

# MGM MARKETING'S THE ROAR:

## MGM GRAND AT FOXWOODS DREAM REWARDS AND CASINO HOST NEWSLETTER

February 2010  
Volume 2, Issue 5

[NEW! Click on underlined words and press CTRL to jump to that section!](#)

[Promotions](#)   [Shows](#)

## “It’s a Bird, It’s a Plane, It’s *Super Corey!*” Meet PRIDE Award Winner Corey Sipe, the Mild Mannered Man



MGM Dream Rewards Supervisor Jean Brown (left) and Exec. Director of Hotel Operations and Shared Services Jason Guyot (right) look on as Marketing Rep. Corey Sipe (center) gives his acceptance speech at the Jan. 19 PRIDE Award Ceremony. Photo by Jamal Brooks.



(L-R) Service Champion Tamra Foss, Dream Rewards Supervisor Jean Brown, *The ROAR* Editor-in-Chief Corey Sipe, November 2009 PRIDE Award Winner William Flanagan, and October 2009 PRIDE Award Winner Walter Lee; pose for a group photo outside the MGM Grand Theater. Photo by Jamal Brooks.

By Jean Brown

Winning the PRIDE Award is no easy feat, especially when you work with a group of competitive 5-Star People who all want an opportunity to grab the brass ring. But somehow in the midst of collecting lists of International Holidays, translating “Have a Grand Day” into seven different languages, following Mr. Magic around Foxwoods for a photo-op and correcting the spelling and grammar of *The ROAR* Newsletter, Corey Sipe has managed to do exactly that.

“Applause, Applause” was the first sign to Mr.

Sipe that something was amiss as he walked past Panache and Pandora while all Retail Employees lined the MGM walkway clapping as he walked to the Dream Rewards Booth. “What’s going on?” Mr. Sipe asked with that keen journalistic instinct that is so ingrained. Standing close at hand to witness the spectacle was MGM Dream Rewards Assistant Manager William Flanagan who orchestrated the Grand Magical Welcome. “Congratulations, you won the PRIDE Award!!!” he said with an ‘I got you’ smile on his

[PRIDE I continued on page 12](#)

## MGM Grand at Foxwoods Number One Cheerleader

By: Rachel Posillo

Who is this energetic, fashion forward, girls’ girl, cheerleader that graces MGM Grand at Foxwoods? That is the question that everyone is asking themselves and others. I first saw Diana Skidmore, a MGM Casino host, at our pep rally in the MGM Theater before opening day. She was dancing up the aisles with gold and black pom poms cheering us all on. Diana made a big impression on all of us new comers that day. Tamra Foss, a Dream Rewards Marketing Representative, avows “Diana’s clothes are always above and beyond for her. Her outfits always fit her personality.” But the persona for this competent host runs very deep. Everyday for Ms. Skidmore is a show day. As Diana states proudly “My favorite part of being a host is really taking care of our patrons’ day in and day out. I enjoy making them feel special.” Hosting events like the Chairman’s Gala for our one thousand VIP players is something Diana was born to do. But being a host is not always giving people what they want. “One of the biggest challenges that comes with being a host is being able to say ‘no’, but doing it nicely by turning a negative into a positive,” smiles Diana. “It really helps to be a multi-tasker and be able to handle problems, resolve them

[Diana continued on page 8](#)



(L-R) Leah Skidmore, MGM Casino Host, Chief Fundraiser, and Head Coach Diana Skidmore, Austin Skidmore and David Skidmore at the South County 5K Special Olympics Road Race this past year. More than \$10,000 was raised for Special Olympics. Photo Courtesy of Diana Skidmore.



MGM Casino Host Diana Skidmore getting ready for showtime! Photo Courtesy of Diana Skidmore.

**RECYCLE, RECYCLE, RECYCLE**  
Celebrate the Wonder of Us All - Mother Earth!

Five Star Standard #9: Treat work like home, keeping it clean, safe, and ENERGY EFFICIENT!  
See pages 6, 9, 16!

## Restaurants and Nightclubs Help Ring in the New Year

By Corey Sipe

Many restaurants at Foxwoods and MGM Grand at Foxwoods featured special menus to celebrate the New Year and New Decade while nightclubs hosted celebrity DJ's and live entertainment.

The Center Bar at MGM Grand at Foxwoods partied with DJ 007 from 7 p.m. to 3 a.m. playing R&B, Hip-Hop, top 40, and today's music.

Guests received party favors and watched the ball drop in New York City's Times Square on the televisions.

Also at MGM, Shrine Nightclub celebrated between 7 p.m. to 3 a.m., by showcasing Miss Dakota Burlesque, an International Burlesque Dancer, along with DJ JD. Customers enjoyed a midnight champagne toast.

Over at Foxwoods Great Cedar Casino, Scorpion Bar, which has the same owners as Shrine, also rung in the New Year with Miss Dakota Burlesque with a 1 a.m. show and guests enjoyed music by DJ Spring and a complimentary champagne toast at midnight.

Both Shrine and Scorpion Bar featured professional dancers.

Next door to Scorpion Bar at The Club, DJ Bigg Premiere from New York City played Hip Hop, R&B, and Old School Music and The Club dancers showed off their moves from 8:30 p.m. to 3 a.m.

Guests received party favors upon entry and enjoyed watching the live countdown from Times Square on television. The Club had balloons celebrating the joyous New Year.

Over at the Grand Pequot Casino, The Halo Bar was decked out in New Year's fashion from 10:30 p.m. to 3 a.m.

Customers received noisemakers and hats while they played slot machines built into the bar as they waited for a midnight champagne toast.

The Paragon Restaurant hosted a private invite party on the 24<sup>th</sup> floor where 103 people had fun at the resort casino's fanciest restaurant.

At the Rainmaker Casino, the Atrium Lounge hosted the band Front and Center who played Top 40 music, R&B, and Motown.

Colorful balloons were placed throughout the lounge and guests received party favors while crowds of people gathered along the hallway watching the free entertainment and waiting to ring in the New Year.

Further down the concourse, Hard Rock Café hosted the band Darik and The Funbags between 9 p.m. and 2 a.m. and a champagne toast was held at midnight after guests received party favors.

Others rung in the New Year where they root for the Boston Red Sox or the New York Yankees at The Stadium Sports Bar which featured music and dancing after 10 p.m. with a champagne toast at midnight.

The Grill Lounge, at the Two Trees Inn, with its New England charm, gave out party favors and featured a champagne toast as well.

Restaurants featuring special New Year's Eve and New Year's Day entrees included Al Dente, Cedars, Veranda Café, The Grill at Two Trees Inn, David Burke Prime Steakhouse, Food Market, Shrine, and Junior's Restaurant.

As folks partied into the wee hours of New Year's Day, perhaps one of the busiest restaurants was Fuddruckers.



The band Darik and the Funbags performed on stage on New Year's Eve at Foxwoods Hard Rock Café. Photo by Corey Sipe.



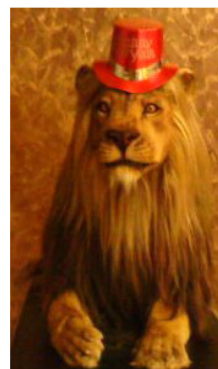
Dream Rewards Supervisor Isaac Yates and his girlfriend, Lauren Coonan, celebrate New Year's Eve at Hard Rock Café. Photo by Corey Sipe.



MGM Dream Rewards Marketing Representative and ROAR Newsletter Editor-in-Chief Corey Sipe enjoys a hot dog at a busy Fuddruckers Restaurant in Foxwoods at 2 a.m. on New Year's Day. Photo by Isaac Yates.

[Restaurants continued on page 8](#)

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2010

Don't forget to...

Leo the Lion celebrates the New Year with a festive hat. Photo by Corey Sipe.



## Behind-the-Scenes at the MGM Box Office

By Rachel Posillo

The summer of 2009 was the busiest entertainment season of the past eighteen years as Foxwoods maximized their entertainment efforts. On any given night there can be lines of excited people snaking around stanchions in front of the MGM Grand Box Office waiting to see their favorite headline entertainment. As Bruce Flax, the Director of Ticketing and Patron Services, explains, "When the Box Office was originally built, we knew we had challenges getting four thousand people into the theater in a timely manner. There is not a lot of space out there so we implemented print at home tickets which allows the guest to bypass the Box Office completely. This reduced the number of people we needed to service on a show day. One of our biggest challenges on show day is a large Casino Customer ticket pick-up because they cannot get their tickets in advance nor can they print their tickets at home."

