

# MGM MARKETING'S ROAR:

Nov 15 - Dec 15, 2009  
Volume 1, Issue 3

## MGM GRAND AT FOXWOODS DREAM REWARDS AND CASINO HOST NEWSLETTER

### Betty Lehto; Our First Host Honored with PRIDE Award

MGM Executive Casino Host John Murray (top), MGM Casino Host Betty Lehto (bottom left) and MGM Pit Manager Diane Barber (bottom right) pose for a photograph at the Pride Award Luncheon. Photo Courtesy of MGM Human Resources



By Jean Brown

MGM's first host Pride Award Winner, Vasiliki "Betty" Lehto, spent a year with the casino working retail at Pave in the Grand Pequot before becoming an MGM host. She was raised understanding the importance of "customer service relationship building" as her family owned a successful restaurant business in Enfield, Ct. known to many as the Pizza Palace.

"I try to create a balancing act to keep everyone happy," smiled Betty as she prepared herself for the big Pride luncheon. "We are a tight knit, well trained team. We trained together for the MGM Grand Opening and we've never lost focus that our key job is creating great customer service and satisfaction." MGM's Executive Host John T. Murray takes a lot of pride in Betty's performance as a host. "Betty is so well received by our employees and our guests," boasts Mr. Murray. "She is so personable, so compassionate and she uses her HEART steps with everyone including her teammates. I think she stands apart not only for her productivity, but her work ethic is very strong and she's got the personality to bring it all together."

It was John Murray who took Betty on the casino floor several weeks ago at 7:45 in the morning and made the Pride Award announcement. "I really did not know what was going on," explained Betty. "John started announcing that I had won the MGM Pride Award and I was so embarrassed and surprised. I was in shock but all I could think of was that I was so honored that they would pick me."

It was Diane Barber, MGM's pit manager on days, who submitted Betty's name for this special award.

*Lehto continued on page 8*

### Marketing Representative Walter Lee Wins PRIDE Award



Photo Courtesy of MGM Human Resources

MGM Dream Rewards Marketing Representative Walter Lee (left) and MGM Dream Rewards Assistant Manager William Flanagan (right) at the Pride Award Luncheon.

By Jean Brown

"Ever since the day they started building these casinos, I have been watching every piece of news I can get my hands on," admits Pride Award Winner Walter H. Lee of MGM Dream Rewards. "Then about 6 or 7 years ago the general manager of a casino in Macau, a friend of mine, said 'Walter you are made for the casino business.' It was a fact that I was not ready to accept until MGM Grand opened and I took the leap and left my 20 year job at a pharmaceutical company. My intention was to help the casino, while learning everything I could about the casino business." Walter majored in Business Management while growing up in China. He coupled that degree with a math degree. "I took a career assessment exam and my niche is Business Administration. I'm extremely interested in Profit and Loss. Because I did not have a degree in marketing I was told that I should start at MGM Dream Rewards and the rest they say is history."

This is what was said about this remarkable employee on the Pride Award nomination. "Mr. Lee always brings a positive attitude with him to the job site. His passion and enthusiasm is exemplary. He has created a patron fan base like no one else. People are constantly asking 'Is Mr. Lee working tonight?' Each and every dream card patron, VIP or not, gets 'red carpet' treatment from this fine representative." But it doesn't end there. "Mr. Lee is constantly looking for ways to save money. He will reject a method being proposed if it is not cost effective. He will not take breaks saying, 'This isn't work, this is my fun!' and he means it."

*Lee continued on page 8*

## Adventures in Halloween Fun



Customers seen walking past Cedars Restaurant dressed up in costume on Halloween for various parties including a costume party at the Two Trees Inn, "The Day of the Dead" costume party at the Scorpion Bar, a Halloween costume party with DJ 007 at The Club, "Shrine Circus" at Shrine, and a "Boggie Nights Disco Halloween Party" at Hard Rock Café. Costumes included a bumble bee from *Transformers*, the Jig Saw Puppet and Jig Saw Pig Head from the *Saw* film series, a *War of the Worlds* alien machine, Beaker and Dr. Bunsen Honeydew from the *Muppet Movie*, a life-size cake bride and groom, Playboy bunnies, Boy Scouts, army soldiers, murderous doctors, and many more. *Photos by Corey Sipe*

## Moments of Magic

10/25/2009

A call away!

