

MGM MARKETING'S ROAR:

MGM GRAND AT FOXWOODS DREAM REWARDS AND CASINO HOST NEWSLETTER

Dec. 15, 2009 to
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Special Winter
Holiday
2009/2010 Edition

William Flanagan Wins PRIDE Award

By Jean Brown

You'd be hard pressed to find anyone working for Foxwoods or MGM who understands the real value of the PRIDE Award better than Dream Rewards Assistant Manager William Flanagan. "I'm truly honored to win this award. It's such a great accomplishment for me especially given that I've been nominated by my entire Dream Rewards Team."

But to truly understand the importance of this distinguished award, you must first know that winning this much sought after honor as a manager has been the result of a great deal of trial and error plus patience for this special Assistant Manager who has worked very hard to achieve success. I'm 'the Susan Lucci' when it comes to being promoted up the chain in management," Mr. Flanagan jokes with his infectious grin. Susan Lucci of soap opera fame from "All My Children", you may recall, was nominated more times than anyone in television history. She received 18 nominations for an Emmy Award, but she never actually won the Emmy until 1999. "I've come very close to achieving management promotions. I've come so close more times than I can count," William adds with pride. But that's all behind him now. Just ask people like William's supervisor Michael Redivivo, Executive Director of Customer Development, this award is well overdue and very much deserved. "Bill demonstrates the meaning of leadership in every way. Whether it is dealing with an external or internal customer, Bill will always go the extra mile. Bill knows how to motivate the gaming floor with his personality. It does not matter if he is on the microphone doing a contest or just simply talking to a customer. His personality shows the confidence

and sincerity he has dealing with people's emotions. I could not think of a better person who deserves this PRIDE Award more than Bill."

From the very first day he started working here at the ripe old age of 22; Mr. Flanagan fell in love with the Foxwoods atmosphere. "Those were the 'Pre days' before slots. There were only table games and bingo. People came from far and wide. We'd meet people from across the country and around the world. We were a small isolated community before the Casino where you knew your town and neighbors but Foxwoods changed that forever. From the second I started working here, I fell in love with the diverse atmosphere, the excitement and the people." William's 18 years of dedication is very rich with star-studded, top-shelf, Foxwoods Entertainment. He's one of the few to witness the magnificent grand opening of the Fox Theatre with 'Ole Blue Eyes', Frank Sinatra. And the rest as they say is history, Foxwoods Casino History.

It was Dennis Cavanagh, MGM's Director of Gaming Operations, who announced that Mr. Flanagan won the PRIDE Award at the daily operations meeting as William sat by in shock. "I was totally surprised, I did not have a clue that I won. My total focus was to entice our Dream Rewards Team to nominate one of their fellow team members. But, I was more in shock that my team members collaborated and worked together to make this happen. It was at that very moment I came to the realization my members were an 'Absolute Team' and nothing could mean more to me. It's very moving. We have a very diverse group from around the

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William Flanagan accepts his PRIDE Award at the Dec. 3 luncheon. Photo by Corey Sipe



Marketing Rep. Walter Lee (left) and Assistant Manager William Flanagan (right) are now both PRIDE Award recipients. Photo Courtesy of MGM Human Resources

Citrone Family Train Comes to Foxwoods for All to Enjoy

By Rachel Posillo



The Citrone Family Train in Rainmaker Square consists of five cars which surround a gingerbread village. Photos by Rachel Posillo



"I brought the train to Foxwoods just to get the job done," proclaimed Jason Citrone proudly lending Foxwoods the Citrone family heirloom train for the Christmas holiday. "I was in a meeting; we were trying to decide what to do for Christmas. We wanted something different that would be great for our patrons to see. I chimed in with the suggestion of using my family's antique Dodge gas train that my grandfather had made in post WWII." This

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Celebrating Our Moments of Magic

Five Star Gesture to Help Team **Zunilda Wright; Marketing Representative**

It was a busy night and Toby Keith was performing at the MGM Grand. Dream Rewards Representative Zunilda Wright was scheduled for her 20 minute break. She signed out and left. Within minutes the show let out and a line formed instantly at the Dream Rewards Booth. We looked up and Zunilda was returning to help us. She saw the show getting out just before she entered the back of the house. Knowing this would be a rush for Dream Cards; Ms. Wright turned right around, forgot her break and returned immediately to the booth to help our team and the patrons waiting on line. This made such a difference. We got the line under control in less than ten minutes. Ms. Wright's selfless act made all the difference in the world. She enabled her entire team to meet the customers' needs in a Five Star standard fashion. A big Roar for Ms. Wright. Thanks for thinking of all of us. It was a Grand Team oriented act that made us all look good.

Jean Brown, Shift Supervisor

Pies, Pies, and More Pies!

Gail Clark, Noel Dash, Corey Sipe, Edward Lowe, Tamra Foss, William Flanagan, Roberta James-Brown, Jaime Bronit, James Fields, Cathy Wickerd, Dannika Byrd

Mail Services, Dream Rewards, MGM Table Games & MGM HR

The Annual Fall Giving Pie Sale is a delicious, distant memory now, but I wanted to send kudos out to everyone who made it such a fun success at MGM! Everyone who helped man the table did so with a smile and enthusiasm that certainly sold pies and spread cheer. There are even more magic makers behind the scenes who helped bake and shuttle pies between properties. CAO was a wonderful help with the accounting side of things. Everyone works together to make this a great holiday treat. Now to work off all the pie we ate.....

Mary Ellen Rydell; Senior Human Resources Assistant

MGM Human Resources

Patience and More Pays Five Star Dividends

Rachel Posillo; Marketing Representative

A couple who had arrived by Sea Jet came to the Dream Rewards Booth at MGM and asked Dream Rewards Rep. Rachel Posillo if she could possibly help them change their Sea Jet reservation so they could return home early. John and Elizabeth Tesoriero had made the reservations but knew life would be so much easier if they had professional help with their schedule change. Rachel called Reservations but the original reservation couldn't be found. Rachel was instructed to have the couple call the Cross Island Ferry themselves. Rachel persisted and worked with the reservationist giving her the reservation number while patiently waiting on hold, on and off for over 15 minutes. In the meantime

she assisted other patrons. "I simply asked if she could call on their behalf, since they made reservations through the Casino originally." It took several attempts and several 'being put on hold' but in the end there was victory. "It made perfect sense and was in keeping with our Five Star mandate," smiled Rachel. Mr. and Ms. Tesoriero were absolutely thrilled with the service and could not thank Rachel enough for all her help. "I look forward to seeing you on your next visit," added Rachel as they waived good bye. If you are the reservationist who did all the leg work we want to thank you too. You were amazing. Call us at Ext. 39580 so we can add you into this Moment of Magic.

Jean Brown; Shift Supervisor

Making Dreams Come True

Edward Lowe; Marketing Representative

I have had the privilege of working with Dream Rewards Marketing Rep. Edward Lowe on several occasions and what stands out is his unshakable professionalism. No matter what the circumstance, Ed handles the problem with expertise and grace that stands shoulders above the rest of us. Time and time again I have seen patrons wait in line specifically for him. Courteous prompt service, allowing time for answers, and explanations to all of their concerns is above and beyond average service for sure! Working with Ed after a recent show in the MGM Grand Theater with a high volume of patrons in front of us has prompted me to let all know about the high quality of Ed's work! Thank you Ed, for setting such a fine example for the rest of us!

John A. Kenyon; Marketing Representative

Great New Supervisor Isaac!