Demands on the Box Office Personnel began testing their abilities to maintain the Five Star Service Standards. Thus there was a need for change. "During Cirque we had upwards of 1,500 Casino guests picking their tickets up at the Box Office. This required us to staff a full Box Office with all windows open for service," proclaims Bruce Flax. So managers and Bruce Flax sat down with Senior VP of Casino Marketing, Joseph Jimenez, to find out what they could do to resolve these challenges. "Joe suggested working with Promotions on the MGM side and cross train the Promotions Associates to assist in the Box Office. This was a great idea as they had CAMS experience and would require very little training" avows Mr. Flax. Bruce Flax then sat down to talk with William Flanagan, Assistant Manager of MGM Dream Rewards, to have his team cross train in the MGM Box Office. "Without Promotion Associate help we would

be unable to provide that full service. Their help allowed us to provide the guest shorter wait times and a better guest experience" Mr. Flax adds.

William Flanagan selected a few Dream Rewards Representatives to begin cross training immediately at the Box Office. Mr. Flanagan professes "I wanted my team involved in cross training so they can have new grand experiences, gain more knowledge of the Box Office and foster teamwork among new co-workers." As Corey Sipe, a Dream Rewards Marketing Representative, emphasizes "I learned the behind-the-scenes process of selling tickets and looking at seat availability to help customers obtain the best available seat in the house. We are thankful to have two facilities built and designed for the performing arts since this allows us to book even more top-notch headline entertainment helping attract our best players to make more return trips."

Going to a new department to help out could be challenging in itself but for the "Dream Team" there is no such thing as a challenge. They show how multitasking and flexible they really are to help out their fellow MGM Team Members. "My colleagues and I are willing to learn different tasks so we can help other departments. This is how we, MGM Grand at Foxwoods, work as a team," declares Mr. Sipe. There is a positive reception from the Box Office when help comes from their fellow team members. "Staff members answered my questions and were able to assist me whenever I needed help. They showed their appreciation for us providing them help during their busiest times," asserts Corey.

Everyone knows that with events, big or small, there needs to be a constant focus on every detail to make sure that the operations run smoothly. With the big "Titanic the Artifact Exhibition" coming up along with "Thin Ice", "Legends in Concert", and many other shows there will be a friend that lends his helping hand. With teamwork in hand you all know that there will not be an iceberg in the water that will be touched by our vessel. We will not go down in history the same way that Titanic did in 1912.



Legends Limousines was a vendor at the Jammin' 107.7 FM Health, Beauty, and Bridal Expo held on Sunday, Jan. 24 in the MGM Premiere Ballroom. Photo by Bogdan Magonski.



Bridal models showcase down a New York-style runway at the expo while those in attendance snapped photos. Photos by Bogdan Magonski.



Enjoy the Super Bowl on Sun., Feb. 7!

Fripperies, of Mystic, CT, and 104.1 FM WMRQ were two of the vendors of the expo. Photo by Bogdan Magonski.

### Congratulations to our One Million Dollar "Drive in Style" Car and Cash Winners!

- 11/7 - Susan Reuter
- 11/14 - Jean Hart
- 11/28 - Jane Francis
- 12/5 - Clarice Goler-Scott
- 12/19 - Kyla Conroy
- 12/26 - Peter Fong
- 1/2 - Cyril Gordon

## Celebrating New Year's Eve in Style: Invited Guests Enjoy Galas and Complimentary Show Tickets

By Corey Sipe

Our best players experienced delicious food, wonderful entertainment, overnight accommodations, and dancing as they celebrated New Year's Eve 2009/2010 at MGM Grand at Foxwoods and at Foxwoods Resort Casino.

Invited guests could choose to attend a gala at Foxwoods Grand Pequot Tower's Grand Ballroom or the MGM Grand at Foxwoods Premiere Ballroom.

MGM Dream Rewards Marketing Representatives Rachel Posillo, Tamra Foss, Walter Lee, Chanthavisuk "Nou" Singharaj and Corey Sipe as well as Dream Rewards Supervisor Isaac Yates and Dream Rewards Assistant Manager William Flanagan worked at the registration desk in front of the Premiere Ballroom.

The registration desk opened at 12 p.m. on New Year's Eve and was staffed until the gala ended.

Gala doors opened at 9 p.m. with dinner being served at 9:30 p.m. and the event ended after a 12 a.m. champagne toast.

During that time, 1,613 guests registered at the desk.

Mr. Yates checked on the MGM Dream Rewards booth and helped Marketing Representatives Zunilda Wright and John Kenyon along with Dream Rewards Supervisor Jean Brown with customers at the booth along with pit calls.

Earlier in the day, Dream Rewards Supervisor Bogdan Magonski assisted customers at the booth.

Marketing Representative Edward Lowe was hard at work in the MGM Grand Central Lounge where over 97 players and their guests were checked in and enjoyed drinks and sandwiches.

Gala guests were given wristbands for entry to the event and tickets for brunch on New Year's Day at the Grand Ballroom with seating times from 9:30 a.m. to 1:30 p.m.

Diamond Elite Cardholders had a special registration area where Casino Hosts gave them seating tickets at a special table close to the stage.

A separate registration desk was setup for Tribal Members who also received special seating.

Prior to the event, cocktails were served in the ballroom's prefunction areas.

Those attending the event entered a room with shimmering silver and white accents, contemporary table treatments, cozy lounge groupings, fun bars, and an energetic dance floor.

They enjoyed a full-course seated dinner with salad, an entrée and dessert.

The salad consisted of red and yellow beet carpaccio, petite green salad, and goat cheese croquette.

The main entrée included wild mushroom encrusted



On Dec. 30, the MGM Premiere Ballroom was decked in silver and white accents and was ready for the New Year's Eve celebration. Photo by Corey Sipe.

tenderloin of beef with a truffle berouge sauce, cold water lobster tail wrapped in shrimp with a citrus herb gratin, horseradish and white cheddar mashed potato, and a vegetable bundle.

The dessert consisted of a chocolate bergamonte (citrus flavored) bar, sparkling raspberry crème brulee, and tangerine honey sauce.

Entertainment of the evening was provided by the Aion Clarke and the Heat Orchestra, a 10-piece orchestra with Musical Director Terence Gowan (lead singer of Styx) featuring Aion Clarke and Saida Baba Talibah (popular up and coming soul artists).

The hand selected band also included a horn section with Howard Moore, Christopher Plock, and Alison White, Lead Guitarist Donna Grantis, Max Roach on drums, Jen Benton on bass, Joanna Borrowmed on keyboards, and Alex Macmaster on cello.

The orchestra played music ranging from Ray Charles and Marvin Gaye to Michael Jackson and Prince.

After enjoying their meal, many couples left their tables and went on the dance floor.

In addition to the entertainment, gala invitees also received complimentary tickets to the Hairspray Musical in the MGM Grand Theater or the "Legends in Concert" Holiday Show in Fox Theater.

The gala at Foxwoods Grand Pequot Tower Grand Ballroom had 1,139 invited guests.



(Far left) Silver Happy New Year hats are left in chairs waiting for customers at the MGM Premiere Ballroom while (left) a sea of tables are already setup for the celebration. Photos by Corey Sipe.

Winter is Here!!! For the latest on property updates and closings...

Call the MPTN Employee Hotline 1-866-502-8666 and select Option #1

# ROAR Newsletter 2009: Year in Review

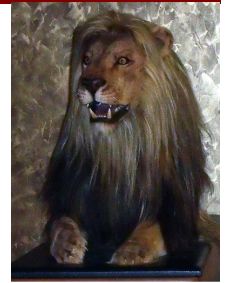
Sept. 15, 2009 - 1st Issue; 20 pages long; 37 photos & images; 4 megabytes

Front page headlines were:

- New Five-Star Reward Program
- Five Star Service Standards

Other headlines included:

- Five Star PRIDE Award Launches: Winners Will Be Awarded Certificate and Cash
- My Adventure at the Deal or No Deal Audition
- Back in Time to the Last Game Show at Foxwoods: The Price is Right
- Foxwoods Makes Television Audition History
- Adventures in Six Flags New England
- Adventures in Las Vegas
- Adventures in Los Angeles
- Flashback: Opening a Brand New Resort Casino
- Standard and Procedure Spotlight: Reprinting a Gold Dream Rewards Card
- New DVD Rental Kiosk for Team Members
- Horoscopes
- September Group Business
- Adventures along the Jersey Shore
- Adventures in China
- MGM Wins AAA Four Diamond Award
- Moments of Magic



Our newsletter's name was inspired by Leo the Lion in front of the MGM Grand Theater who let out a big "ROAR!" as I stared at him! Photo By Corey Sipe.

Oct. 14, 2009 - 2nd Issue; 8 pages long; 12 photos & images; 17 megabytes; First "Green" Issue

Front page headlines were:

- Everyone's A Winner at the Big E Spin-the Wheel
- They're Famous and on TV!