Rachel Posillo

Dream Rewards

Marketing Representative

MGM Grand at Foxwoods

10/30/09

Amazing Customer Service

Jean Brown

Lead Marketing Representative

Dream Rewards

MGM Grand at Foxwoods

Rachel (MGM marketing representative) was approached by one of our loyal casino patrons to redeem her BSP. She went and reviewed this patron's account. It stated that she had redeemed BSP at Foxwoods casino and played it. The problem was that BSP was played when she was waiting in line waiting to be served. Rachel contacted Kea (Executive Host) and they both involved surveillance, security and a slot supervisor to take a close look at this problem. They found out that she had indeed not played that voucher. Someone had taken it and played it under their own account. Rachel showed a lot of heart and did all her best to resolve that issue. Patron was extremely happy for Rachel's commitment in solving this problem. Way to go Rachel!!! Grand Job.

Bogdan Magonski

Lead Marketing Representative

Dream Rewards

MGM Grand at Foxwoods

I have observed Jean Brown since day one of the opening of MGM and I have to say she has gone above and beyond the call of duty not only for our department but for other departments in the casino. I have watched Ms. Brown handling difficult patrons at the Dream Rewards Booth and her tact and professionalism always puts them at ease. For instance this past weekend, one of our VIP patrons was very upset with an issue regarding his account. This patron is well known for his abrupt and verbally abusive manner. I stood back and observed as Ms. Brown worked her magic. With security on the way, she was able to turn around this tense situation and had him telling her "Knock Knock" jokes in no time. This is a prime example of her professionalism and wit handling a very tense situation. What a moment of magic. With great admiration for a job well done.

Maureece "Candy" McDermott

Executive Host

Casino Marketing

MGM Grand at Foxwoods

MGM Marketing's ROAR

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# Magical Adventures in Disney World in Florida



Corey Sipe (right), Mickey Mouse (center right), my girlfriend, Tracy Piro (center left) and her friend Kim Johnson (far left) pose for a photo at Epcot's Character Spot. Photo by Disney staff member

*By Corey Sipe*

While some were enjoying the fall foliage, as we changed our calendars to October, I went on vacation to Walt Disney World.

The last time I visited there or had even flown on an airplane was 1999 so this was quite an adventure.

After flying out of Bradley in Windsor Locks, CT and arriving at Orlando International Airport, we got on the Disney Magical Express bus to our hotel.

We had a five-night stay at the All-Star Movie Resort's Toy Story section where we were greeted by a 35-foot Buzz Lightyear action figure, a 25-foot Woody cowboy, T-Rex, a ballerina, and toy soldiers.

The All-Star Movie Resort also has sections dedicated to other Disney movies such as 101 Dalmatians with a 40-foot-tall Pongo and a 35-foot tall Perdita, The Mighty Ducks with 31-foot-high hockey goalie nets, Fantasia with a 30-foot-tall sorcerer's hat, and Love Bug with the famous VW Beetle, five times its normal size!

We visited all four major theme parks.

At Animal Kingdom, my favorite attraction was the Kilimanjaro Safari where we rode an ATV which offered views of zebras, flamingos, lions, rhinos, giraffes, elephants, and upside-down trees.

At Magic Kingdom, my favorite two attractions were the Big Thunder Mountain Railroad roller coaster and Splash Mountain which plunges riders' five flights into a briar patch.

At Hollywood Studios, I enjoyed riding the Tower of Terror, a ride based on Rod Serling's television show "The Twilight Zone", where hotel guests rode an elevator that plunged 13 floors.

At Epcot, my favorite ride was Test Track where guests rode vehicles that went through a series of tests including brakes, steering, speed, heat, and cold.

We also visited Downtown Disney, home to World of Disney, the largest Disney merchandise store in the world.

My favorite part of Downtown Disney was the Lego Imagination Center which featured several outdoor creatures including a shark and crab, a fish, a 12-foot Tyrannosaurs Rex, and a 30-foot sea serpent in a nearby



A 30-foot Lego sea serpent, made with 1 million Legos, sits in a lake at Downtown Disney. Photo by Corey Sipe

A 30-foot Woody, the sheriff cowboy, is featured at the Toy Story wing in the All-Star Movie Resort. Photo by Corey Sipe



lake which was made with over 1 million Lego bricks and sprays mist from its nostrils to passersby.

We enjoyed excellent food from several restaurants in Disney World including Rainforest Café (Animal Kingdom), Planet Hollywood (Downtown Disney), Tutto Italia Ristorante (Epcot's World Showcase's Italy), Tony's Town Square Restaurant (an Italian restaurant in Magic Kingdom themed after Lady and the Tramp), and Yachtsman Steakhouse (Yacht Club Resort).