Isaac Yates; Shift Supervisor

It was the tail end of the Tropical Storm Ida, tree limbs lined the roadways making my normal commute to work much slower. When I arrived a bit unnerved behind schedule, I encountered Swing Shift Supervisor Isaac Yates as he happily greeted guests with his Five Star Service and warm smile. Mr. Yates leads his team with a firm but fun manner, making his coworkers relaxed and resilient as they meet our patron's demands night after night. His professional appearance is GQ quality holding the bar very high for the rest of us. Mr. Yates was very generous with his time as he covered for me saying "no problem"! Thank you for staying late on a busy Friday night. It was indeed a Moment of Magic.

Jean Brown; Shift Supervisor

Five Star Magical Man

William Flanagan; Assistant Manager

The MGM Dream Rewards Team is a group of very different people from different backgrounds just like you would find in all other Company department. But there is one big difference,

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MGM Marketing's ROAR

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Rachel's The Biggest Winner!

By Jean Brown

"My doctor said to me if you keep eating what you are eating you will have a massive heart attack within three years!!! That would put me dead at 25 years old!!!! "That's way too young," proclaimed MGM Dream Rewards Representative Rachel Posillo. "I was 22 at the time. And I knew the bad news was coming because I was carrying 205 pounds on my petite frame, my health was suffering and I could tell by my doctors tone of voice. Even now, 13 months later, I feel emotional; I get a big lump in my throat when I think about that day. All I could picture was my beautiful young niece and nephews and thinking I won't be alive to see them grow up. That's all I needed."

Now, on any given day when Rachel has a break she hops onto the Foxwoods employee website, which is My Health Pequot Plus, to check her weight loss progress.

"I saw in the *Two of a Kind* back in August 2009, there was a health site called <http://myhealth.pequotplus.com> and you sign up and you get so much help!! You can set up a full personal profile. You can track your cholesterol, blood pressure, any conditions you may have, medications, and much more. It's called your 'Personal Health Record'. You can print it out and you can keep it on you just in case of a medical emergency!!! Next you can take a health assessment that doesn't take that long to do! Once that's done you can go to the 'Personal Health Coach'. There you take a little survey and get matched up with a plan for exercise and nutrition that is user friendly and very effective."

When Rachel was given that tough news by her doctor just over a year ago there was no such Foxwoods website so she had to invent her own program. "The first thing I did was go out and find a gym, since I'm a Foxwoods employee it was only four dollars a week. So, a \$60 monthly package only cost me \$16 dollars a month."

"I had not been in a gym for a very long time. When I walked in it was so high tech. It was very intimidating but I like trying new things so the next day I went in and rode the bike for one hour and was I ever sweating. Every minute I sat on that bike I thought of my niece and nephews. I got immediate results. I pretty much had to get new work out clothes within two months because I had lost 25 pounds. First I stopped drinking soda. I had no caffeine, no candy, no junk food and no red meat. I kept it simple. I ate chicken, seafood, lots of fruits, nuts and veggies. I love almonds, plain unsalted almonds. If you get Blue Diamond Almonds with no salt added (natural) they are really good. They kept me going on my program and that was key. The almonds are really good for you and they counteract greasy things like cheese. That was good to learn." Rachel stopped eating late dinners or any other foods three hours before going to bed.

"After my very first workout I felt so alive and healthy I just wanted to keep going. Then I thought why did I ever stop working out?" In high school Rachel did track and field and was in really good shape. "I could leg press over 800 pounds believe it or not and my coach could not even do it. I was superwoman in high school. That's what everyone called me back then." Her workout schedule is



MGM Dream Rewards Marketing Rep. Rachel Posillo works out on a treadmill in the G-Spa full-service Fitness Center Facility on the third floor of the MGM Grand at Foxwoods. The facility is open 7 days from 6:30 a.m. to 9 p.m. with services from 8 a.m. to 8 p.m.
Photo by Jean Brown

every other day, day two, four, and six are rest days. "I had my schedule made out for a month; I was going to do the bike that was it."

Then the WiiFit came out and Rachel did that at home. "I did the hoola hoop, skiing, and levitating. It's very hard. I would run for a half hour and watch TV at the same time."

The WiiFit soon got boring in about three weeks so Rachel purchased workout DVDs to supplement her gym workout. "I do the treadmill, around the world, for about an hour and I burn about 300 to 400 calories. I do the toughest setting. And then I'd move to the elliptical machine. I started to lift weights as well to gain muscle strength."

While the weight started coming off fast thanks to the workouts combined with a simple eating program, there were still cravings. "I loved Doritos and Twinkies but my doctor scared me senseless and said no junk food so it was no junk food. Thank god I love vegetables. The discipline is harder I think when you fool yourself and think you are not in danger."

Now Rachel makes changes everywhere. "When I make things like Sheppard's Pie there's no ground beef allowed but I can make it with ground turkey or chicken. I'm not going to lie; changing how I made food was not easy. You have to learn new ways of doing things." Her favorite is homemade chicken parmesan, "Instead of deep frying the chicken I went out and got the GT Express for \$50. You can buy it at Benny's. It's like a George Foreman Grill but better. And it was a lifesaver. I have two of them now." Rachel made meatballs (turkey balls) on one of her new grills. It's called a 'Redi Set Go'. You can make omelets, chicken parmesan, grilled food, cookies, cakes and much more.

"For me I am diabetic so I had to do things differently than the average dieter. I have to closely watch my sugar. I stopped red meat and sodas and junk food that helped the diabetes. I was diagnosed

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Gingerbread Village in Rainmaker Square

Photos By: Rachel Posillo



(Left) On Nov. 27, Chef Eric Steeves maps out where the different gingerbread houses will be placed on a table in the Rainmaker Square, directly across from the Festival Buffet.



(Right) Chefs discuss on Nov. 27 where the houses will be placed.



(Left and center left) Several small fir trees and a large train featuring a locomotive, caboose, and coal car surround the Gingerbread Village display.

(Right) The gingerbread houses sit on shelves awaiting their arrangement in the display.



(Left) The Gingerbread Village houses are in food trays after they were fabricated by Foxwoods chefs. (Right) A gingerbread waterfront home awaits placement.



(Right) A sign explains details of the Gingerbread Village also known as "Winter Wonderland in the Trees"

WINTER WONDERLAND IN THE TREES

Our annual Gingerbread Village Display was made entirely by the Foxwoods Bake Shop Team!

The Village is made up of 20 Houses, Rice Krispies, Assorted Cereals, 60 Trees made from Ice Cream Cones/Sugar, Nougatine, Pastillage, Candies and about 100 Pounds of Sugar Rocks.

The Chocolate and Sugar Ship is a replica of the Charles W. Morgan Whaling Ship currently housed at the Mystic Seaport Museum.

The New England Lighthouse is made of Solid Chocolate; the Rock is made entirely of Cooked Sugar.

*The following were used to create **WINTER WONDERLAND IN THE TREES***

- * 150 Pounds of Gingerbread Dough
- * 300 Pounds of Royal Icing
- * 100 Pounds of Chocolate
- * 20 Pounds of Cooked Sugar

...and yes, the entire Village is edible...but please do not eat it!

Special thanks to Executive Pastry Chef Franck Iglesias, Elias Hajjar (Sous Chef), Eric Steeves (Sous Chef) & Donna Baron (Specialty Cook II).



More than 20 structures make up the Gingerbread Village with the majestic Grand Pequot Tower in the background.



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would be the first year the one of a kind display is available for the public to view at Foxwoods and hopefully it will be a Foxwoods tradition for many years to come. This beautiful creation was in storage for over forty years since his grandfather passed away in the 1960's. When Jason brought it out of storage he touched up the giant engine,

box cars and caboose with some paint. Jason's parents were more than willing to let this sentimental family favorite go on display at Foxwoods. In fact, Mr. and Mrs. Citrone were at Foxwoods when the assembly team set it up in Rainmaker Square a few days before Thanksgiving for all to enjoy during the festive holidays to come. This is truly a Citrone Moment of Magic.