Other headlines included:

- DVD Rental Kiosks Run By Family Business
- A Grand Birthday
- MGM and Fox Theater Shows and Special Events
- Big E Photos



The stuffed Leo and baby Leo were sold at Grand Effects, not furious at all! Photo by Corey Sipe.

Nov. 12, 2009 - 3rd Issue; 14 pages long; 26 photos & images; 61 megabytes

Front page headlines were:

- Betty Lehto; Our First Host Honored with PRIDE Award
- Marketing Representative Walter Lee Wins PRIDE Award

Other headlines included:

- Adventures in Halloween Fun
- Magical Adventures in Walt Disney World in Florida
- CCTV Boxing: Manny Pacquiao vs. Miguel Cotto
- Big E: By The Numbers
- It's All Smiles at MGM Dream Rewards
- Celebrating Our Diversity at Foxwoods
- First \$1,000,000 "Drive-in-Style" Winner Announced
- Foxwoods Shows Its Appreciation to the Military
- \$1,000,000 "Drive in Style" Car and Cash Sweepstakes
- A New Look for MGM Dream Rewards
- Adventures in Winning Big at the MGM Grand!
- A Fall Adventure to Mount Greylock in Mass.
- Come on Down for the Price is Right
- Thanksgiving Recipes

Come spin the wheel with Isaac Yates at the Big E. Photo by Corey Sipe.



Ed Lowe sells pies outside the Lion's Den to help the MPTN Season of Giving campaign. Photo by Corey Sipe

Dec. 18, 2009 - 4th Issue; Holiday 2009/2010; 15 pages long; 59 photos & images; 154 megabytes

Front page headlines were:

- William Flanagan Wins PRIDE Award
- Citrone Family Tree Comes to Foxwoods for All to Enjoy

Other headlines included:

- Gingerbread Village in Rainmaker Square
- Holiday Décor Tour of Foxwoods and MGM
- Magic Man Brings Smiles to Team Members
- Delicious Thanksgiving Pies for Sale
- A Photo with Santa and Mrs. Claus at MGM!
- MGM's Grand Centeal Lounge Overflows with Star Power
- Rachel's the Biggest Winner!
- Cirque Holidaze Finishes a Successful Run
- Thank You To Our Holiday Heroes!
- Enjoying Tasty Food in the Lion's Den
- The Roar is Back!



Jean Brown, Walter Lee, William Flanagan, Bogdan Magnoski, and Isaac Yates attend a PRIDE award luncheon. Photo by Corey Sipe.



Rachel Posillo works out at the G-Spa. Photo by Jean Brown.

Archive copies of previous editions are available! Go green and bring in your USB Flash Drive and Newsletter Editor-in-Chief Corey Sipe can copy the newsletters, including this one, on to your disk. Because the files are large, due to all the photos, it is recommended you have at least 1 GB available. E-mail [csipe@foxwoods.com](mailto:csipe@foxwoods.com) with any questions.



(L-R) William Flanagan with Santa and Mrs. Claus where, according to the Dec. 25 to Jan. 8 2 of A Kind, 8,063 turkeys were given out to MGM and Foxwoods team members with 633 of those being donated to four local food shelters. Photo by Corey Sipe.

## MGM Marketing Department's Moments of Magic

### Rachel Posillo to the Rescue

Rachel Posillo/MGM Dream Rewards

We were short handed this past weekend on Grave at the Dream Rewards booth and Rachel Posillo did what few would ever attempt. She came to work at 3 am Sunday morning to help hold down the fort. Rachel, you are 5 Star all the way. What a generous act of kindness on your part. Your efforts made an amazing difference to the hosts on duty, not to mention the pits and our loyal patrons. They were all so happy to have you come in. MGM Assistant Manager of Dream Rewards William Flanagan was 'singing your praises' for you're above and beyond commitment. You set an example for the rest of us. Thank you so very much from the many whose night you made better and from those you were kind enough to replace. You are a 5-Star leader.

Jean Brown/MGM Dream Rewards Supervisor

### Private shopping after hours for VIP

Tim Sutherland/MGM Exec Host &

Lisa Terrain/MGM Asst Retail Mgr.

MGM Marketing & Retail

Late on Thursday evening around 2 am a VIP couple stood fixated on the Panache Shop window sizing up all the wonderful treats inside when along came Executive Host Tim Sutherland to inquire about their needs. As they spoke you could see the gentleman pointing to a fine designer bag in the store. Mr. Sutherland swiftly departed only to return moments later with Assistant Retail Manager Lisa Terrain from Grand Effects and Host Rosalyn Ombajin to assist. The shop was opened and the buying began; \$100, \$200, \$300 and on it went. This unassuming patron said, "This is Excellent, Beyond Excellent!!!" when asked about his personal shopping experience he said "Tim is very good at giving me special treatment. Two weeks ago I came here to buy a Rolex, I couldn't find Tim so I was not as fortunate and ended up buying one in Boston to the tune of \$40,000." They spent an estimated \$2,000 during this trip. Lisa was amazing thinking out of the box to assist the enthusiastic shoppers. Rosalyn rolled up her sleeves and helped as well. What incredible 5 Star Teamwork. It was an adventure to remember. Congrats to everyone who made it happen!

Jean Brown/MGM Dream Rewards Supervisor

### Happy Presidents Day from the ROAR Newsletter Staff!

Customer Service Recovery Steps:

*Hear and Understand*

*Emphastize and Elicit Information*

*Apologize*

*Resolve the Problem*

*Thank the Customer*

## GO GREEN!!



Magic Man and Miss Magic remind us to make Moments of Magic by recycling our cans, glass, and bottles at the new recycling bins located throughout the property. *Photo Courtesy of Glenn Potter.*

### William Flanagan Sets a Higher 5 Star Standard

William Flanagan/MGM Dream Rewards

"Help your Team mates", "Work together", "Help each other", smiles Dream Rewards Assistant Manager William Flanagan on a consistent daily basis. But sometimes hearing this is not as effective as watching these 'acts of kindness' first hand. However, that's exactly what we all got to do the first week of this New Year as Mr. Flanagan filled in the schedule for those of us who took ill among other things. William worked day and night and day again covering every shift to ensure our loyal patrons got the 5 Star Service they've come to expect from MGM and Foxwoods. His gracious sense of humor never waivered, his generosity was bottomless and his exhaustion level was over the top. But being the role model we've all come to love and admire, Mr. Flanagan never showed signs of ware. Instead he made his exit from the Dream Rewards Booth extending his hand for a good night hand shake to each and every rep thanking them for their hard work. Then "Wampum Willie" (as those near and dear to him so affectionately call this man) rode into the sunset only to return again the next day with a smile bigger than the day before hats off to this fine 5 Star Leader. You make it easy for us to love our jobs. Thank you from all of us.

The MGM Dream Team

### Snow Storm Saviors

Diane Skidmore, Ken Mello, William Flanagan plus

Marketing/Promotions

MGM Grand at Foxwoods

Hats off to people like Diana Skidmore, Ken Mello and William Flanagan who stayed while our patrons played during the recent blizzard. These three arrived at work ready to be snowed in with an overnight bag in hand. They worked for those who could not get here and were able to keep up our 5-Star Standards while the rest of us were snowed in. The next day there were more heroes like Walter Lee, Isaac Yates, Edward Lowe and John Kenyon who somehow found a way to get here. Then there were those like Rosalyn Ombajin and Tim Sutherland who worked longer than they should have and braved the blizzard going home. I was lucky enough to watch the magic first hand and believe me it was inspirational. Thank goodness everyone got home safely. Great Team Work by all.

Jean Brown/ MGM Dream Rewards Supervisor

Even a Minor Setback Can Lead To a Win



Here is a picture of MGM Executive Casino Host Timothy Sutherland's youngest boys, (from L-R, Mikey age 6, Timmy age 8 and Jarrett age 9). They are each holding their pinewood derby cars which they handcrafted themselves. When they arrived at the race they didn't realize that there was a weight limit and each of their cars was too light. After making last minute modifications with a few pennies and some glue, Timmy's car came in "first" place and he won a trophy as well as an opportunity to advance to the finals in Colchester in March. It was a Cub Scout event which takes place annually first by troop then nationally. Their troop is 67 and located in Oakdale Ct. *Photo Courtesy of Tim Sutherland.*

Christmas Eve Memories



MGM Executive Casino Host Timothy Sutherland shares with us a photo of his children; Julianna, 6, and Jarrett, 9, next to a snowman they made on Christmas Eve.



My Car is Snowed In on the Weekend before Christmas!

