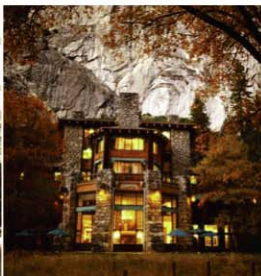
Delaware North Companies Gaming Hospitality Group is proud to have secured the contract as the official food and beverage provider for the Choctaw Casino Resort in Durant, Okla. This brand-new facility will offer an array of dining options from concession-style outlets, casual dining and catering to premium steakhouse dining. As Delaware North prepares to begin operations Feb. 1, the GuestPath® team has been busy preparing the staff to deliver special experiences.

During the week of Jan. 4, the "Introduction to GuestPath®" class was delivered to approximately 20 managers and supervisors of the new full-service casino. From that group, four facilitators were selected. Laura Noland, Marie Singleton, Jim Stevens and Dusty Pool spent the next three days in an intense learning environment as they developed and sharpened their presentation, facilitation and feedback skills leading up to their official certification. On Jan. 8, the first class of 50 Choctaw associates completed the Universal Service Standards workshop led by their newly certified facilitators. Since then, the location has trained more than 200 other associates.



Pictured from left to right: Dusty, Laura, Marie, and Jim.

Brian Duffey, general manager for Delaware North at Choctaw, has been busy preparing his staff for the soft opening. He says his team members will be ready, and they can't wait to use GuestPath® on their first customers. "I need to give credit where credit is due," he said. "Thanks to Elizabeth Wise and Michael Spencer's tutelage, GuestPath® is really becoming part of our culture at Choctaw, We now have four trained facilitators who already have everyone acclimated to GuestPath®. I'm just thrilled."





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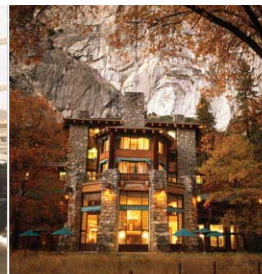
They said it.

"I wish to convey my deep appreciation to the staff of O'Charley's in the Nashville Airport who served my family yesterday afternoon. We came in from having sat un-served at a different restaurant in the airport for more than 20 minutes. The staff immediately rushed to serve us, gave my children coloring activities, and responded kindly to our obvious stress level about making our flight. In addition, my California Chicken Salad was great! My expectations for airport food have become somewhat low, but that salad has now given me hope again. I am afraid I am not adequately conveying the foul and stressed mood we arrived in and the complete turnaround that was made possible by the staff and the food. I sometimes wonder if employees in airport restaurants think they matter - people rushing here and there who may not ever come back. In this case, they did matter - they changed the course of a whole afternoon. My four year old said the coloring activity was one of the very best parts of her day, so it was not just me on whom the staff worked its magic." - *Lee Ann McCall, Washington D.C.*

"My family and I attended the Bruins game yesterday. My youngest son has severe food allergies, and we called ahead of time to make sure there wouldn't be a problem to bring in his Epi-Pen and inhaler. Everything went smoothly. During the game, we went to see if there were any available food items that were safe for him. We usually don't find any, but went to the event services office just to check. Every person we dealt with was extremely helpful. Since there was no documentation for the gelato or other ice cream products, they brought us to Seth Vayda hoping he could help us out. He did more than that. He went out of his way to talk to us in detail about our needs, get ingredient lists and personally made my son an ice cream sundae that was out of this world!

"Generally, my son can only eat food items that we make in our home, which causes him to feel left out many times. It can be hard. Any situation which allows my son to feel like any other child, is wonderful. Because of Mr. Vayda's exceptional customer service, it was one of the best days we've had." - *Nicole Clarke, Massachusetts*

Have a GuestPath® story to share? E-mail Jesse Baier at jbaier@dncinc.com.



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