Holiday Décor Tour of Foxwoods and MGM



Fabricator Jason Citrone finishes installation of the Menorah at the Atrium Lounge gazebo, behind the main stage. Photo by Rachel Posillo



A Santa visit. Photo by Jamal Brooks

A large wreath at the bottom of the escalators of the World Poker Tour Poker Room in Rainmaker Casino. Photo by Rachel Posillo



The Promotions Stage, next to California Pizza Kitchen, features a Christmas tree with ornaments, presents with store logos, a fireplace with wreath, and Santa's red chair. Photo by Corey Sipe



By Corey Sipe

While putting up holiday decorations around your home may have been easy, the project at MGM Grand at Foxwoods and at Foxwoods Resort Casino was a labor of love by 21 in-house employees and an outside vendor that began Nov. 12.

Here at the MGM Grand at Foxwoods, six large trees were installed in various locations which include the hotel lobby, rotunda, Lion's Den, and the ballrooms. The trees feature yellow, red, and green ornament balls and white lights.

Small gold light-up trees were placed in the MGM Grand Hotel Elevator Lobby near the Concierge Desk.

Garland and white lights surround the lion in front of the MGM Grand Theater along with two small trees.

Installation of these decorations was a team effort.

While New Leaf Interior, an outside vendor, installed and decorated most of those trees, the Foxwoods Landscaping Team helped with decorations for the MGM Conference Center.

According to Carolyn Bliven, Landscaping Floral Designer II, the Foxwoods Landscaping Team installed and decorated trees and swags in the MGM Celebrity and Premiere Ballrooms as well as wreaths in the five small meeting rooms in the MGM. These include the Star, Encore, Red Carpet, Bravo, and Spotlight rooms.

The team also helped G-Spa with their holiday décor and decorated the MGM Loading Docks for the turkey giveaway.

Cherie Williams, Foxwoods Interior Landscaping Lead, said holiday décor installation was done by 16 Interior Landscaping staff members.

All five floral designers worked on various arrangements and wreaths for the holiday season.

In total these decorations include approximately 30

trees, 35 wreaths, and 39 floral arrangements which are located throughout Foxwoods Resort Casino, Two Trees Inn, MPTN Museum, and the MPTN Community Center.

There are two large wreaths with white lights placed on either side of the Grand Pequot Tower Hotel Elevator Bank on the casino level while a Christmas tree was installed at the Paragon Restaurant on the 24th floor.

Wreaths were placed in the Grand Pequot Tower 10th Floor Meeting Rooms.

On the mezzanine level near the escalators, a 20-foot tree is decorated with red and gold ornaments, white lights, and silver and gold wrapped gift boxes.

Garland was placed around the poles of the entrance to Veranda Café with a small countertop tree.

A large tree with white lights and ornaments can be found at the bottom of the escalators of the Grand Pequot Tower Hotel Lobby.

Wreaths were installed outside the main entrance to the Grand Pequot Tower and four large wreaths are located at the front desk and the former VIP Desk.

Club Newport has a small tree with red and gold decorations while another small tree was installed inside the Tree House Arcade.

There is a large Christmas display on the Promotions Stage, next to California Pizza Kitchen.

Last month, the display was prepared for Santa Claus' visit on Black Friday.

The display includes a large tree with red and gold ornaments and multi-color lights, a decorative fireplace, and a large red chair for Santa. Packages underneath the tree have red and green store logos.

A towering tree is outside Cedar's Restaurant with red, white, and gold ornaments, white lights, and red and white colored gift packages underneath.

Along both sides of the Great Garage Skywalk are garland with red bows and multi-color lights.

At the windows near the top of the Great Cedar Waterfall, there are large gold spherical ornaments hanging.

There is a large tree with red garland, a red bow,

Holiday Décor Tour continued on page 14

MGM's Grand Central Lounge Overflows with Star Power

By: Jean Brown

"We do whatever it takes in the MGM Grand Central Lounge to enable our Very Important Patrons to have a good time. It's a Five Star Standard," smiles Dream Rewards Edward Lowe. The MGM Grand Central Lounge is extremely selective when it comes to its patrons typically only Gold, Platinum, and Diamond Elite players gain access. That is why Marketing Representative Edward Lowe was asked if he would consider working there. "Edward was selected to work the lounge due in large part to his professional presence. He is gentlemanly in his approach. He ensures that every guest he comes in contact with is greeted and their inquiries are satisfied," explains Dream Rewards Assistant Manager William Flanagan who was responsible for Edward's cross training into our most important lounge.

In watching Edward perform his lounge duties there is no question he takes his job very seriously. He is extremely polite, observant, responsive, and respectful of the guests. The job is deceiving because guests come into The Grand Central to relax from the action and take a breather but what's critical for the lounge environment is for staff to be receptive to our guests every need. Mr. Lowe finds himself working in concert with Concierge, Hotel, Food and Beverage, and In-room Dining. He is on the phone constantly while marketing the property but there is a whole lot more to the job. "Our guests really appreciate top of the line professional VIP service and they expect us to overcome even the most difficult hurdles," smiles Mr. Lowe modestly.

"We had one challenge last month where a Diamond player was trying to get her son to the airport. After exploring several possible limousine and taxi options we decided the most efficient plan was to have Enterprise Rentals drive a car to the MGM Lobby and drop off the keys. The price was definitely right. The son drove himself to the airport and dropped the car off for under \$100. It was a win, win for everyone. Once we were able to resolve the problem, our players were free to go back to an enjoyable night of gaming."

Edward's background is not the norm. He came to Foxwoods with a Bachelors Degree in Science. He spent one year in VIP at the Pequot Hotel before being hired back to represent MGM's Dream Rewards. He, his wife Kathy, a dental hygienist, and teenage son, Zack, live in nearby Rhode Island.

"The MGM Grand Central is a perfect place for our guests to transition from a rough trip to the highest level of Five Star Service," explains Edward. "Here is another example of how the lounge makes a huge difference. We had a New Jersey couple invited here by player development. The couple got in a horrible traffic jam on Interstate 95 which delayed their arrival by two hours. So you can imagine they were not very happy by the time they got to us in the lounge. When this weary couple joined us it was easy to find out their challenges and sort out any problems. The lounge motto or should I say Justine's (Grand Central Lounge VIP Host Justine Anthony) motto is 'let's make it happen, find a way to say yes'. This is our opportunity to invest in a guest by making them feel special and at home. You'd be surprised what a



MGM Dream Rewards Marketing Rep. Edward Lowe and MGM Grand Central Lounge VIP Host Justine Anthony stand near the entrance of the lounge. Photo by Corey Sipe

difference that makes to a good player."

The MGM Grand Central Lounge, now located in the MGM Grand Lobby, is one the more difficult lounges on the Foxwoods property to get into. But patrons lucky enough to make the grade simple love the Five Star perk. What they get besides sandwiches, fresh fruit and cheese, dessert and top shelf drinks is social interaction. "If you go there by yourself, Justine will introduce you to a group of friendly people by making a personal connection so that you extend your circle and become familiar with fellow VIP MGM Players," explains Mr. Lowe.

Edward is considered the ultimate team player. And he has a special knack for paying tribute to his co-workers.

"Justine is amazing, she has star quality, 5-star that is and the VIP's come in to the Grand Central Lounge just to see her. She knows their names, their children's names and their pets."

"I think the Grand Central Lounge has created more of a connection for our best players and our employees," adds Justine Anthony, MGM Grand Central Lounge VIP Host. "It's just a slight diversion to get here for a break but you are close enough to the action so you can relax for a little while, have some good conversation, food and a drink and go back to the tables or slots."