18 inches of snow fell on the night of Dec. 19 causing our team members to get snowed in! Special thanks to all those who worked throughout the night and to those who dug out and came to work the next day! *Photo by Corey Sipe.*

Merry Christmas from Leo



Santa Leo (the Lion) greeted Christmas visitors to the MGM Grand at Foxwoods. *Photo by Corey Sipe.*



A line of shoppers wait to enter the Pandora store on Christmas Eve 2009, left, while a couple gets their Pandora purchase gift wrapped by a sales associate right. Pandora was one of the most successful retail stores at MGM Grand at Foxwoods this past holiday season. Long lines were seen at the store between Thanksgiving and Christmas. It is one of the few Pandora Concept Stores in the country and the only one in Connecticut. It first opened May 23, 2009 across from the MGM Dream Rewards booth. *Photo by Tamra Foss.*



MGM Casino Host Diana Skidmore (left) with the South County Special Olympics team. Photo Courtesy of Diana Skidmore.



(L-R) MGM Executive Host Ja'Neen Kirby, MGM Executive Host Kea Hicks, MGM Casino Host Diana Skidmore, MGM Executive Host Maureece "Candy" McDermott, and MGM Casino Host Kim Hitchcock. Photo Courtesy of Diana Skidmore.

[Diana I continued from page 1](#)

and not pass them off to the next co-worker or host.”  
 “Diana has reinvented the word multi-tasking,” adds Executive Host Maureece McDermott, known to all as Candy. “She gives her co-workers and patrons 300%. She really supports the team and takes care of her fellow hosts at work and beyond. It’s amazing how much she contributes given the unique demands she faces outside of work.” But Ms. Skidmore’s passions go way beyond the MGM borders and spill into her South County community with her endless devotion to Special Olympics and her fundraising for this vital organization. “My work with Special Olympics, doing major fundraising events and working with my very special and talented athletes gives me great satisfaction,” affirms Diana. But we all know that Rome wasn’t built in a day. It took a lot of stepping stones to become an MGM host and a community fundraising champ with such passion.

Diana started her career at a consulting company in the Computer Entry Division and ended as the Personal Assistant to the Vice President. She then became a Personnel Director where Ms. Skidmore developed more of her inspiring people skills doing interviews and hiring. From there, Diana was intrigued with working on camera for the television network QVC. She went through powerful training to become a Guest Host for QVC. That spot on QVC gave her the drive she needed to come and knock on Foxwoods door step two and a half years ago. “I was driving by this beautiful hotel, it looked like a castle and I thought I should check it out” exclaimed Diana. She stopped at Eagle Park to apply for a job. Within weeks Diana received a call back for a VIP position in the Grand Pequot Hotel. After seven months as VIP Representative, Ms. Skidmore won the Spirit Award at Foxwoods. Shortly afterwards an MGM Grand position opened up for Casino Services as a host. “I remember when Cindy Hartung, an Executive Host at Foxwoods, expressed to me that I should put in for the Host position. It’s a learning experience that should not be passed up,” declares Diana. “And I’m so glad I did.”

Diana was born in Germany and at the age of one came to the United States. She was brought up in Lancaster, Pennsylvania. Later in life Diana met her husband, David, and helped raise his two beautiful children. Diana and David then got involved with the Foster Care System and joined their Board of Directors.

They were foster parents to Leah from age one. By the time Leah turned seven both Diana and her husband surprised her with an adoption party at Disney. “I had to fight for her every step of the way” avers Diana remembering back. With foster care you have to work hard to reunite the child with the family but with Leah there was an instant connection. “I was in foster care to change a life or two but Leah changed all our lives,” Diana avows proudly. Leah’s special needs created a desire for Diana to volunteer for the Special Olympics where she participated in the State Games and then went on to Nationals in swimming, with Leah being the youngest team member. Not only did this Special Olympian bring home several gold medals, she is rated one of the best swimmers of her class in the United States. “In Special Olympics we teach the kids that it is not about the wins, but more about teamwork and doing your personal best” asserts Ms. Skidmore. Diana’s passion for the Special Olympics continued to grow and soon with the help of the Mews Tavern owners she was able to organize the second largest 5K road race fundraiser in Rhode Island with over one thousand runners raising more than \$10,000 two years in a row for Special Olympics. “My dream is to combine my passion for Special Olympics and my work with the special needs population with the magic and branding of MGM Grand. What a great marriage it would be” avows Ms. Skidmore. The entire Skidmore family is involved with Special Olympics and fundraising including their son Austin who they adopted at birth. “Austin has such compassion for his sister while at the same time he is this typical American boy who loves skateboarding and snowboarding,” states Diana. “He has even recruited some of his friends to help us as volunteers for our Special Olympics 5K Road Race. I’m so proud of the young man he is becoming and the great brother and role model he is for Leah.” At an early age, Diana got both of her children involved in television and film acting. She signed Leah and Austin up for the SAG (Screen Actors Guild) which offered them many amazing adventures as a family from small parts on the Sopranos to many other shoots.

Being the host that she is, Diana knows that it takes team work. “At MGM it’s the whole collaboration of all the departments...pits, Hotel, Food and Beverage, the Cage, Retail....there is such great camaraderie here for

[Diana III Continued on page 16](#)



**GO GREEN!**

Let's help make MGM Grand at Foxwoods and Foxwoods Resort Casino the most "green" casino in the world!

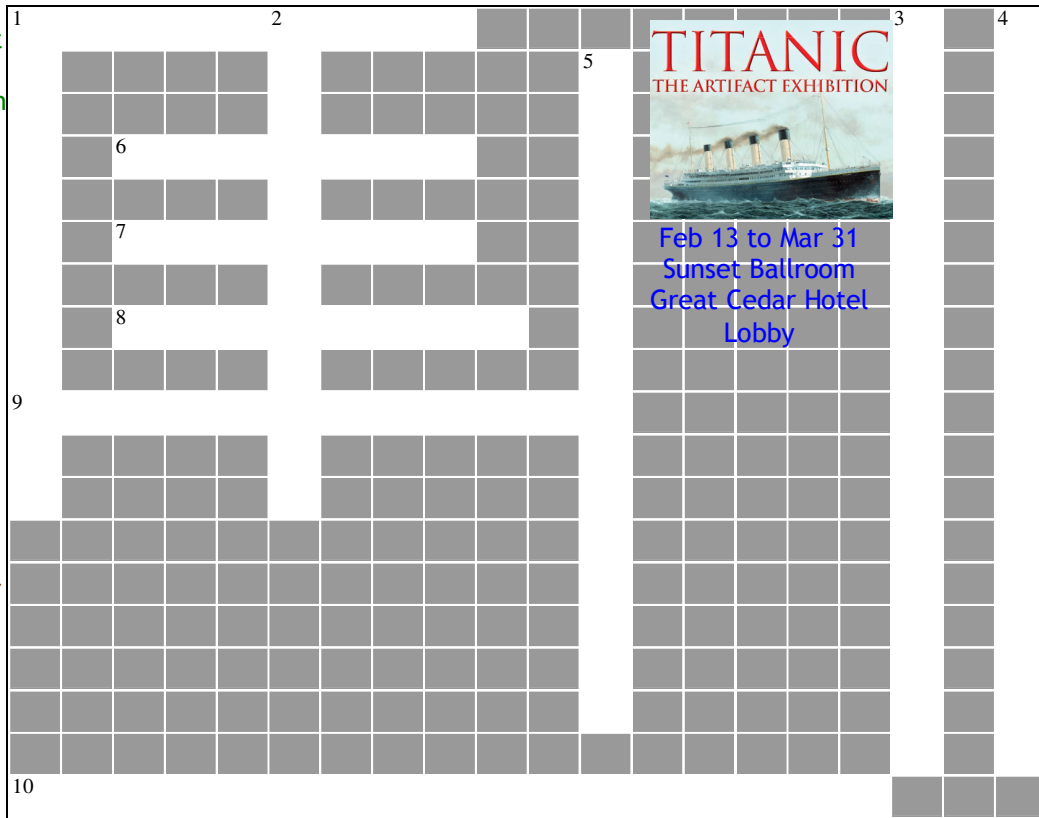
New in 2009 and Coming in 2010!

40<sup>th</sup> ANNIVERSARY OF EARTH DAY

On April 22<sup>nd</sup>, MGM Grand at Foxwoods and Foxwoods Resort Casino will join one billion people in 174 countries to celebrate the 40<sup>th</sup> Anniversary of Earth Day. Look forward to a special countdown in Two of a Kind, FoxNet, and ROAR saluting team members and departments helping to make a difference!

**Did You Know?**

The largest Groundhog Day celebration is in Punxsutawney, Pennsylvania home of Punxsutawney Phil where up to 40,000 spectators gather to find out whether we will have six more weeks of winter or an early spring. Legend has it that if the groundhog sees its shadow, winter will end soon.



Did you know?

