

FIRST ANNUAL CAGE OPERATIONS CONFERENCE & EXPO 2013



June 19 -20 **2013**



Presented by

**CASINO
ESSENTIALS**

FIRST ANNUAL CAGE OPERATIONS CONFERENCE & EXPO 2013












BRIEF INSIGHT

Our First Annual Conference & Expo!

Take the mystery out of Cage Operations! Gain a complete understanding of all operational aspects and learn about creative solutions to some of your biggest issues in the Cage, Cash and Credit Services area.



We will discuss the following Key Elements:

-  Cage Operations Overview
-  Guest Service and Employee Performance Guidelines
-  Basics of FMLA and Workers Compensation related to Cage Operations
-  Operational Scheduling, Labor Efficiencies, Bid Process and Seniority
-  Cage and Credit Frauds and Scams (Includes Credit Card Fraud Prevention, commonly referred to as PCI)
-  BSA and AML Responsibilities: Title 31 and SAR
-  FACTA: Identity Theft Prevention Program
-  Understanding Deposit Accounts: Guidelines for Front Money, Wagering and Safekeeping Accounts
-  Marker and Credit Program and Underwriting Guidelines: Understanding associated Federal Regulations (OFAC, Regulation Z and others)
-  Collection guidelines and regulations: Do's and Don'ts of FDCP
-  Roundtable and FAQs: Main Vault Management, Slot Ticket Redemption Kiosk Processes, Imprest and non-imprest banks

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WHO SHOULD ATTEND?



Cage Staff, Operational Managers and Supervisors, HR Personnel, Revenue Audit, Casino Accounting, Risk Safety Staff, Directors, Executives, Gaming Commissioners, Gaming Supervisory Staff, Tribal Members, Tribal Interns, Security and Surveillance Management, and anyone in a Supervisory position or plans to promote to a Cage position.

Justification Letter

Explain why you should attend the only conference that brings together Cage and Credit professionals in the Casino community. We've made it easy. Simply click on the letter below and provide this letter to your decision maker.



Attendee Package

\$195*

This Includes:

- Breakfast & lunch
- Access to all the sessions on both days of the conference
- 2013 training materials
- Full access to Expo

**Does not include Hotel.*

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TRAVEL DESTINATION



Morongo Casino Resort & Spa, the host hotel for the 2013 Conference, is offering attendees a special conference rate of \$99.00 per night.

To reserve your room please call 1-888-667-6646 and request your reservation under Group Code 0618CAS.



The Morongo Resort welcomes guests with 310 deluxe rooms and suites, many with spectacular mountain vistas and canyon views, and six secluded casitas at the oasis, each with a private lounging pool.

Their rooms are softly colored in soothing desert hues, beautifully appointed with quality hardwood furniture and artwork, and exceptionally well planned for the comfort and convenience of business travelers and vacationers.

Choose two queen-sized beds or a king in any room. Both smoking and nonsmoking rooms are available. Sleep on super-plush mattresses encased in luxurious European linens, with down-filled duvets and

down pillows. Enjoy a personal spa in every bathroom where walk-in oversized showers have special ledge seats for relaxation.

Every guest room has high-speed Internet access, two phone lines, a 27-inch plasma-screen cable-equipped television, in-room safe, mini bar and many more amenities to make your stay as comfortable and restful as possible.



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AGENDA

TUESDAY JUNE 18, 2013

🕒 5pm - 7pm
🕒 2 hour

Registration

WEDNESDAY JUNE 19, 2013

🕒 8am - 9am
🕒 1 hour

Continental Breakfast & Registration

🕒 9am - 10:30am
🕒 1.5 hours

Cage Operations Opening Comments and Introductions

- Vendor Introduction and Brief Overview
- “Play 10!” and Giveaways
- Housekeeping items, including Food Menu
- FAQs to prepare for Roundtable
- Attendee brief Introduction

10:30am - 10:45am

Break

🕒 10:45am - 12:15pm
🕒 1.5 hours

Managing your Cage Business Better!

- HR for Operations: Understanding and working with FMLA
- Internal Grievance Procedure Concepts
- HR Liaison Concept

12:15pm - 1:30pm

Lunch

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AGENDA

WEDNESDAY JUNE 19, 2013 (CONTINUED)

🕒 1:15pm - 3:30pm
🕒 2.25 hours

Operational Roundtable Proposed Topics:

- How is automation improving Cage Operations
- Running a more efficient business in Cage
- ROI (Return on Investment) for Projects, equipment and Automation
- Learn to successfully sell your proposal to Senior Management
- Techniques to Enhance and Improve Main Vault Management via Automation
- Slot Ticket and Jackpot Redemption
- Kiosks Automation
- Imprest and Non-imprest Banks
- Vendor Issues – push for Automation

3:30am

Expo Opens

4:30pm - 7:00pm

Expo and Attendee Welcome Reception Begins in Expo Hall. [Play 10!](#)

THURSDAY JUNE 20, 2013

🕒 8am - 9am
🕒 1hour

Continental Breakfast

🕒 8am - 8:45pm
🕒 0.75 hours

ABC's Deposit and Credit Accounts:

- Regulations
- Regulation Z
- What is FCRA?
- Do's and Don'ts of FDICP, OFAC and FACTA
- Underwriting and Credit Reports

🕒 8:45am - 9:30pm
🕒 0.75 hours

What's New with Title 31

- Know your customer, CID and source of Funds

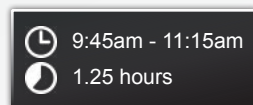
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AGENDA

THURSDAY JUNE 20, 2013 (CONTINUED)

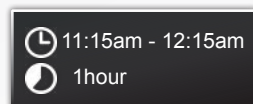
10:30am - 10:45am

Break



Guest Services

- Staff Accountability
- Service Standards
- What's the secret "service" sauce?



Operational Efficiencies:

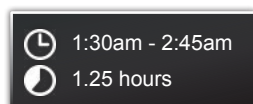
- Staffing, Scheduling, Bid Process and Seniority
- Employee Variances
- Policies and Procedures
- Cage and Credit Frauds and Scams
- Training, Accountability, Communication

12:00pm

Expo opens 12:00pm - 4:00pm

12:15pm - 1:30pm

Lunch in Expo Hall



Operational Efficiencies Continued:

- Staffing, Scheduling, Bid Process and Seniority Employee Performance
- Training, Accountability, Performance Measurement, Discipline and Recognition
- Cash/Variance Policies and Procedures
- Internal Communications
- Cage and Credit Frauds and Scams

2:45pm - 3:45pm

Break and Drawings in Expo Hall

3:45am - 4:30

Questions and Closing Remarks