



July 13 - 14

CAGE 2016 OPERATIONS CONFERENCE & EXPO

ATTENDEE BROCHURE

COVER PAGE

BRIEF INSIGHT

HOTEL INFORMATION

MEDIA GALLERY

AGENDA

TERMS & CONDITIONS

Who Should Attend the Conference?



Attendee Package

\$349*

This Includes:

- Breakfast & lunch
- Access to all the sessions on both days of the conference
- 2016 training materials
- Full access to Expo

**Does not include Hotel.*

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 and provide this letter to your decision maker.

Register Today!

Contact Orlanda Vance
Phone: 877-811-3534 X106
Fax: 619-202-7725
Orlanda@Casinoessentials.com



Pala Casino Spa Resort, is the host hotel for the 2016 Conference.

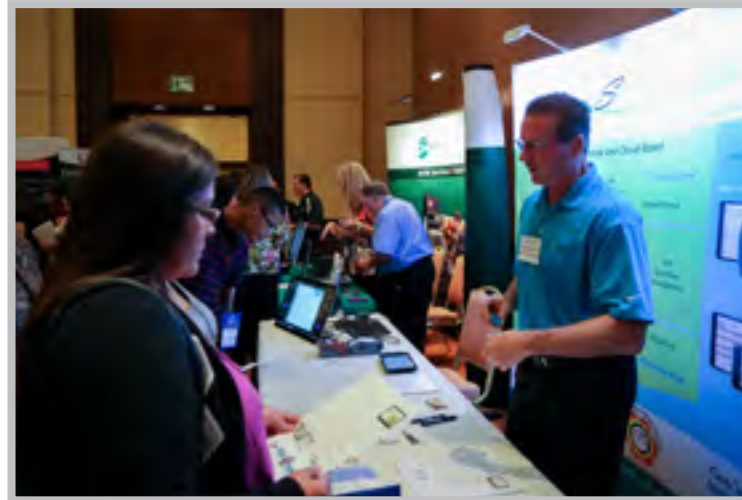
Pala's beautiful Four Diamond Award winning accommodations are the perfect end to the perfect day. All 507 of our deluxe rooms and suites are beautifully appointed with the finest amenities. Each room comes equipped with high speed internet access, complimentary in-room coffee or tea and separate bath and shower facilities. So when it's time to unwind, get away and enjoy the comfort of some Pala Time!

Room rate: \$109.00 (+ tax)

To reserve your room, call the hotel reservations department at **(877) 725-2766** and reserve under Casino Essentials Cage Operations Conference.



Watch last year's Cage Operations Conference Expo and see what a great success it was. Thanks to our great Vendors, Sponsors and Attendees that made it all possible! [Click Here](#) to see the video.



TUESDAY JULY 12

6:00p - 7:30p Pre-Registration

WEDNESDAY JULY 13

8:00a - 9:00a Continental Breakfast & Registration Opens

9:00a - 9:45a Cage Operations Opening Comments and Introductions

- Vendor Introduction and Brief Overview
- Play "10" and Giveaways
- FAQs to prepare for Roundtable
- Speaker and Property Introductions
- Housekeeping items, including Food Menu

9:45a - 11:00a Managing "Millennials" in 2016: Hiring, Training and Retaining your Cage Operations Workforce

In this session we will discuss what works and where we can enhance our employee recruitment and retention.

11:00a - 11:15a Break & Expo Opens

11:15a - 12:00p Speed Meet your Vendors!

12:00p - 1:15p Lunch

1:15p - 2:15p Breakout Sessions (choose one)

Session 1A

Employee Training Programs and Best Practices: Creating a Culture of Customer Service and Loyalty

Session 1B

The Cage of the future: What will the physical cage operation look like in 5 years? (Technology/Automation).

2:15p - 2:30p Break

2:30p - 3:30p Vendor Session: Title 31 Regulatory Updates

In this session, we will discuss hot topics, recent fines and regulatory need-to-know information related to Anti-money Laundering for Casinos.

5:00p - 7:00p Vendor and Attendee Welcome Reception / Play 10!

thursday july 14

8:00a - 9:00a Continental Breakfast

8:15a - 9:30a Title 31 Regulatory Updates

In this session, we will discuss the latest trends related to know your customer, source of funds and SAR regulatory expectations.

9:30a - 9:45a Break

9:45a - 11:00a Breakout Sessions (choose one)

Session 2A

Employee variances discussion regarding acceptable variances, performance initiatives, corrective action, audit processes, internal controls and procedures to reduce variances and other industry challenges.

Session 2B

PAR levels/ deposits & cash management.

11:00a - 11:15a Break

11:15a - 12:30p Breakout Sessions (choose one)

Session 3A

Do's and Don'ts for effective interviewing & hiring procedures.

Session 3B

Staffing, scheduling, bid process and seniority: issues, concerns, best practices and lessons learned.

12:30p - 1:45p Lunch

1:45p - 2:45p General Session: Integrating the Cage into the Guest experience

How to make the Cage relevant to the Casino in ways other than the traditional functions of cashing our guests out and providing cash access.

2:45p - 3:00p Break & Drawings in Tradeshow Hall

3:00p - 3:30p Cage Conference Officially Closed

REFUND POLICY:

Requests for refunds must be received in writing by May 12, 2016 and will be subject to a \$125 cancellation fee. No refunds will be granted after May 12, 2016. Individuals who cancel a confirmed enrollment less than ten business days before the class and fail to provide a qualified replacement to fill the enrollment will be billed for 100% of the full tuition fee (list price). Those who fail to appear for training as scheduled will be billed for 100% of the full tuition fee (list price).

Casino Essentials reserves the right to reschedule or cancel any scheduled center-based training class upon ten business days notice to confirmed registrants (or upon five business days for online training classes). Registrants may then enroll in the next available offering of the course, or cancel the registration. In the event of cancellation by Casino Essentials, any payment made for the canceled class will be refunded. The client understands and agrees that Casino Essentials shall not, in any way, be held responsible for any costs, including loss of airfare or other transportation costs, hotel expenses or other damages, which the client may suffer in the event that Casino Essentials cancels or reschedules a class.

COMPLAINT RESOLUTION POLICY:

If you are currently enrolled in a program or you are a former student, potential student, faculty or any other interested party and you have a concern about a CE accredited program, please read our Complaint Policy. All complaints must be written and signed upon submission. CE follows due process procedures when written and signed complaints are received alleging that they or an accredited program are not following established policies or accreditation Standards. To receive formal consideration, all complaints shall be submitted in writing and signed. The complaint should demonstrate that reasonable efforts have been made to resolve the complaint, or alternatively that such efforts would be unavailing. When received by CE, complaints are transmitted within five business days to the management for consideration. CE will respond with a resolution within 15 business days and the person initiating the complaint shall be notified accordingly within 20 business days following receipt of the complaint. For more information regarding administrative policies such as complaint and refund, please contact our offices at (877) 811-3534.

REGISTRY STATEMENT:

Casino Essentials is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.learningmarket.org.