\* Mardi Gras is on Tuesday, Feb. 16

\* Ash Wednesday is on Feb. 17

**ACROSS**

- 1. New Jewelry store without walls along the Great Cedar Concourse
- 6. New Clothing and Accessories store in MGM
- 7. New Jewelry store in MGM featuring charms
- 8. Former BB King Dance Club Slated to Become a Comedy Club
- 9. Under Construction in the GPT Hotel Lobby at the former VIP desk
- 10. New Chocolate Store off the MGM Skywalk

**DOWN**

- 1. New Mexican restaurant and bar featuring dancers
- 2. Restaurant reopened with expanded buffet
- 3. 24 New Table Games Were Added Here
- 4. Will Rebrand the Grand Salon and Spa in Grand Pequot Tower
- 5. New Players Lounge That Was Added Near the Poker Room

Did You Know?  
February is Black History Month

Congratulations to our 2009 MGM Grand at Foxwoods Casino Marketing PRIDE Award Winners!



MGM Dream Rewards Assistant Manager William Flanagan (left) holds his PRIDE Award plaque while MGM Casino Host Vasiliki "Betty" Lehto and MGM Marketing Representative Walter Lee (right) are pictured in front of the signature MGM Grand at Foxwoods logo across from the MGM Dream Rewards desk. Photos by Corey Sipe.



**IT'S SHOWTIME!****MGM GRAND THEATER**

America's Got Talent with host Jerry Springer

Sun: 1/31, 2/7 at 2 p.m. & 7 p.m.;

Wed-Fri: 2/3-2/5; 7 p.m.;

Sat: 1/30, 2/6; 2 p.m. & 8 p.m.

\$25/\$35/\$69

Neustra Musica Presents: A Special Evening with  
Victor Manuelle "Yo Mismo" Tour; Latin/Salsa  
Sat., Feb. 13 at 8 p.m.; \$58/\$78

**B.B. King and Buddy Guy; Black History Month; R&B;  
Valentine's Day; Sun., Feb. 14 at 7 p.m.;**  
\$40/\$50/\$60

Mr. Dave Wang & Ms. Lui Shan and Musicians and  
Dancers; Chinese Show; Chinese New Year  
Sun., Feb. 20 at 2 a.m. and 2 p.m.; \$68, \$98, \$128

Michael Jackson: This it; Movie; Private Event  
Sat., Feb. 27 at 3 p.m.

Steve Harvey Treat Your Mouth Out Comedy Tour  
Sat. Feb. 27 at 8 p.m.; \$30, \$40, \$55

**FOX THEATER**

MPTN Giving Campaign Tournament; Emp. Bingo  
Wed., Feb. 10 at 8:30 a.m., 12:30 p.m., & 8:15 p.m.

**Doo Wopp Show**

Vandellas, The Contours, Shep's Limelites, The  
Persuasions, The Legendary Jesters and Harvey  
Robbins Royalty of Rock 'n Roll All-Stars  
Sat., Feb. 13 at 8 p.m.; \$49/\$59

**Love & Laughter Comedy Show and Concert  
Featuring Jagged Edge; R&B; Valetine's Day  
Sun., Feb. 14 at 7 p.m.; \$50/\$75**

The Wonder of It All Theme Song Competition  
Sat., Feb. 27 at 8 p.m.; FREE

**MGM PREMIERE BALLROOM**

Tasos Bougas and Kiss Madiam; Russian Show  
Sat., Feb. 20 at 4 p.m.; Price TBA

Fares Karam and Haifa Wehbe; Lebanese Show  
Sat., Feb. 27 at 9 p.m.

\$85, \$120, \$150, \$200, \$250, \$300

**SUNSET BALLROOM - GREAT CEDAR HOTEL**

Titanic: The Artifact Exhibition

Feb. 13 to June 13

Sun.-Thurs., 10am-8pm; Fri & Sat., 10am-10pm

Last tickets sold one hour before closing

\$20 adult/\$15 child/\$5 audio tour

Employee Appreciation Days; Feb. 13-27

98<sup>th</sup> Anniversary of Titanic; Apr. 14-15

**Improving Our Service...****Making Our Younger Guests Feel Welcome!**

In an effort to make our guests of all ages feel welcome, MGM Dream Rewards Marketing Representative Walter Lee offers a blank Dream Card to children after asking their parents or guardians if it's okay.

Each time, the adult's face lights up and so does the child's! When asked what it is, Mr. Lee explains it is a toy and encourages them to "work hard in school" with his signature smile.

The card serves as a free souvenir with the Foxwoods and MGM Grand at Foxwoods logos on the back with our website addresses.

Let's follow Walter's lead and create Moments of Magic not only for children, but for those caring for them! Do you have a unique way of showing our customers you care? E-mail [csipe@foxwoods.com](mailto:csipe@foxwoods.com).

**How Do We Sell the Dream Card?**

**When customers ask "What does the Dream Card get me," what do we say?**

"You are rewarded with an increasing amount of comps for your loyal play. You start receiving points and it grows and grows from there!" – MGM Dream Rewards Marketing Representative John Kenyon

"Your card entitles you to make hotel and restaurant reservations that aren't available to the general public." – MGM Dream Rewards Marketing Representative Edward Lowe

"As you play you earn points and those points are equal to dollars that you can spend in our shops, restaurants, hotels, salon and spa, and box office; both here and at Foxwoods next door." - MGM Dream Rewards Marketing Representative Corey Sipe

"The second you become a Dream Card member, you can expect to save as much as \$200 for a room at the MGM on the weekends," MGM Dream Rewards Supervisor Jean Brown

"It's the rule of thumb at every casino to get a player card plus you don't want to miss out on any promotions you earn!...A Dream Card is not only FREE but will save you \$ and get you free promotions in the long run!...You'll be a part of the best gaming reward program in the U.S. and it costs you nothing!" MGM Dream Rewards Marketing Representative Chanthavisuk "Nou" Singharaj

"I want you to earn rewards and by getting a Dream Card you are rewarded with points that turn into dollars and may be used at any of our fine stores, restaurants, hotel, and or spa treatments." MGM Casino Host Diane Skidmore.

**PROMOTIONS**

January Birthday Food Coupons; Feb. 1–28; Invited; Patrons should take coupon to restaurant; if you need to reprint comment account.

Morning Perks Offer Feb. (M–F, 6a–9a); See above.

**SPECIAL EVENTS**

\$15,000 Daily Slot Tournament; Rainmaker Casino Mon–Tues., Feb. 1–2; 10 a.m. to 7 p.m.; Invited, RSVP

Platinum Member Dunhill Wallet Gift Event; Invited Fri., Feb. 5; 7 p.m. to 9 p.m.; Grand Ballroom

Diamond Elite Food and Wine Event; GPT Mezz Level Sat., Feb. 6; 7 p.m.; Invited

**Diamond Elite Super Bowl Party; Grand Ballroom Sun., Feb. 7; 5 p.m.; Invited**

**Mid End Big Game Party; Premiere Ballroom Sun., Feb. 7; 5:30 p.m. to 9 p.m.; Invited, RSVP**

\$25–\$25,000 Luck of the Draw; Grand Ballroom Mon.–Wed., Feb. 8, 9, 10; 4 p.m. to 8 p.m.; Invited

Mega Stack Challenge XV  
Foxwoods Poker Room; Feb. 9 to 15

Employee Blackjack Tournament; Grand Ballroom MPTN Giving Campaign, Wed., Feb 10  
Semi–Finals and Finals; Thurs., Feb. 11

Anniversary Double Bonus Slot Play; Fri., Feb. 12

Iluv Ipod Gift Event; Grand Ballroom Sat., Feb. 13; 12 p.m. to 5 p.m.; Invited, RSVP

**\$300,000 Presidents Day Cash Celebration Sun.–Mon., Feb. 14–15; 10 a.m. to 8 p.m.; Must swipe at kiosk or play slots, tables, poker, keno, or bingo. One \$5,000 winner every 30 min 10 a.m. to 7:30 p.m., one \$50,000 winner at 8 p.m.**

**Foxwoods 18<sup>th</sup> Anniv. Cake Cutting Celebration Mon., Feb. 15 at 2 p.m.; Cedar Restaurant Square**

\$25–\$25,000 Mystery Bonus Slot Play; Tues., Feb. 16

\$50–\$25,000 Luck of the Draw; Grand Ballroom Fri., Feb. 19; 5 p.m. to 8 p.m.; Invited

Diamond Elite Di Modolo Gift Giveaway; Grand Ballroom; Sat., Feb 20; 8 p.m. to 10 p.m.