The steakhouse was my favorite restaurant where I had a juicy 24-ounce Porterhouse steak.

In the All-Star Movie Resort's food court, we enjoyed several delicious Mickey Mouse shaped foods such as waffles, rice crispy treats on a stick, and ice cream bars on a stick.

There were several special shows we watched including Fantasmic, a laser light and special effects show, Wishes, a fireworks display over Cinderella's Castle, SpectroMagic, a nighttime electric light parade, and several daytime parades featuring Disney characters.

We had fun watching three 3-D movies including *Honey, I Shrank the Audience*, *Mickey's Philharmonic* and *It's Tough to be a Bug*.

For transportation, we used the Disney Transport shuttles (between the resorts and parks), Walt Disney World Monorail System (between Magic Kingdom and Epcot), the Walt Disney World Railroad (with three stops in Magic Kingdom) and the Walt Disney World Friendship Boat (between Hollywood Studios and Epcot).

My favorite was the monorail because of the views it gave of the parks.

For the most part, the weather was beautiful with record high temperatures in the high 90's and heat indexes in the low 100's.



## CCTV Boxing: Manny Pacquiao vs. Miguel Cotto

The venue has been set for the world title match up between Manny Pacquiao and Miguel Cotto: **Sat., Nov. 14, 2009** at the MGM Grand Garden Arena in Las Vegas. Our guests will enjoy watching this fight in the **Grand Pequot Tower Grand Ballroom** (ABC1, by invite only, complimentary food and beverage, anticipated attendance 500), in **Fox Theater** with 1,370 capacity (invite only, cash sales for beverage and concessions) plus viewing all throughout **MGM and Foxwoods lounges and bars**.

Main Event: Manny Pac Man Pacquiao vs. Miguel Cotto: 12 Round Welterweight Championship Fight

Undercard #1: Daniel Santos vs. Yuri Foreman: 12 Rounds Light Middleweight Title

Undercard #2: 10 Round Welterweight Fight: Jesus Soto Karass vs. Alfonso Gomez

**Doors Open at 8:30pm** in the Grand Ballroom and Fox Theater, HBO PPV of co-features start at 9 pm

**Main event about 11pm** (depending upon time for previous fights)

## A New Look for MGM Dream Rewards



*Photos and Story by Corey Sipe*

Bogdan Magnoski, MGM Dream Rewards Lead Marketing Representative primarily working the day shift, wears his new suit, in the photo on the top left, shaking hands with MGM Dream Rewards Assistant Manager William Flanagan.

Isaac Yates, MGM Dream Rewards Lead Marketing Representative, who usually works during the swing shift, is in the photo on the bottom left, also wears his new suit.

Jean Brown, MGM Dream Rewards Lead Marketing Representative, who usually works during the overnight shift, is pictured with the Land Rover.

Leads will now be able to wear their own suits, similar to casino hosts, instead of marketing representative uniforms.

For men, the suit includes a shirt, tie, and matching jacket with pants while women must wear a matching outfit with jacket.

The change is expected to command greater respect by customers.

Also, the title "Lead" will be replaced with "Supervisor", which will be indicated on their badges.

Both changes were advocated by William since May 2008.



## Big E - By the Numbers

*By Corey Sipe*

The Foxwoods/MGM Grand at Foxwoods tent's prize wheel at the Big E festival in West Springfield, Mass. (approx. 75 miles away) was spun over 17,000 times over the course of 68 hours in 17 days (9/17 to 10/3) with 6,700 show vouchers given out for 4 shows.

2,259 guests text messaged for a chance to win the Toby Keith VIP Weekend Giveaway on 11/5, which included 4 show tickets, 1 overnight's stay, and 1 dinner. Over 1,000 customers received Dream Card reprints and there were 800 new Dream Card signups.

17 lucky customers (1 per day) caught the lucky bead out of 425,000 given out from the 7 Mardi Gras floats with each winning 1 night's stay and 2 buffet vouchers.

37 MPTN employees made the Big E a success for Foxwoods and the MGM Grand at Foxwoods.

The 92-year-old fair broke attendance records in 2009 with 1,260,487 visitors.

# Adventures in Winning Big at the MGM Grand!



*By Corey Sipe; Photo Courtesy of Marketing Department*

Theresa Pierro, of Manchester, CT., hit the Dream Rewards Jackpot at 10:34 am on Tuesday, Oct. 20, 2009 for \$87,757.