Ms. Anthony was trained by the best (second best next to the MGM). She worked at Studio 54 in Vegas, "I was a dancer for three months, VIP cocktail waitress for two and a half years and then lead VIP host for six and a half years," smiles Ms. Anthony. "Believe me she really knows her stuff," adds Mr. Lowe.

The combination of Mr. Lowe working alongside Justine Anthony is gangbusters for the Lounge and the Casino.

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Magic Man Brings Smiles to Team Members

By Corey Sipe



MGM Trainer Jaime Bronit and Glen Potter Pequot Academy Training Specialist III pose as Miss Magic and Magic Man. Photo by Mary Ellen Rydell



Ronald Gebler, MGM Security Officer, left, is recognized by Miss Magic and given a certificate of recognition at a pre-shift meeting. Photo by Mary Ellen Rydell



MGM Security Officer Ronald Gebler poses for a photo with Magic Man and Miss Magic. Photo by Mary Ellen Rydell

Imagine going to pre-shift and seeing a man wearing a black tuxedo jacket and pants, a dark red vest with matching tie, over a white shirt with a wand in his hand and a black hat on his head.

Next to him is a woman with a black skirt, white blouse with a black bow tie, and a black hat.

Who is the newest dynamic duo?

They are Magic Man and Miss Magic, otherwise known as Pequot Academy Training Specialist III Glenn Potter and MGM Trainer Jaime Bronit.

Potter pitched the idea at a Five Star meeting and Bronit said, "Anyone who knows Glenn knows he doesn't do anything halfway. If he comes up with an idea, he runs with it and makes it work to his fullest potential."

Like always, Potter made the Magic Man and Miss Magic idea come to life.

"My idea of the Magic Man is someone who would recognize the significant Moments of Magic. Magic Man along with his lovely assistant Miss Magic would visit specific employees and recognize and reward them for their Five Star Service," Potter explained.

Bronit explained, "Glen and I set out to make sure our costumes were perfect. They had to be just right. When guests and team members saw us coming we wanted them to get the idea of magic, the rest Glen and I would explain. We were able to create the perfect costumes."

Bronit bought and designed the costume for Miss Magic, Potter explained, adding that Magic Man's tuxedo was designed by the Foxwoods Uniform Department but the rest of the costume was paid for, designed, and developed by Potter.

Potter is thankful for the help of Gail and Lily in the Foxwoods Uniform Department.

Magic Man and Miss Magic hope to encourage more employees to make Moments of Magic.

"Since the implementation of the Five Star Service Standards in January of 2009, we have been trying to create more Moments of Magic in the Company. Standard number five is 'Create Moments of Magic by anticipating guest's needs and helping each other.' These Moments of Magic happen every day at Foxwoods and the MGM Grand at Foxwoods and we tried to find a way to recognize the employees who create them. We created a link on FoxNet for the Moments of Magic. This was a place where anyone could go to enter in a Moment of Magic on anyone in the Company and recognize them for Five Star Service. It was a big hit," Potter said. There are more than 3,000 Moments of Magic entered.

Six employees have been recognized so far by the pair, based on significant numbers of Moments of Magic.

Those six include the first Moment of Magic entered in the system, recognizing Robert Couture from MGM Environmental Services Department, #500 recognizing Sue Penrose from the Retail Department, #1000 recognizing Geoffrey Brunelle from the MGM Table Games Department, #1500 recognizing Sharon Esaiyo from the Essentials store in the Retail Department, #2000 recognizing Damien Dupont from the Foxwoods Count Rooms, and #2500 recognizing Ronald Gebler from MGM Security.

"Each of these employees was surprised by a visit from Miss Magic and Magic Man. At that time they were interviewed about their moment, presented a certificate of recognition (signed by their director and VP), given a prize (gift card), and recognized in front of their department and given a funny and entertaining magic show. Hopefully the magic works! Basically, we tried to create a Moment of Magic for them," Potter said.

The magic show includes silly card tricks, magic bag tricks, and a silly dice trick designed to make people laugh.

"Sometimes the tricks don't work which is even funnier," Potter said.

All six employees received \$50 Stop and Shop gift cards but future prizes are yet to be determined.

Magic Man Brings Smiles continued on page 13



(L-R) Shift Supervisor Jean Brown, Shift Supervisor Isaac Yates, Shift Supervisor Bogdan Magonski, ROAR Newsletter Editor Marketing Rep. Corey Sipe, Dream Rewards Assistant Manager William Flanagan, Pride Award Recipient and Service Champion Marketing Rep. Walter Lee and Jason Guyot, Executive Director of Hotel Operations and Shared Services in the MGM Premiere Ballroom on Dec. 3. Photo by Jamal Brooks

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world including countries like Panama, Poland, and China. It's a huge accomplishment getting such a diverse group to think and act as a team."

It was MGM Roar Newsletter Editor Corey Sipe, a June 2005 Foxwoods Spirit Award Winner, and Edward Lowe, VIP Lounge Representative, who lead the charge during the nomination process. "Moments of Magic happen everyday when William comes to work," admits Mr. Sipe. "Whether it's helping guests at the counter when we have a line, helping guests learn how the kiosk machines work or just helping them with directions, William does an outstanding job. He is a day one employee at Foxwoods and knows the property like the back of his hand."

His unique management style stresses listening to his staff rather than lecturing. "William takes the time to listen to what we have to say," adds Mr. Lowe. "His passion for including our voice (our team's opinion) in his response to everyday challenges demonstrates respect for what I and my teammates have to say. This is a managerial characteristic that is missing from many modern day managers. His enthusiasm is infectious: his can-do attitude gives me the assurance I need that no matter what the challenge is; I know I can do it." "He treats you like an adult," assures Representative John Kenyon. "He recognizes my great strengths for success," states Chanthavisuk Singharaj known to his team as 'Nou'.

An MGM Assistant Manager plays many roles as he leads his team towards a high level of successful Five Star Customer Service. Having a 'heart of gold' is by no means a requirement for such a challenging leadership position but in Mr. Flanagan's case it's very much a part of the package. Just ask Dream Rewards Representative Tamra Foss, "My mother recently passed away in a tragic accident. Everyday William called to see how I was doing. He kept me strong during a very difficult time. Everyday he spoke with me, he reminded me to keep my head held high for my family. He treats us like family."

The high level of respect Mr. Flanagan shows his team somehow transforms the work environment. The result is making what some might perceive as a mundane job into an extremely vital position. Just ask Mr. Lowe, "He is passionate

that our department delivers consistent Five Star Service, and if he observes (or is informed by leads or co-workers of) some aspect of our service delivery that needs tweaking to achieve this, he trains or retrains us to "make it happen". His training has embedded in it all of the aspects of PRIDE standards, and he demonstrates this by example in dealing with both internal and external customers every single day. His consistent delivery of Five Star Service (to me) makes me amply prepared to do a Five Star job!" "William always has a positive attitude," adds Mr. Sipe. "And, he thanks folks for coming into work." "He's William, He's awesome," chimes in Dream Rewards Representative Rachel Posillo. "He's there when you need him." "He shows that he cares about you," adds Dream Rewards Representative Zunilda Wright.

This Five Star Award is something Mr. Flanagan gets to keep and reflect upon for a long time to come. But it's the first class awards luncheon given by MGM Management and served by the Banquet Department that created very special lasting memories for this deserving winner and his team. "I get emotional when I think of the luncheon," admits William. "My team caught me off guard. They surprised me and showed up in force."