Supplemental Bonus Slot Play; Sat.–Mon., Feb. 20–22

\$10,000 Daily Slot Tournament; Rainmaker Casino Mon.–Th. Feb. 22–25; 10 a.m.–7 p.m.; Invited, RSVP

Employee Poker Tournament; Rainmaker Casino MPTN Giving Campaign, Tues., Feb. 23  
Semi–Finals and Finals; Wed., Feb. 24

Riches of Egypt Slot Tournament; Grand Ballroom \$50K; Fri., 2/26 & Sat., 2/27, \$100K; Sat., 2/27 & Sun., 2/28; Includes Dinner, Breakfast, Door Prizes; Invited; RSVP

**HOTEL PACKAGES AT MGM**

\$229 G–Relax Package – Deluxe Room at the MGM Grand plus 25 Min Escape Massage, Mini Revitalizing Facial, Choice of Quench Manicure OR Hair Wash & Style, G Spa Day Pass\* (\*Indoor Pool, Fitness Center, Sauna, Steam, Waterfall Jacuzzi, Robes, Slippers & Amenities) Packages available Mon–Thurs only and based on availability. Valid 1/4/10 – 4/29/10.

\$269 G Relax Spa Package with Lunch – Package Includes – MGM Deluxe Room plus 25 Min Escape Massage, Mini Revitalizing Facial, Choice of Quench Manicure OR Hair Wash & Style, G Spa Day Pass *Lunch for Two at G–Spa (\$40 value)* Packages available Mon–Thurs only and based on availability. Valid 1/4/10 – 4/29/10.

\$499 (Su–Th) or \$599 (Fri–Sat) G Revive Spa Package Includes MGM Director's Suite plus Choice of 50 Min Original Splurge Massage OR 50 Min Spa Signature Facial; Quench Manicure, Quench Pedicure, Makeup Application, Dinner at Craftsteak (\$100 value) Packages Sun through Sat and based on availability. Valid 1/4/10 – 4/30/10.

For more events go to [Foxwoods Today](#)



*The ROAR* Editor-in-Chief Corey Sipe views the front page of the Dec. 15 to Jan. 15 *The ROAR* Newsletter on a Dream Rewards computer in the MGM Grand at Foxwoods. Photo by Jean Brown.

[PRIDE I continued from page 1](#)

face.

Ask any MGM Dream Reward Representative and they will tell you Corey Sipe is passionate. He has discovered, through his massive contribution to *The ROAR*, new and creative ways to go above and beyond his job description. His willingness to help write, layout and edit a monthly Newsletter has made a significant contribution to the entire MGM Marketing & Promotions Departments and then some. By doing so, he has created a personal opportunity for each and every team member to experience the PRIDE values through this creative forum.

One key to winning the PRIDE Award is having and showing respect. "Respect is something that Corey has for sure," states PRIDE Award Nomination Author Tamra Foss. "He is the ideal man to have as a friend and co-worker. He would give you the shirt off his back. When the snow season comes he is always the one to count on to risk his well being to come to work when others cannot. He always has a bag packed in car to stay over night so that no team mates have to come in for their shift."

*The ROAR* by mere definition goes above and beyond to promote the entire Foxwoods property in a way only Corey, a true perfectionist, could accomplish. His constant bidding to his teammates to write, grab a camera, share a story or a tale is example enough that his heart and soul is dedicated to helping his department and in turn his co-workers. When helping customers at Dream Rewards, Ms. Foss said, "He seems to have a way to pull patrons back again and again." The electronic nature of this newsletter as a 'green' venture saves the company money while building team spirit.

Its culturally diverse content is a blueprint that incorporates the vast international diversity of the people who make up the Promotions and Marketing Departments. "If Corey runs into a point where he can't satisfy a patron's needs he will go out of the way to find a co-worker that speaks their language so that the patron feels appreciated and special," Ms. Foss explains.

And last but not least his enthusiasm speaks for itself. Read *The ROAR* and you cannot escape Corey's enthusiasm for writing, editing and engaging his co-workers in his endless pursuit for the perfect story. "I am actually excited to see Corey come in everyday because he always comes in with those pearly whites



(L-R) Jean Brown, Tamra Foss, Walter Lee, and Chanthavisuk "Nou" Singharaj at the Jan. 19 PRIDE Award Ceremony after enjoying a delicious lunch. Photo by Corey Sipe.

showing!" Foss proclaims. "It is truly an honor to win the PRIDE Award," smiled Mr. Sipe pride fully. "I would like to thank everyone for their support and encouragement including our department's previous PRIDE Award recipients: William Flanagan, Walter Lee, and Betty Lehto. I received a standing ovation when coming to work on Jan. 8 from our Retail Staff, Marketing Representatives, Casino Hosts, and William. There are few workplaces that show their appreciation to their team members like MGM Grand at Foxwoods and Foxwoods Resort Casino."

But, just who is the man behind the scenes putting *The ROAR* together day and night? Will the real Corey Sipe please stand up? Without reading a word he's written you first have to know that Corey is a dedicated scribe with an endless thirst for news but there's a lot more that you don't know about this very dedicated former 2006 Foxwoods Spirit Award Recipient. *The ROAR* Editor-in-Chief Corey Sipe, an MGM Dreams Rewards Rep., is a college educated journalist with two degrees from Eastern Connecticut State. He has a Bachelor of Science in Communications and a Bachelor of Arts in Political Science. He got his feet wet reporting on stories for *The Villager*, a small newspaper covering the community of Thompson, Ct. population 10,000. His assignments ranged anywhere from local high school sports, public education, town government, breaking news and feature stories.

What type of news is his favorite? "I like covering Town Government because there are different players involved with projects and you can connect the dots from start to finish. Thompson is a town on the Massachusetts border that put a lot of energy trying to prevent large development. People in the town wanted to preserve its rural character and encourage small businesses to thrive." states Mr. Sipe, "But our mission here at MGM's *The ROAR* Newsletter is more focused on our employees. We want to cover positive news about what our employees are doing at work and play to make improvements in their day to day work habits, the Casino and in our communities. We have a lot of untold stories like the profiles we did last month on Rachel Posillo and Edward Lowe. And this month we are featuring Diana Skidmore, Host and Service Champion who has dedicated herself not only to her job as host, but as a Special Olympics volunteer leader in her community."

So far Mr. Sipe, with the help of Mr. Flanagan, Jean

[PRIDE III continued on page 13](#)



(L-R) Jean Brown gives a speech at the Jan. 19 PRIDE Awards Ceremony with MGM Dream Rewards Marketing Rep. Service Champion Tamra Foss and PRIDE Award Winner Corey Sipe looking on. Photo by Jamal Brooks.



PRIDE Award winners for December 2009 and January 2010 gather for a group shot with Executive Director of Hotel Operations and Shared Services Jason Guyot after the Jan. 19 PRIDE Awards Ceremony. Photo by Jamal Brooks.

Dream Rewards Marketing Rep., Service Champion, and PRIDE Award Nomination Author Tamra Foss (right) explains that PRIDE Award Winner and *The ROAR* Editor-in-Chief Corey Sipe is "the ideal man to have as a friend and co-worker." Photo by Walter Lee.



his VIP Pequot Hotel experience. After reading about Edward I felt I was better equipped to resolve VIP issues more in synch with VIP standards."

In 2005 Mr. Sipe worked for the *Pictorial Gazette* in Old Saybrook, Ct. as a freelancer. "I learned that I really liked to dig for news, but the process is the same for *The ROAR*," explains Mr. Sipe. "We have to dig for stories, then be persistent to get the interviews and information we need in order to meet our deadline. It's a lot of work but it also very rewarding. I get excited when I hear people want to get involved. Rachel is a prime example. She started by taking a photo or two which lead to a short story which we decided should be on the front page and the rest is history. For this issue Rachel has taken on two full stories. One is a profile piece on MGM Host Diana Skidmore (page 1) and the other is a department news story about cross training into the Box Office Department." "When Rachel volunteered to write for us I was absolutely elated," adds Jean Brown, *The ROAR* Newsletter Manager, "She knows I will help her as will Corey and Mr. Flanagan. We'll be there every step of the way from asking the appropriate questions to the actual writing of the finished piece. We're taking everything one step at a time, but I'm confident Rachel will fly on her own very shortly once she learns some of the tricks of the reporting trade. Her last story on the Citrone Family Trains setup for the holiday display in Rainmaker was great. She's got the will, the passion and the talent. What more can you ask for?"

