

**Monday 22, 2009**

1:00 PM Golf Outing ~ Inn of the Mountain Gods Championship Golf Course  
6:30 PM Welcome Reception and Golf Awards ~ Inn of the Mountain Gods Resort

**Tuesday, June 23, 2009**

8:00 AM Attendee Registration  
9:00 AM Opening Remarks  
9:45 AM National and Regional Updates

10:30 AM **Breakout Sessions**

**NIGC: Class II Standards and Other Upcoming Issues:** Hear from the commissioners and others about Class II and current issues facing this commission.

**Marketing to Locals for Loyalty:** With increasing competition for entertainment dollars, it's more important than ever to market to local customers and build loyalty.

**F&B: How to improve Your Bottom Line.** Casino F&B departments need to be cost sensitive in this economic time. Come and learn ways to keep your bottom line down.

NOON **Lunch**

1:30 PM **Breakout Sessions**

**Tribal Investments in 2009:** Where should tribes put their money?

**Labor Issues and the Casino:** Unions are a big factor this year and indian casinos need to take a proactive approach to labor and union issues.

**The Obama Administration: How will it Affect Indian Country?** What changes have we seen so far and what can we expect for the future?

2:00 PM **CEO/GM Roundtable Discussion:** Leadership plans and perspectives

3:00 PM **Breakout Sessions**

**Security and Surveillance: The Storage Issue:** Storage of tapes and digital is an issue for surveillance departments. Come and hear the latest solutions to integrate your media into storage.

**Tribal – State Relations: New Mexico State Tribal Collaboration Act :** Now more than ever states and tribes need to work together on joint projects. Panelist will talk about this historic act and what it will do to help.

**New Title 31 Standards:** Title 31 is constantly evolving. Hear the latest in Title 31 changes.

**Tour: The Design of Inn of the Mountain Gods:** Take a tour of the resort known as "Southwest's best All-Season Resort," and voted the "Sexiest Casino in Indian Gaming," by Native American Casino, May 2007. This guided tour will take you through the resort and share stories behind the design.

4:00 PM Expo Opens

4:30 PM Reception on Expo Floor

Wednesday, June 24, 2009

9:00 AM **Breakout Sessions**

**PR: Spreading the Facts about Indian Country:** How do we get these facts to the public and help them understand that there are still many unmet needs in Indian Country?

**BINGO: Developing New Players:** Bingo is an ever-changing game. Find new ways to revitalize your program.

**New Audit Procedures:** Come and hear about the latest in auditing procedures for casinos.

11:15 AM **Breakout Sessions**

**Indian Gaming and Beyond: Yesterday, Today and Tomorrow:** This presentation will provide the current economic state of Indian gaming in the US, its future outlook and what lies beyond gaming.

**Problem Gambling: Programs for Challenging Times:** Is problem gambling on the increase with the current economic situation? What are emerging trends and what programs are working?

**HR: Are Your Policies and Procedures up to Date?** When was the last time you updated your policies and procedures manual? Make sure it is current and addressing relevant issues.

12:30 PM Lunch and Ice Cream on the Expo Floor

3:00 PM **Breakout Sessions**

**Customer Service: More Important than Ever:** With customers watching their entertainment dollars closely, it's vital that you know how to make people happy.

**2009 Marketing Trends Roundtable:** This is a chance for marketing personnel to share the newest trends and how they see marketing changing in the future.

**HR Roundtable:** A time for HR professionals to get together