Not only did we show up in force but we could not resist paying a well deserved tribute to this great man who has created such positive change in all our lives during a painfully difficult economic time. I was the first to speak at the microphone "William taught me that achieving success large or small is a process that takes a great deal of patience, a lesson I've learned only by his example." (That success could be something as simple as refining ones method of greeting a guest. At first the new approach feels foreign and uncomfortable but then with repetition and patience your comfort level increases as your confidence builds and before you know it you are genuinely enjoying greeting every guest with a Five Star smile.) William's lessons are endless and patience is an extremely valuable lesson for me as a new supervisor." As many before me have said, William brings out the very best in his people. Dream Rewards Supervisor Bogdan Magonski said it best, "William you are the very best coach I have ever had in my life. You are there for me when I need you. You encourage me and help me make the right decisions no matter how difficult they may seem at the time." And Bogdan was not alone in his point of view. Just ask Swing Shift Supervisor Isaac Yates who stood at the microphone and continued the special tribute, "William has brought out the best of my abilities as a leader and I find I'm enjoying my successes more and more everyday. I want to thank you for your support." One very unique trait that this manager brings to the table is his uncanny ability to identify his team's individual strengths. Then, he finds unique

Cirque Holidaze Finishes a Successful Run

By Corey Sipe

The successful 12-show run of Cirque Dreams Holidaze at the MGM Grand Theater was the first to put our customers in the holiday spirit this season. The show is based on the premise of Christmas ornaments coming to life and aspects of the show include gingerbread men flipping through the air, toy soldiers marching on thin wires, snowmen balancing, penguins spinning, reindeer flying above.

Jared Burnett, who played the electric violin as a soldier in the production and is the company manager of the group, was glad to perform in a show here at the MGM Grand at Foxwoods. "The people here are actually coming to the show and are excited to see it. There were up to 3,000 people at each show with more than 15,000 attending over the show's run," Burnett said, adding that audience members consisted of both customers who bought tickets as well as those who received complementary tickets from the casino. In both cases, he could tell audience members came to get into the holiday spirit and enjoyed a show that did not involve a deep storyline like the other Cirque shows, but rather colorful costumes.

For 27-year-old Burnett, his music career started when he first played the violin at age 3. He later took private lessons through elementary and private schools, and then played in several bands before opening for Maroon 5 and Jessica Simpson in 2001 and 2002. Burnett's resume also includes working with amusement parks like Universal Studios in his hometown of Orlando, FL.

While his current job brings him away from home, he loves to travel. "It's great to travel around the country, I have been in every state in the past four years, and I never thought I would be able to experience this opportunity."

In addition to Cirque Dreams Holidaze, Burnett played a role in Cirque Jungle Fantasy, a production that made it to Broadway. "That role was more intricate and I played music that brought the jungle creatures to life on stage," he said.

The other Cirque show that Burnett starred in was Cirque Dreams "Coobrilla", which stands for "cooler, brighter, and later". It was performed in a 10,000-seat outdoor amphitheater at Six Flags Over Texas. "It's really a lot of fun to engage that many people and it's different connecting with the audience at that level versus a performing arts venue where people are wearing suits and ties," Burnett said.

The training required for the acts presented in Cirque shows is what Burnett calls "astronomical". Many crew members are from Europe where gymnastics classes for children are just as popular as baseball, football, and soccer are for children in the United States. "They train about two to three hours before each show and during the show itself it's even more intensive," he said. Some of the acrobatics in the show include hand-to-hand balancing, chair balancing with up to nine chairs, and



Photo of Cirque Holidaze cast members. Photo Courtesy of Cirque Productions

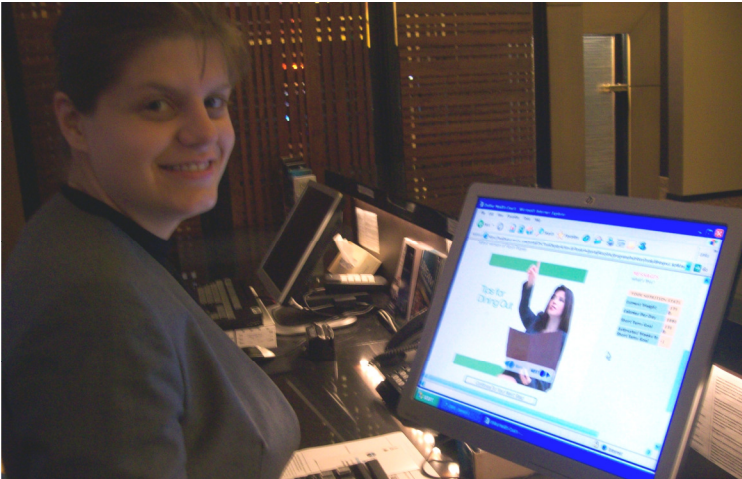
head stands on one hand.

The last show the Cirque group performed at the MGM Grand Theater was Cirque Dreams Illumination this past summer. In that show, which played in July, August, and September, a group of nighttime dreamers living in a city collect objects and balance them beyond belief as well as walk thin wires and leap tall buildings.

While Burnett did not perform in that show, as company manager, he helped guide the 33-member cast and crew who have a special bond. "There really is a lot of camaraderie backstage that shows on-stage when we perform," he said, adding that their group often spends more time with each other when on tours than they do with their own families.



The Hard Rock Café Christmas tree, located in front of the Hard Rock Café Restaurant in Foxwoods Rainmaker Casino, features an electric guitar as one of its decorations. Photo by Corey Sipe



MGM Dream Rewards Marketing Representative Rachel Posillo shows the <http://myhealth.pequotplus.com> site. Photo by Jean Brown

Rachel's The Biggest Winner! continued from page 3

with diabetes at 18. When I worked at Dunkin' Donuts I would put tons of sugar in my coffee and that was it, sometimes I'd put 20 tablespoonfuls of sugar in my coffee. I never realized the damage sugar could do." Now if Rachel drinks coffee it is decaf with no sugar. "I used to drink pineapple juice but now it is way too sweet for me."

As the pounds came off Rachel bought little things to reward herself. "I bought an 'Ab Rocket'. I buy DVDs. I started a CSI Miami collection as a reward."

Plateaus are inevitable during the weight loss process. "I did hit a plateau and got bored so that's when the WiiFit worked wonders."

Being organized with shopping for the right foods is critical for success. "Even though we have the wonderful Lion's Den, I bring my breakfast and lunches to work. Every morning I would have different flavors of Special K but my doctor said the glycemic index was too high so he suggested I eat rice bran or All Bran cereal. Or I would bring my peanut butter and jelly sandwiches on pumpernickel bread (white bread is not on the diet). I hardly ever drink wine anymore. Alcohol is off my diet now."

"I have done two full programs on the Foxwoods website with exercise and nutrition and both have different information. I am half way done with the third program and still different information and helpful hints pop up!! And yes there are quizzes at the end of each step with five steps for five weeks. It's a really great tool to help you stay on track."

Learning to substitute one food for another less fattening food was a big help for Rachel. "Substituting for high calorie bread, pasta and carbs was tough. But, eventually I found a wrap that is low in carbs and calories that is very good for you. It's called 'Lavash' from Joseph's Middle East Bakery. You can buy it at Wal-Mart or Stop and Shop. You can make pizza, wraps, chips anything you can think of. It tastes great! I do not eat red meat except bison. I learned red meat is bad for you unless you have the right lean cuts. These cuts are expensive so I don't even bother anymore."

The next key element when you are trying to shed

needless pounds is keeping up your self image. "The biggest challenges that I faced while trying to lose the weight was stress of a specific someone. This person continually kept tearing me down and making me feel low, contributing to poor self esteem!! I am over it now and I want everyone know do not let anyone make you feel beneath yourself!! It was my biggest issue. The food was never a problem for me to start losing!!! The Doritos and candy and all that junk food were in the garbage as soon as I got home from work that first day. I never even batted an eyelash when I did it! I was determined!!! But now I had to face an unhealthy relationship which was not half as easy as throwing away that big bag of Doritos."