Where did the name *The ROAR* come from? "Well I'm very proud of our Lion, next to the MGM Grand Theater" smiles Sipe. "The built-in motion sensor makes him roar. I wanted a name that was synonymous with 'a voice' our employee voice. *The ROAR* is perfect." He will admit it is an adjustment to go from hard news to positive profiles but the rewards are just as great. "Doing a real news story can create controversy and people react negatively which can create stress. With *The ROAR* it's all positive news. Sometimes it's hard to get people to talk about themselves but with a little encouragement and help we get the job done. I'm sure people will become more

#### [PRIDE III continued from page 12](#)

Brown, and the general oversight of Roberta James-Brown has produced the lion's share of *The ROAR* working in between servicing customers at the MGM Dream Rewards Booth and on his free time at home. "Corey is the mild mannered man behind *The ROAR*," adds Mr. Flanagan who made the appointment. "Corey's education, prior work history, and his 'Clark Kent' like personality made him an obvious choice for the job." But it's a very big job that this Editor-In-Chief knows cannot be done alone. "We are excited about Rachel Posillo joining us as photographer and writer," states Sipe. "You will see her stories in this month's issue. She is learning the tricks of the trade on the job and she's really enjoying writing for us." But the Newsletter needs more hands to write and take photographs. "We want to get more people involved writing stories for us and taking photos. Until now it's been me and Jean Brown writing most of the stories. Since we are a 24/7 operation it's helpful to have people from all the different shifts so we get a better idea what's happening within our departments across Foxwoods. And we will accept volunteers with no former experience. In the past we had *Foxwoods Spirit* Newspaper. I enjoyed reading about other departments," adds Mr. Sipe. "I found it really helped me to understand the needs and demands of these department employees and it's helpful when interacting with other departments. Last month we did a profile on the MGM Grand Central Lounge with Edward Lowe. We discovered how Edward learned the VIP Business through

[PRIDE IV Continued on page 15](#)

Photo Collage of the Jan. 19 MGM PRIDE Award Ceremony



< Mashantucket Pequot Tribal Nation Chairman Rodney Butler thanked PRIDE award winners for their dedication. Photo by Jamal Brooks.



Mashantucket Pequot Gaming Enterprise President Michael Speller enjoys his lunch while watching supervisors praise PRIDE award recipients. Photo by Corey Sipe.



^ Corey Sipe, (right), Jean Brown, (center), and Tamra Foss, (left), load their plates full of delicious food. Photo by Jamal Brooks.



Gillian Murphy, who helped open MGM Grand at Foxwoods as General Manager in May 2008, now holds the title of Senior VP of Resort Sales. She came to congratulate PRIDE award winners. Photo by Walter Lee.

(L-R) Jean Brown, Tamra Foss, Corey Sipe, William Flanagan, Walter Lee, and Jason Guyot pose for a group shot in MGM Premiere Ballroom H. Photo by Jamal Brooks.



MGM Marketing Representative Corey Sipe thanks the MGM Casino Marketing Department for their support and the executive team for showing their appreciation to PRIDE award recipients. Photo by Jamal Brooks.



Jason Guyot explains that PRIDE award recipients help make MGM Grand at Foxwoods a special place for our customers and team members. Photo by Jamal Brooks.



Passion Respect Initiative Diversity Enthusiasm Photo by Corey Sipe.



Corey Sipe stands next to the MGM lion after the PRIDE Award Ceremony. The lion was the inspiration for *The ROAR* newsletter's name. Photo by Jean Brown.



December 2009 and January 2010 PRIDE award winners stand on either side of the MGM lion after the PRIDE Award Ceremony. As photos were taken, the lion roared several times, no doubt showing his appreciation for all of the hard work and dedication to PRIDE Award winners. Photo by Jamal Brooks.

[PRIDE IV Continued from page 13](#)

forthright as time goes on and they see how careful we are with our profiles. They will eventually learn they can trust us. Another important element is that I think we can counteract any negative news in the local newspapers regarding the Casino with the positive news we find and print about our employees and all their hard work here and at home. Remember there are 10,000 employees that are at risk of being insulted when a newspaper carelessly puts a needless negative slant on a Foxwoods story. We are a strong voice, all 10 thousand of us, and I know together we can turn these negatives into a positive for all to see. **The ROAR** is us doing our part to counter the negative."

Mr. Sipe notes that not every newspaper fits into this stereotype. "I worked for *The Resident Newspaper* that covers southeastern Connecticut and northwestern Rhode Island. The paper's focus was focusing on the positive stories of the community and each edition had personal profiles and stories about how the casinos, banks, and other businesses are constantly helping our communities. In fact, the newspaper used the slogan 'All the Good News That's Fit to Print.'"

He is confident that **The ROAR's** focus on positive stories at Foxwoods and the MGM Grand at Foxwoods will help us understand each other, appreciate our differences, and move forward in making our Resort Casino the best place to work.

Mr. Sipe encourages all departments to submit positive stories and MOM (Moments of Magic) for **The ROAR**. "There are success stories everywhere you look. Take Pandora which just opened up at MGM Grand. They have had a line out the door for weeks! What a great sign when the economy is at risk. It's a great success story," adds Sipe emphatically!

**The ROAR** is available to list all your birthdays and anniversaries (at work and at home) but this can only be accomplished if people take the time to share this information. "I got the Crossword puzzle idea from Tamra Foss, one of our MGM Dream Rewards Service Champions," smiles Mr. Sipe.

The actual production of the Newsletter has been an unbelievable challenge since Mr. Sipe has designed its layout



(L-R) William Flanagan, November 2009 PRIDE Award Winner, and Corey Sipe, January 2010 PRIDE Award Winner, pose for a photo after enjoying a soda at the PRIDE Awards Ceremony Luncheon. Photo by Walter Lee.



(L-R) January 2010 PRIDE Award Winner Corey Sipe and October 2009 PRIDE Award Winner Walter Lee, pose for a photo. Photo by Jean Brown.

**Happy Chinese New Year  
Feb. 14, 2010  
Year of the Tiger**

in Microsoft Word, the only software available presently. "To be honest, I was skeptical that a Newsletter could be published in Word as this program really isn't designed for this type of application, but Corey stuck with it and in my opinion he basically has accomplished the impossible," adds Ms. Brown. "Mr. Sipe's finesse and tenacity has made it work wonders for now." "I've purchased new software for my home computer that I'm teaching myself," continues Sipe, "its Adobe Photoshop Essentials which will help with the clarity of the photos. So part of this newsletter has incorporated Photoshop but the text is Microsoft Word. These changes are basically unnoticeable to the reader but will enhance the product."

"So for any budding reporters and photographers out there, please don't be shy. Jean Brown or myself will work with you and help you every step of the way. Just give us a shout or send us an email. This Newsletter is designed to be for you and about you and your Department. We can do an even better job with your help and a little of your time," concludes the mild mannered Mr. Sipe. "Just give us five minutes and we'll show you the world of creative journalism MGM style."

**HELP WANTED!**

Enthusiastic team members with the desire to show their PRIDE and take photos, write articles, submit birthdays/anniversaries or proofread **The ROAR** Newsletter. Questions? E-mail [csipe@foxwoods.com](mailto:csipe@foxwoods.com).

**New Hyperlinks in Newsletter!**

These allow easy access for article continuations and to access promotions and theater information directly from the page 1 masthead. Drag your cursor on underlined text, click on it, and then press CTRL.

[Restaurants continued from page 2](#)

The line of guests waiting to order delicious hamburgers, hotdogs and chicken to be washed down with soda, milkshakes, or beer went out the door into the hallway.

Almost every table was filled with folks enjoying their first New Year's Day of the New Decade.

Other restaurants which had extended hours on New Year's Eve included Al Dente serving until 10:30 p.m., Craftsteak with its last seating at 10:45 p.m., The Grill at Two Trees Inn and Alta Strada at 11 p.m., Cedar Steakhouse which served until 11:30 p.m., David Burke Steakhouse and California Pizza Kitchen with food served until 12 a.m., Golden Dragon which was open until 3 a.m., Noodles staying open until 6 a.m., and Veranda Café which was open all night and even after the sun rose on New Year's Day.

**Happy Valentine's Day From  
The Staff at the ROAR!**

[Diana III Continued from page 8](#)

all of us, we all help each other and to be honest that's what makes the magic. I wouldn't be what I am without them. It's a high stress environment and you can not be successful without a solid team" emphasizes Diana. We all know that with team work you become great friends. As Ms. Skidmore adds "We're friends... a team." Diana is greatly appreciated for all efforts she does at work on a daily basis. As Vasiliki Lehto, MGM Casino Host, better known to everyone as Betty, asserts "we all love her and appreciate her as a friend and as a coworker." Being a casino host takes a lot of hard work along with challenges. As Diana maintains "we know what our numbers are and our goals. Our team has had a very successful December which we can see, thanks to Tim Sutherland's new system of tracking us on spreadsheets, so we are all supercharged for an even more successful 2010."

