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Northwest Indian Gaming Conference & Expo
July 13- 15, 2009
Tulalip Resort Casino

PRELIMINARY AGENDA

Monday, July 13th

9:00 AM Golf Outing ~ Kayak Point
4:00 PM Conference Registration till 6:00 PM
6:00 PM Welcome Reception/ Golf Awards Tulalip Casino Resort

Tuesday, July 14th

(All functions will take place at Tulalip Casino Resort)

8:00 AM Conference Registration
9:00 AM Opening Session

10:30 AM **Breakout Sessions**

NIGC Relationships: Meet the New Commissioners

This is your opportunity to meet the new commissioners and learn the facts.

Player Club Database: In-house or Outsourcing?

Should your player database be maintained in-house or outsourced? Hear from a panel of experts about the pros and cons of in-house v. outsourcing the maintenance of this important information.

NOON Luncheon ~ Salmon Dinner

1:30 PM **Breakout Sessions**

Obama Administration: Opportunities for Indian Country

With a change of administration comes a new set of policies. This panel will discuss the changes and opportunities to come with the Obama administration.

HR: Communicating the Right Message During Turbulent Times

Communication is critical to keeping employees happy. This session looks at ways your casino can keep employees in the loop on issues affecting your property.

Surveillance: Who's in Control? Tribal Gaming or Casino Operations?

Which approach brings the best results, and how do you decide? You'll hear both sides of the issue to help guide your planning process.

Customer Service: New Realities in Today's Environment

In an uncertain economy how do you keep customers happy and keep them coming back? Explore the best practices to ensure high customer satisfaction is high.

3:00 PM **Breakout Sessions**

Regional Commerce Panel: OR, WA, MT, ID

Assessment of the current economic downturn and how it will affect regional commerce will be presented by representatives from each state.

The Gaming Floor in Today's Market: Everything from Layout to Pit Operations

To maintain profits, each gaming area (slots, table games, poker) must let the customer feel comfortable. This session examines how to improve the customer's environment.

F&B: How F&B Can Be a Critical Factor in Attracting Customers to Your Property

There are many ways to get customers in the door. Panelists will discuss how savvy F&B choices can improve your odds.

Customer Expectations: When to Give the Customer What They Want and When to Take a Stand

As economic times get more challenging, it seems the customers get more demanding. How do you satisfy the customer and not break the bank?

4:00 PM Trade Show Opens
4:30 PM Opening Reception

Wednesday, July 15th

9:00 AM

Breakout Sessions

Economic Diversity: Beyond the Casino

Hotels, golf, retail, parks and recreation – it all adds up. This panel explores the many ways to diversify tribal development efforts, on and off the reservation.

Regulators Roundtable: Compliance Issues

What are the critical regulatory issues today? This session allows you to hear the latest news and gives you an opportunity to give your input.

Slot Directors Discussion: Cross-Compatibility

Many video slot systems can work in conjunction with compatible systems. Slot directors will discuss cross-compatibility and how to use it to your advantage.

Celebrate Winners: Personalizing the Gaming Experience

In the past, winners were greeted by a symphony of bells and whistles. How do we bring that excitement back to the gaming floor and provide a genuine thrill for the winners?

10:00 AM

Trade Show Opens

11:00 AM

Breakout Sessions

Land Into Trust : Post-Carrier Decision

How does this decision affect Indian country and what does it mean for the future of putting land into trust?

OSHA and Facilities Licensing

Make sure your operation is in compliance with NEPA and facilities licensing.

F&B: Creating Entertainment with Nightclubs and Bars

Casino nightclubs and bars can greatly increase the identity and excitement of your facility. This breakout explores what types of entertainment bring in the gaming players and how to make your nightclub the hottest in town

Casino Managers/Operations: Motivating, Reassuring and Encouraging Employees

In these challenging times, Managers are in a strong position to help increase your bottom line. This session is all about techniques and tips designed to help managers lead and stay motivated.

1:00 PM

Luncheon

2:15 PM

Breakout Sessions

Cash Security, Surveillance, Compliance, Cage and Soft Count

With the new video lottery machines accepting cash, your operation needs procedures in place to protect your assets in all these areas.

IT: Managing Your Domain

IT is a vital part of all casino areas. Your facility needs a comprehensive plan for ensuring efficiency and security.

How to Market your Charitable Giving

Tribes engage in a tremendous amount of charitable giving. Learn the most effective methods to get the message out in a positive way.

Labor; The Check Card and the EFCA Bill

Will the Employee Free Choice Act (EFCA) pass Congress, and if so, what will it mean for tribes and casinos?