Thirteen months into her program Rachel says she's now more determined than ever to reach her goal. "I want to get down to 120lbs! I am getting there!! I started at 205lbs!!! No one believes me still to this day that I was 205lbs! I just say I hid it well! It took me seven months to lose 70lbs. I still am losing and very proud of myself! Some of my co-workers think that it's great to keep reminding me of how I looked back when we first opened MGM Grand!!! I keep joking around with them saying that "I want to burn that picture! I hate it so much!!!" But really the photo gives me a great sense of accomplishment."

"Now, I am confident that I will keep my weight off," smiles Rachel with her new found confidence. "I monitor my day to day progress on our FoxNet Website, its so user friendly!"

"I really think it's vital to check with your doctor before you start. Then follow these simple steps. To succeed in losing weight you have to first know what you're eating before you eat it. That means planning a menu and sticking with it! Two, you have to eat in moderation. I eat four to maybe nine times a day depending on how I feel. Three, you have to know your body. Your body is changing, what you ate at the beginning when you started might not be as effective in your weight loss program in the months to come. Four, stop eating three hours before you go to bed and don't forget to keep yourself hydrated with water every day. One of the biggest challenges is stress, so beware. I have recently gone through some trying times putting a lot of stress on my body and that stress will put weight back on but luckily it did not happen to me. To counteract the stress I have learned new stress techniques that help greatly!! Yoga is a big help!!! And remember keeping a calm, positive attitude about life and work will bring you all the success you deserve, I promise."

The staff at the ROAR Newsletter Wishes to Congratulate MGM Grand at Foxwoods Dream Rewards Assistant Manager William Flanagan for being the third recipient of the PRIDE Award in the MGM Casino Marketing Department!

Happy Holidays and Happy New Year 2010 from all the staff at the ROAR Newsletter!

Holiday Décor at Foxwoods and MGM Grand at Foxwoods



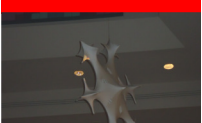
Wreath near Hard Rock Café



Great Pequot Tower Mezzanine Level



Grand Pequot Tower Hotel Lobby Front Desk



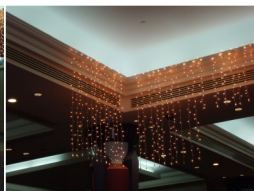
Foxwoods Food Court



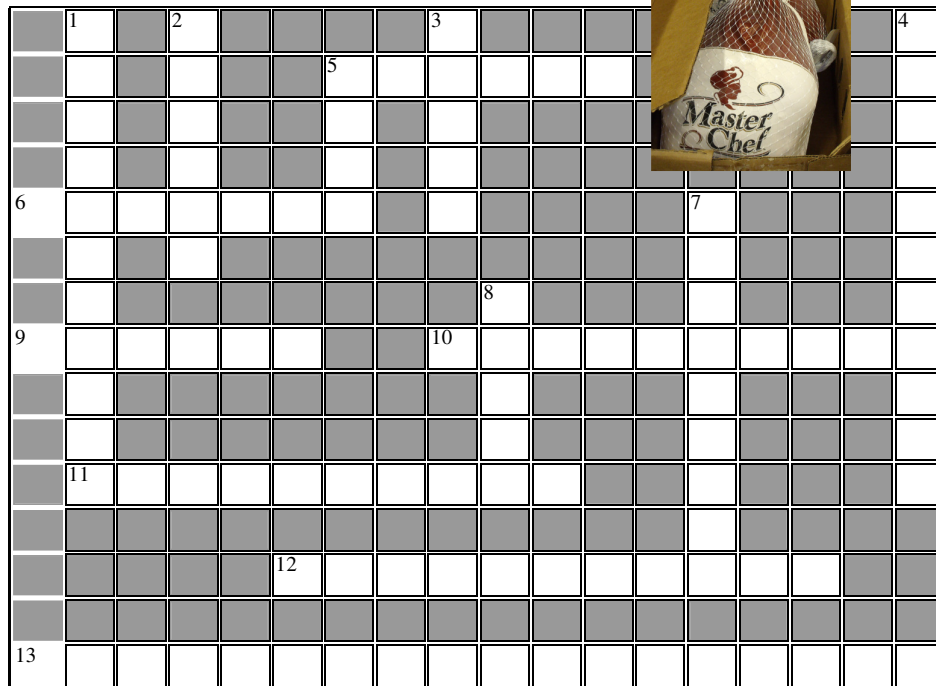
Gingerbread Church



Bingo Hall Pre-function Lobby Area



All photos on this page by Corey Sipe



ACROSS

5. Unique ornament on the Hard Rock Café Tree
6. Decoration hung along the Cedar Skywalk
9. Display found in the Great Cedar Hotel Lobby
10. Type of plant that was delivered to various locations starting Dec. 14
11. Large _____ are hung above the Foxwoods Food Court
12. _____ Village is set up in Rainmaker Square
13. Department responsible for installing holiday décor

DOWN

1. Greeted visitors on the Foxwoods Promotions Stage on Black Friday
2. Lights that hang from the ceiling of the Bingo Hall Lobby
3. Found at the bottom of most of the Christmas trees throughout Foxwoods
4. Type of "ornaments" found on the tree behind the MGM Dream Rewards booth
5. Color of trees near the MGM Concierge Desk
7. The hottest part of the Foxwoods Promotions Stage display
8. Name on the Train Display's Caboose in Rainmaker Square (hint see page 1)

(Left) The "Charlie Brown" MGM Dream Rewards Christmas tree behind the booth is decorated with multi-color lights, an angel at the top, and Dream Rewards cards.

(Right) A small tree stands in front of the MGM Grand Theater.



MGM Hotel Elevator Lobby



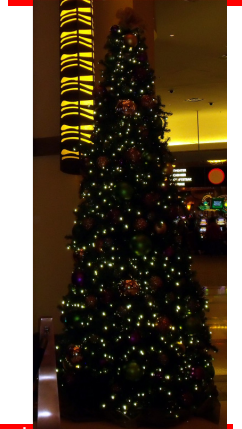
Fox Theater Skywalk



Foxwoods Bus Lobby



Grand Pequot Tower Hotel Lobby level near the escalators



Gingerbread Boat and Lighthouse

Red and gold ornaments adorn this Christmas tree with white lights in the MGM Grand at Foxwoods rotunda.

MGM Grand Central Lounge continued from page 6

Ms. Anthony comes from an extremely disciplined background. She was a Jazz Dance Major in College at the University of the Arts in Philadelphia and she danced in a jazz company before being drawn to Vegas with hopes of being in the shows. Her time with Studio 54 at MGM Vegas quickly moved her into the food and beverage side of the business.

With her intense work ethic and positive professional attitude Justine was selected for the prestigious "Star of the Month Award. "This is a very exclusive honor," smiles Ms. Anthony. "Only twelve employees ever earn this distinction in the entire year at MGM. Your name is on the marquee for the world to see." She met her husband Michael, Food and Beverage Manager at Bouchons' Bistro at the Vegas Venetian. They married in 2007 on her home turf in Cape Cod. Then the newlyweds got wind of MGM's opening at Foxwoods and they moved in 2008 from Vegas back East. Her first position was Shrine's VIP Director. When she heard they were planning a VIP Lounge at MGM she was a perfect fit. "I started at the MGM lounge when we opened on the 28th floor. You know when people ask me where I got my VIP skills I have to go way back to my family's flower business in Massachusetts. My mom and grandparents taught me by example how to connect with customers and how to make them happy by treating them special. Those are lessons that stay with you. You really need to know how to meet customers' needs. Now, anytime we have a show or special event for our VIPs this lounge fills with great energy, we get a real good flow of people. I always introduce people in a real personal way. I really love to make people feel special. And it's contagious. Now I see people I've introduced to each other gambling together or making plans to go to a show or dinner together. That gives me a great sense of pride."