Ms. Skidmore tries creating Moments of Magic with every guest that steps through our doors, by making sure these valuable patrons have a host no matter how much they play and to insure they have a Five Star experience here at MGM Grand at Foxwoods. "She consistently seeks out new business for MGM Grand at Foxwoods and Foxwoods Resort Casino," asserts Tim Sutherland a MGM Executive Casino Host. "She is very thorough and takes pride in marketing all property events with great enthusiasm. Her smile and demeanor has created long lasting relationships and a strong customer following, resulting in numerous repeat visits from guests. We are very proud of Diana and happy that she is part of our Team!" As Ms. Skidmore adds "It is so natural for me to sell this property. Working at Foxwoods and MGM Grand at Foxwoods you can be on the road to a successful career if you put your mind to it," concludes Diana. "I feel I've been given a lot of opportunities here and I know in my heart of hearts this is the perfect place where I would like to grow and succeed."

## RECYCLING CORNER

### Working Hard to Preserve the Wonder of It All Here on Earth!

What are Foxwoods and MGM Grand at Foxwoods doing to Preserve the Wondrous Planet Earth?

We recycle everything from cardboard, pallets, plastics, paper, metal, glass and much more!

We hold items for reuse by our vendors, like milk, bread crates and kegs. These items are picked up by our attendants from ALL departments, retail stores and restaurants then brought to recycling.

Non-returnable bottles are brought to Foxwoods main recycling and run through a glass crusher that turns the glass into ash tray sand. The excess glass bottles are recycled through Waste Management.

Foxwoods and MGM Grand at Foxwoods Environmental Services Department remove 25 tons of plastic from the waste stream annually by recycling 1-7 plastics! These plastics can become fiberfill for winter coats, sweaters, sleeping bags, and life jackets.

Solid waste or municipal solid waste from Foxwoods Resort Casino & MGM Grand at Foxwoods is brought to a local incinerator (not to local landfills) to become electricity!

MGM Grand at Foxwoods alone produces 894,661 KW-hrs of electricity from recycling, to power 1,164 homes annually!

We also recycle metal, cardboard and wood pallets. This recycling helps to create roofing, siding, foods cans, wood pellets (for home heating) paper towels, toilet paper, even cat litter!

Information from

[www.foxwoods.com/preservethewonder.aspx](http://www.foxwoods.com/preservethewonder.aspx).

### RECYCLING AT MGM DREAM REWARDS!

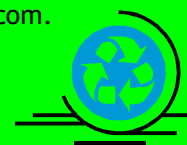
Dream Rewards Supervisor Jean Brown reports that we have recycled over 5,000 Dream Cards in our first month! Please continue to dispose of Dream Cards in the blue plastic bins next to the trash bins. Be sure when you rove the Casino floor and see Dream Cards in, on, or near slot machines to bring them back to Dream Rewards and recycle them! Encourage our colleagues from other departments to "Go Green" by doing the same.

### ENERGY CONSERVATION EFFORTS PAY OFF!

Senior Vice President of Resort Sales Gillian Murphy reports in the Jan. 22 - Feb. 5 Two of a Kind that Foxwoods and MGM Grand have used 5,875,378 less kilowatt hours during the first quarter. That is more electricity than it takes to heat 6,766 homes for the entire year!

### HOW ARE YOU GOING GREEN?

Please share with *The ROAR* Newsletter what you do at home to "Go Green" whether it's reduced wattage light bulbs, walking/biking to neighborhood businesses, recycling, or driving a hybrid vehicle. Your responses can be published in our next issue! E-mail [csipe@foxwoods.com](mailto:csipe@foxwoods.com).





**Language Corner:**

Spanish Translations Courtesy of Zunilda Wright  
 Italian, Portuguese, German, and French Translations  
 Courtesy of John Kenyon, Polish Translations Courtesy of  
 Bogdan Magonski, Laotian Translations Courtesy of  
 Chanthavisuk "Nou" Singharaj, thank you to all others for  
 their assistance including <http://translate.reference.com>.

English: Hi  
 French: Salut  
 Italian: Ciao  
 Polish: Witaj  
 Laotian: Sabaidee  
 Vietnamese: Chougotvei (Xin chào)

Spanish: Hola  
 German: Hallo  
 Portuguese: Olá  
 Greek: Γειά  
 Chinese: Neihow

English: Welcome to MGM  
 Spanish: Bienvenido a MGM  
 French: bienvenue à la MGM  
 German: Willkommen zu MGM  
 Italian: Benvenuti alla MGM  
 Portuguese: Bem-vindo a MGM  
 Polish: Zapraszamy do MGM  
 Greek: Καλώς ήρθατε στην MGM  
 Chinese: Quining liedowe MGM  
 Vietnamese: Shimi lenlay MGM(hoan nghênh MGM)

English: Thank You  
 French: Merci  
 Italian: Grazie  
 Polish: dziękuję  
 Laotian: Kop-chai  
 Vietnamese: Gummon (cảm ơn bạn)

Spanish: Gracias  
 German: Danken  
 Portuguese: Obrigado  
 Greek: σε ευχαριστώ  
 Chinese: Shishi

English: Good Luck  
 French: Bonne chance  
 Italian: Buona fortuna  
 Greek: καλή τύχη  
 Chinese: Howwen  
 Vietnamese: Dut (chúc may mắn)

Spanish: Buena Suerte  
 German: Viel Glück  
 Polish: Powodzenia  
 Laotian: Soa-Di-Der

**Congratulations to all of the 2009 MGM Grand at  
 Foxwoods PRIDE Award and Foxwoods Five Star Service  
 Award Winners:**

Jose Graciano, MGM Table Games, Shift Manager  
 Marilyn Contreras, MGM Count Room, Count Room Supervisor  
 Vasilika "Betty" Lehto, MGM Marketing Host  
 Sam Hudson, MGM ESD, Interior Attendant  
 Manishkumar M. Zalavadiya, Grand Effects, Sales Consultant  
 Bjorn Harsh, MGM Front Desk, Front Desk Agent  
 Walter H. Lee, MGM Dream Rewards, Marketing Representative  
 Mary Ellen Rydell, MGM Human Resources, Sr. H.R. Assistant  
 William Flanagan, Dream Rewards Assistant Manager  
 Samuel Stephanos, MGM ESD Supervisor  
 Cliff Perry, MGM Table Games Pit Manager  
 Jessy Babcock, Meetings Concierge  
 Jeffrey Malloy, Jr., Lion's Den Cook

**Celebrating a Moment of Magic!**



Magic Man Glenn Potter (far left) and Miss Magic Erin Thomas (far right) recognize Gabriele Johnson (second right) for Moment of Magic #3086 in Foxwoods Resort Casino. Johnson's supervisor Terry Chiaradio, Director of Poker (third right) is also pictured.

The Moment of Magic entitled "A Royal Flush" reads: "on 12/12/09 Gabriele Johnson, a day one employee, was talking with a 5-10 stud player who has been coming here for the past 17 years. He jokingly told her that he still hasn't gotten a Royal Flush Jacket. Gabriele, knowing that he is terminally ill, went to our shift manager Mark and asked for a jacket for the patron. He was so grateful for Gabriele's consideration. So thank you, Gabriele, for being there for our loyal patrons and brightening this one's day." Nancy Perrotti 039802, Poker

Diane Shockley, MGM Cage Cashier  
 Thye Yin Chen, ESD Interior Attendant  
 Kimberly Desbonnet, Slot Attendant  
 Mary Fisher, Grand Effects, Assistant Retail Manger  
 Shad McCrae, Entertainment, Lighting Technician  
 Vickie Ware, Retail, Sales Consultant  
 Mario DiBiagio, Retail Assistant Manager  
 Jason Morgan, Banquet Manager  
 John Weisbecker, Casino Accounting Operations Manager  
 Ayanna Adams, Promotions Marketing Representative  
 Jeffrey Braslavsky, Transportation Limo Chauffeur  
 Jamal Brooks, Communications Camera Operator  
 Beverly Dymont, Casino Accounting Operations Cashier  
 Heidi Gordon, Room Service Server  
 Ryan Hollis, Beverage Barporter II  
 Steve Reil, MIS Systems Engineer  
 Martin Tremmel, Sidewalk Café Buspersion  
 Michael Vongphosy, Poker Dealer  
 William Wendland II, Valet Parking Attendant  
 Brian Desbonnet, Finance Count Room Shift Manager  
 Elva Souza, Housekeeping Supervisor  
 David Fortier, Marketing Casino Host  
 Joshua Jordan, Hotel Operations Bell Captain  
 David Payne, Uniforms Attendant  
 Richard Pont, Transportation Traffic Controller  
 Carlee Welsh, Pequot Academy Senior Training Representative  
 Betty Ann Conroy, Table Games Floor Supervisor  
 Mary Wisniewski, Credit Department Supervisor  
 Phil Bonomo, Security Officer  
 Jennifer Gilman, Retail Coordinator  
 Karen Hess, Slot Operations Attendant  
 Marilyn Lovejoy, Bus Marketing Associate  
 Charlene Petrone, Race Book Writer  
 Glenn Potter, Pequot Academy Training Specialist  
 John Seyster, CAO Countroom Clerk