78-year-old Pierro, a Platinum card holder, was playing at MB33-06, the Triple 777 Wheel of Fortune 25-cent slot machine located along the column near the far end of Pit 33.

In addition to the jackpot, Pierro received arrangements for a celebratory dinner and an overnight stay.

147 slot players, who had their Dream Rewards Cards inserted in a slot machine the same time the jackpot hit, automatically won \$25 Bonus Slot Play as part of the Dream Rewards Jackpot Bonus.

## It's All Smiles at MGM Dream Rewards

*Photo and Story by Corey Sipe*

Whether it's roving the floor and telling new slot players about the Dream Card, answering pit calls and creating new accounts for our table players, assisting customers at the kiosks, checking guests into the Grand Central Lounge, working the satellite Dream Rewards booth on the theater's mezzanine level, greeting guests as they walk by the MGM Dream Rewards booth or working the line at the booth, the MGM Dream Rewards team is always delivering 5-Star Customer Service.

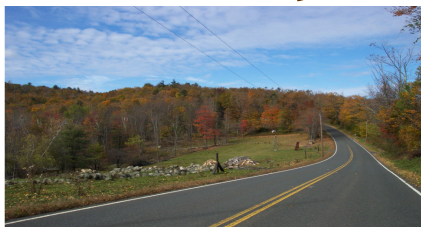
In this Friday night photo are Lead Marketing Representative Jean Brown (left), Marketing Representative Edward Lowe (center left), Zunilda Wright (center right), and Marketing Representative Corey Sipe (right).



## A Fall Adventure to Mount Greylock in Massachusetts



Mount Greylock covers 12,500 acres and includes over 70 miles of trails. This view is from the top of the tower.



Here is a view of the foliage on the way to Mount Greylock, the highest peak in Massachusetts at 3,491 ft.

*By Corey Sipe; Photos by John Kenyon*

John Kenyon, our newest Dream Rewards Marketing Representative, recently took a trip to Mount Greylock, to see the fall foliage, with his girlfriend, Dispatch Services Operator Donna Rogers.

Mount Greylock is located in the northwestern section of Massachusetts and is part of the Berkshire Mountains, the same region that John's family originates from.

While John is familiar with this setting, the experience of visiting Mount Greylock is unique to Donna who he described as a "city girl".

John and Donna drove to the summit where the 92-foot Veterans War Memorial Tower offered them a 360 degree view of the nearby region.

Even though the foliage had not peaked yet, it was a beautiful drive and the views were spectacular as the photos show.

Veterans War Memorial Tower (below) was dedicated by officials in 1933 and is the most prominent feature of the summit.





# Celebrating Our Diversity at Foxwoods



LGBT Booth Creators Brian Mullen, Special Events Manager (left), William Flanagan, MGM Dream Rewards Assistant Manager (left center), Daniel Weaver, Director of Communications (right center), & Normand Houle, Foxwoods Uniform Attendant (right). Photo by Corey Sipe



MGM Dream Rewards Marketing Representative Zunilda Wright helped design the Panama exhibit. Photo Courtesy of Zunilda Wright.

*By Corey Sipe*

The “Wonder of Us All” was celebrated on Oct. 27 when the Grand Pequot Tower Grand Ballroom was filled with dancing, singing, exhibits, and videos showing different cultures and lifestyles.

All participants of the event were team members at Foxwoods, MGM Grand at Foxwoods, and the Mashantucket Pequot Tribal Nation.

This reporter observed dance performances by groups from the Philippines and India with their native clothing and music.

Other dances throughout the day included Reggae, Spanish, Albanian, and Bollywood Dance from India.

In all there were 30 special exhibits from all over the world including Haiti, Rwanda, Ethiopia, Gabon, Peru, Puerto Rico, China, Cambodia, Taiwan, Malaysia, El Salvador, Panama, Venezuela, Mexico, Dominican Republic, Albania, Italy, India, Trinidad, Caribbean, Aruba, Cape Verde, West Indies, the United States, India, and the Philippines.

The event featured two “Wonder of Us All Parades”, raffle prizes, a photo booth, as well as international food tasting with food and beverage chefs.

“I was real impressed with the work participants placed in their booths...We had help from the Engineering, Entertainment, ESD (Environmental Services Department), and Housekeeping departments,” said Hope Maruzo, of the Pequot Academy who was the 2009 Diversity Fair Event Chairperson and a member of the MPTN Diversity Team, the group that sponsored this event.