"I do whatever it takes in the Lounge in order to free up Justine so that she can talk with the patrons. I've learned a lot from her. As a result I feel that I can converse with guests much better, I'm more relaxed getting to know them. I've learned that making conversation is an art form. Another important lesson for me has been learning how to politely, and tactfully say 'no'," notes Mr. Lowe. There are a lot of players who really want to have access into the MGM Grand Central so Mr. Lowe finds himself having to say things like, 'as of the end of summer while you may have been fine in qualifying for the Grand Central, we have upped the criteria, such that at this point you are very close to meeting the guidelines.' Then the next best thing I can do is reach out for a host. I rely on our fine hosts to evaluate their play and make the call to either make an exception or not. And there are those times when the hosts will say 'no' there is really no way."

"MGM and Foxwoods VIP events create an automatic spill over effect into the Lounge," states Mr. Lowe. "This gives us the opportunity to meet our top players and do our magic. I also get to work VIP events like the recent Hank Haney, Charles Barkley event for Platinum and Diamond players. Hank offered golfing tips and advice then there was the competition phase of the evening; a \$2,000 ten foot putt and \$5,000 twenty-five foot putt. What I find interesting is that you can definitely see a correlation

between VIP events and lounge activity. Remember our motto and it's very sincere, 'Do whatever it takes to encourage our Very Important Patrons to have a good time' It's a Five Star Standard!" "This does not surprise me," concludes Mr. Flanagan. "Edward has an established rapport with many of our high end customers. He has built relationships. Remember, it's these most important relationships developed on a 'one on one' basis that make our customers return, time and time again. And it's our well trained Five Star VIP staff that helps our business thrive and prosper."

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WORLD HOLIDAYS



- Saint Nichols Day (Christian, International)
Dec. 6
- Bodhi Day-Buddha's Enlightenment (Buddhist)
Dec. 8
- Immaculate Conception (Catholic Christian)
Dec. 8
- Hanukkah (Jewish)
Dec. 12-19
- Feast Day (Catholic Christian)
Dec. 12
- Advent Fast Begins (Orthodox Christian)
Dec. 12
- Virgin of Guadalupe (Mexico)
Dec. 12
- Saint Lucia Day (Sweden)
Dec. 13
- Las Posadas (Mexico)
Dec. 16-25
- Al Hijra (Muslim New Year)
Dec. 18
- Christmas (Christian, Roman Catholic, International)
Dec. 25
- Kwanzaa (African American)
Dec. 26-31
- Zarathosht Diso (Death of Prophet Zarathushtra) -
(Zoroastrian) Dec. 26
- Feast of the Holy Family (Catholic Christian)
Dec. 27
- Ashura (Islam)
Dec. 27
- Holy Innocents (Christian)
Dec. 28
- Watch Night (Christian)
Dec. 31

Magic Man Bring Smiles continued from page 7

"The response so far has been tremendous. Team members were very surprised to see us at their pre-shifts and in their departments. There were lots of laughs, fun, and they were very appreciative of the visit. They also enjoyed the recognition," Potter explained.

A video of these events was shown at the All-Team Member Meeting on Nov. 30 in the Fox Theater.

"Magic Man is designed to be fun and uplift everyone's spirits around the properties. It will help everyone focus on giving Five Star Service and help everyone remember to create moments of magic for our guests and each other! The Magic Man has a signature line at the end of each magic show that really sums it all up. Here's his quote: 'We may look like magicians but all of you are the real magic makers!' He then presents employees with his card. You guessed it; it's the Five Star Service Ambassador Card. He says his number is #5 (Create Moments of Magic...)! Do number five and that's how to reach me! Don't be surprised if he pays you a visit!"

While it's yet to be determined, Potter hopes that the Magic Man and Miss Magic can continue to recognize Moments of Magic in increments of 500.

He also hopes to recognize "Magnificent Moments of Magic" which he defines as "something truly remarkable or wonderful they may have done for a guest or a co-worker."

Potter hopes that they will make an appearance at team member pre-shift meetings and the employee cafeterias.

"As trainers we talk to team members all the time about creating moments of magic, so it is really rewarding to both of us to be able to go and spotlight some of the many that have created the moments of magic for each other as well as our guests. In the end it is all about creating a moment of magic for the true magic makers which is every single team member that goes above and beyond by creating moments of magic daily!," Bronit said.

Be on the look out for video footage of the Magic Man and Miss Magic on televisions near the employee entrances of Foxwoods and MGM and on FNN.

Delicious Thanksgiving Pies for Sale!

Marketing Rep. Edward Lowe is pictured with one of 451 pies sold outside the Lion's Den between Nov. 23 and 25 as part of the Fall Giving Campaign.

\$2,708 was raised during the sale which will be split evenly between United Way, Community Health Charities, and the Employee Emergency Assistance Fund.

Last year, about 300 pies were sold to team members at MGM Grand at Foxwoods.

The Fall Giving Campaign Pie Sale allowed team members to purchase apple, blueberry, pumpkin, and no added sugar apple pies for \$6 outside each team member cafeteria at Foxwoods and MGM and at the Basix team member store.

Special thanks also go to Dream Rewards Marketing Reps. Tamra Foss, and Corey Sipe and MGM Dream Rewards Assistant Manager William Flanagan. *Photo by Corey Sipe*

A Photo with Santa and Mrs. Claus at MGM!

MGM Dream Rewards Assistant Manager William Flanagan, left, poses for a photo with Santa Claus (Bernie Zettl, Munson's Chocolate Sales Consultant, nicknamed "the candy man") and Mrs. Claus (Jessica Sawchyn, Grand Effects Sales Consultant) in the MGM Entertainment Loading Dock, designated "Holiday Central", where holiday turkeys

Enjoying Tasty Food in the Lion's Den!

Chef Noel Dash and Cook Jeffrey Malloy taste sample dip as they plan judging criteria for a cooking competition soon to be announced. *Photo by Rachel Posillo*

were given out to team members along with light refreshments Dec. 15 to 17 between 4 a.m. and midnight. Holiday décor included a wooden gingerbread man, small fir trees with candy cane mints, and a nutcracker, along with Christmas music. Team members had the option to donate their turkeys to Pawcatuck Neighborhood Center, Warm Shelter of Westerly, Thames Valley Council for Community Action, and Gemma Moran Pantry in New London. Foxwoods team members picked up their turkeys at the top of the Foxwoods employee entrance escalator. *Photos by Corey Sipe*

Pride Award II continued from page 8

ways of utilizing these strengths. Corey Sipe is a prime example of this as he develops in his new role as Roar Newsletter Editor. "Thanks to William I am now the News Editor of the MGM Dream Rewards Newsletter 'The Roar'. Without William I would never have had this opportunity. I want to thank you for your endless encouragement and faith in my abilities." PRIDE Award Winner Walter Lee had the honor of introducing William at the luncheon. "I want to congratulate William for being such a supportive leader and believing in us in a way that only William does." With that William took the microphone and instead of speaking to the audience he turned to his team in earnest. "It is all of you who deserve the credit for your hard work and team effort. It is all of you who bring out the best in me. What I get from you is beyond words. I can't thank you enough." As the Dream Team returned to their seats, the MGM Banquet luncheon was quiet and filled with emotion. At that moment we all realized this PRIDE Award was part of our personal success story. It was truly a Moment of Great Magic, a Five Star Moment that will stay with us forever. Thank you William for being part of our growth, our success, and mostly for being part of our world.