At the Lesbian, Gay, Bi-Sexual, and Transgender (LGBT) exhibit, MGM Dream Rewards Assistant Manager William Flanagan, one of the booth’s creators, said, “I’m proud Foxwoods has extended (health) benefits to married gay partners,” adding that the change took effect only a few months ago.

Along with upside down chairs and colorful tablecloths, the exhibit featured information about the

Herika Legrand, Foxwoods Table Games dealer, also helped design the Panama exhibit. Photo by Zunilda Wright.



symbols and flags that the gay, lesbian, bi-sexual, and transsexual community uses to identify itself.

At another display, Glen Potter, Training Specialist of the Pequot Academy, told passersby about the United States exhibit which featured U.S. Navy awards along with copies of American recipes, information about American fast food, sports, culture, and music, as well as a 50-state trivia game.

Another display had information about Native American cultures and information about the Pequot Museum Exhibit at Foxwoods as well as the MPTN Museum.

The museum exhibit is located in the Great Cedar concourse across from Cedars Restaurant and Ben & Jerry’s and is open 7 days from 9 a.m. to 7 p.m. The MPTN Museum, which has shuttle service to and from the casino, is open Wed. through Sat. from 10 a.m. to 4 p.m. with the last admission at 3 p.m. They can be reached at ext. 66800 or by visiting [www.pequotmuseum.org](http://www.pequotmuseum.org).

Regarding the fair, Maruzo said, “We had a pretty good turnout and the people that came really enjoyed it.”

While the last Diversity Fair was held three years ago in the smaller Sunset Ballroom, organizers hope that the event will be a new annual tradition.

Steve Heise, Vice President of Human Resources said, “I want to thank all team members

*Diversity Day continued on page 11*

# Come on Down for the Price is Right at Fox Theater!



This past Halloween, I dressed up as a contestant for the Price is Right Live Stage Show at the Fox Theater. Also in the photo is my girlfriend Tracy Piro, host Alan Thicke, the show's two models, and announcer Matt Scott. Photo Courtesy of Corey Sipe

By Corey Sipe

It's not too late to come on down for the Price is Right Live Stage Show!

The 1,370-seat Fox Theater has been transformed into the home for the Price is Right Live Stage Show hosted by Alan Thicke, who most of us know as Jason Seaver from the hit 1980's television show *Growing Pains*.

"With open arms Foxwoods Resort Casino welcomes back The Price is Right Live with celebrity host Alan Thicke, this 90 minute game show favorite will make everyone want to come on down," said Monique Sebastian, Director of Production Shows and Exhibitions at Foxwoods Resort Casino and MGM Grand at Foxwoods.

The show features some of the same games we see at home including Hole in One (or Two), Plinko, the Clock Game, Its in the Bag, the Race Game, Cliffhanger, Big Wheel, and The Showcase.

Lucky audience members will have the opportunity to "come on down" to Contestant's

Row to bid on a prize.

Prizes range from CD players to camcorders and even guitars.

All contestants receive a "Price is Right" t-shirt while the contestant who is closest to the actual price, without going over, is able to play a game.

Winners receive larger prizes such as a trip to Las Vegas trip, a Nissan Cube, and an inflatable boat.

In between games, announcer Matt Scott, meteorologist on WTNH-TV News Channel 8, calls out the names of lucky audience members who have won gift cards for Lowe's and Macy's.

During the show, historical television clips of the show are played on large screens, paying tribute to Bob Barker who was host for 35 of the show's 53 years, along with other hosts who have come and gone.

While the show has been around for more than half a century, the packed Fox Theater on Halloween night showed that fans are still ready to "come on down" and have fun watching their favorite game show.

While there will be no special team member shows this year, employees can purchase tickets to see a show but are unable to register to win prizes.

They are encouraged to bring their friends and family members who can register to win.

Tickets can be purchased for \$25 each from the Fox Theater Box Office or at [www.foxwoods.com](http://www.foxwoods.com).

Audience members should register up to two hours prior to show time and general seating (first come, first served) opens one hour before show time.

The Price is Right Live Stage Show will have a 20-day run with afternoon and evening performances.

Future performances are Fri., Nov. 13 at 7 p.m., Sat., Nov. 14 at 5 p.m., Sun. Nov. 15 at 2 p.m. & 7 p.m., Tues., Nov. 17 at 7 p.m., Wed., Nov. 18 at 2 p.m. & 7 p.m.