Horse and sleigh with presents in the Great Cedar Hotel Lobby.
Photo by Corey Sipe



Holiday Décor Tour continued from page 5

and red and gold ornaments at the base of the waterfall.

Facing the Great Cedar Hotel Valet is a horse and sleigh filled with presents while garland hangs over a nearby wooden fence.

Two wreaths were installed in the Foxwoods Hospitality Learning Center, located off the Great Cedar Hotel Lobby.

The most unique display is in the Rainmaker Square.

A Gingerbread Village, with 20 structures, depicts a New England shoreline town with a boat, lighthouse, wooden dock, general store, church, and several wooden homes along with small sheds.

According to the sign "The Winter Wonderland in the Trees", the Foxwoods Bake Shop Team crafted the village out of rice kipsies, assorted cereals, 60 trees made from ice cream cones/sugar, nougatine, pastillage, candies, and about 100 pounds of sugar rocks.

The chocolate and sugar ship is a replica of the Charles W. Morgan Whaling Ship at the Mystic Seaport Museum.

The New England lighthouse is made of solid chocolate and the rock is made entirely of cooked sugar.

150 pounds of gingerbread dough, 300 pounds of royal icing, 100 pounds of chocolate, and 20 pounds of cooked sugar were used to create the village.

While the village is edible, please resist the temptation!

Surrounding the village is a large five-car train set.

A large menorah was installed behind the Atrium Lounge stage while blue-lighted garland has been placed along the side wall.

Outside the Hard Rock Café entrance, one large Christmas tree has a guitar ornament along with other multi-color ornaments. There are also six wreaths of varying sizes nearby.

Inside the World Poker Tour Poker Room, there is a 15-foot tree near the bottom of the stairs, one large wreath by the escalators, and a 6-foot tree directly underneath the wreath.

A large tree with a sleigh filled with presents is located in the Bingo Hall Pre-function Lobby.

The Bingo Skywalk features two large wreaths in the middle with swags on both ends.

Above the Foxwoods Food Court, near Panera Bread, are large snowflakes and the Theater Skywalk features garland with red lights and red and gold ornaments.

The Bus Lobby has a tree and a wreath while the MPTN Community Center has three trees.

Trees were installed in other locations including Two Trees Inn, MPTN Museum, Grand Pequot Tower's 9th Floor Grand Spa, Grand Pequot Tower Business Center, Grand Pequot Tower's Mashantucket Villa, and the Foxwoods Employee Cafeterias.

The Foxwoods Employee Entrance was also decorated.

On Dec. 14, ten Interior Landscaping staff members started delivering live poinsettias to about 29 locations throughout Foxwoods and Two Trees Inn.

Kudos to the Engineering, Interior Landscaping, and Fabrication Departments along with New Leaf Interior for a great job!

The Roar is Back!



Photos by Corey Sipe

According to a Moment of Magic written by Michael Kelley from the MGM Engineering Department, when the lion in front of the MGM Grand Theater had lost its roar, Fabricator Jason Citrone and Lead Fabricator Escott Smith did research and found the cost for repairs would be between \$2,000 and \$2,500. Since they knew the basic operation of the lion, they were able to use a little bit of their time to solve the problem for under \$100. This allowed the company to save \$2,000. Thank you Jason and Escott for bringing the roar back to our lion. Faces light up by both employees and customers when our lion gives its mighty roar!



Thanks for the turkeys and for the complimentary recipe handout, MPTN!
Happy Holidays!

Moments of Magic continued from page 2

William Flanagan, assistant manager superior. For one thing Mr. Flanagan likes to task our team members with other duties, designed around either their previous profession or field, or some other demonstrated strength or ability. This is done on a one-on-one basis with each and every dream teamer. Mr. Flanagan takes the time and care to listen to his team member's dreams and aspirations. It doesn't stop there, and then he matches his members with a job or task that brings out the best in each and every one of us. We all feel that Mr. Flanagan is our own personal boss. He will drive us to work if we don't have transportation. He is never too busy to listen to our concerns. He is a strong leader but at the same time nurturing so there is never a threat. We learn from our mistakes and see the process as a positive experience. He sets a fine example for us. His latest Moment of Magic is cross training some of us to help the Box Office during crunch periods. It's a Win win for everyone! Thanks for your Five Star fine leadership example. We continue to work hard to make you proud! Truly, Your MGM Dream Team

Jean Brown, Bogdan Magonski, Isaac Yates, Rachel Posillo, Tamra Foss, Zunilda Wright, Corey Sipe, Walter Lee, Chanthavisuk "Nou" Singharaj, Edward Lowe & John Kenyon

Superior Customer Service

Bogdan Magonski; Shift Supervisor

It's challenging to find just one example of Dream Rewards Supervisor Bogdan Magonski meeting or exceeding the Five Star Standards because everything he does goes above and beyond our company's expectation. Mr. Magonski is punctual to the point you could set your clock to his 'on time' and 'always a bit early' arrival to work despite his lengthy commute. His professionalism is second to none. He leads his Dream Rewards team with knowledge and compassion. And he sets a fine tone for supervisors throughout MGM. Mr. Magonski's international cultural background and travel experience is a strong asset to his team. Thanks for your fine example from a colleague who appreciates the best and the brightest.

Jean Brown; Shift Supervisor

Speak Above and Beyond...

Walter Lee; Marketing Representative

Just a few days ago I was approached by a MacAppeal Employee and she stated how she had an Asian gentleman that was getting very frustrated with her because she couldn't explain what he was looking at for him. He spoke in a different language and she didn't want to lose a customer due to a language barrier. She rushed over here and specifically asked for Walter Lee, a Marketing Rep. in my department. I asked her if she had tried calling Asian Marketing and she had stated no. Because Walter Lee wasn't on yet she was in a pickle. She then took the phone number to Asian Marketing and nobody picked up. When she came back she asked what time Walter was due in I stated he'd be in at 4 p.m. which was in 20 minutes. Because she didn't want to bother him while he's relaxing before work in the Café she just waited for him to swipe in. Walter came in and was greeted by her. As soon as he

saw her he knew that she needed his help. He ran right over to the store and fixed the problem, he became the interpreter that she needed in a heartbeat! Then another employee from MacAppeal came over and stated how wonderful Walter was and what an asset he is for our casino being able to speak two different Asian languages, he is able to help them when they need it most. He also stated that he takes time out from relaxing at the cafe to come to the rescue. No matter what he is doing, he's there to help them. Thank goodness we have Walter Lee, he's a treasure sent from above!

Tamra Foss; Marketing Representative

Great Customer Service!

Jean Brown; Shift Supervisor

Few minutes later after Jean Brown went home from her grave shift, patron Christopher McBride came up to the Dream Rewards booth. He wanted to thank Jean so much for received help that night calling her a great Dream Rewards Champion. Jean also encouraged his friends to get Dream Rewards cards. He promised that he wants to come again to our casino soon and thank Jean one more time. What an excellent customer service. Thank you Jean, Grand job!!!!

Bogdan Magonski; Shift Supervisor

Thank You to Our Holiday Heroes!



Members of the Interior Landscaping and Engineering Departments pose for a photo during the installation and decoration of the Christmas tree in the Great Cedar Hotel Lobby. Thank you all for your hard work with the holiday décor! Photo by Jamal Brooks



Master Craftsman and Executive Pastry Chef Franck Inglesias, Sous Chef Elias Hajjar, Sous Chef Eric Steeves, and Specialty Cook II Donna Baron stand next to their completed gingerbread house. Photo by Jamal Brooks