After each show, audience members can purchase Price is Right t-shirts, sweatshirts, DVD games, and shot glasses.

They can also get autographs and photos with Alan Thicke, Matt Scott, and the show's two models.

## First \$1,000,000 "Drive in Style" Winner Announced

By: Corey Sipe

On Sat., Nov. 7 at 6 p.m., Susan Reuter was officially the first winner of the \$1,000,000 "Drive in Style" Car and Cash Sweepstakes.

While Reuter was not on property to claim her \$100,000 cash bonus, she was notified by phone by Foxwoods Promotions Director Gina Marcino-Hart. Mrs. Reuter, at first, didn't believe that she actually won.

Rather than choosing the Audi A4 Quattro or Land Rover LR2, she chose the \$25,000 cash option.

Reuter, 61, is a Gold Card Member holder, and is from Achusnet, Mass. See page 14 for more information about the promotion. Winners for the remaining eight weeks of the promotion will be listed in the next ROAR newsletter.



*Lehto continued from page 1*

"She really deserves it. She will do anything it takes to create a special experience for our customers and each and every one of us benefits from that." In a moment of magic Diane wrote, "Mr. William Drucker is one of our Diamond Elite players. Bill mentioned to me it was his birthday. I in turn, called Betty to inform her it was Mr. Drucker's birthday. Betty was already aware and had run to the nearest store to buy a birthday card for Bill. Betty had all table games team members sign the card so it would be extra special for him. Bill was absolutely thrilled with his card! Thank you Betty for forming a relationship with our players and continuing to make the MGM Grand at Foxwoods the destination of choice!!"

Ms. Lehto found herself in shock for quite some time after the Pride Award announcement. "It takes a lot of effort to nominate someone for this type of award. It really is such an honor to be recognized," she smiled. "You know I do what I do because I, like many of us here, love my job. You know this position allows us to infiltrate so many other departments because we are always on the move. We couldn't do our job without the help and cooperation of all our teams working together from department to department. It's really our key to success. We help the dealers and they help us. Remember, it's the people at the tables that know our players, they are the first contact."

"It's funny but many times it's the little things Betty does that can make such a difference," adds Mr. Murray, "She went all the way to Gelato for a guest to get them soy milk for their coffee. This type of gesture makes all the difference to our customers. We have one VIP player who we almost lost but thanks to Betty and her attention to detail, he is here as long as we have Ms. Lehto on the floor." And Ms. Lehto's care and consistency carries us over time and time again producing special moments one by one... "I just had to drop you a note," wrote the Gillman's, "And tell you what a pleasure it was to meet you. You are indeed an asset to Foxwoods." And from all of us at MGM Marketing we congratulate you for a job well done and for making us full of PRIDE.



According to MGM Dream Rewards Assistant Manager William Flanagan, the PRIDE award "celebrates those team members who are truly working hard to build our business by building relationships and creating loyal customers." All winners received \$500 cash, \$100 gift certificate, and an engraved plaque.

Photo Courtesy of MGM Human Resources

*Lee continued from page 1*

"When the Pride Award program was announced," adds his boss William Flanagan, Assistant Manager of MGM Dream Rewards, "I was not surprised that all of Walters co-workers came forward seeking to nominate Walter for the pride award. He is always so positive and happy to see you when you arrive in his presence. Walter goes out of his way to make everyone he comes in contact with feel happy and renewed. Maybe the secret lies in the candy. These are some of the treats he shares with the group. He also offers many words of wisdom, (far too many to quote). He has great team spirit and is always encouraging his co-workers to be the best at providing 5 star service".

Mr. Lee makes a point to ensure everyone is happy, especially his coworkers. He does this by doing the jobs others may prefer not to do, like running to the Pits to make a new dream card. He insists others take their breaks first. He, in his infinite wisdom, has created a work environment of mutual respect which translates into endless, effortless teamwork. Night after night Mr. Lee's consistent professionalism makes a positive statement for the rest of the marketing representatives. His careful, caring customer service techniques outshine the rest. Patrons listen to his every word and return to be greeted by Mr. Lee time and time again."

In Walters' 15 months here he's learned a lot, "I've learned the culture of the casino and the day to day operation. My key focus is the quality of customer service that each customer receives. Everyone you speak to has a different answer to 'What is good customer service?' The majority of people think it's really easy but doing it very well consistently day in and day out is no easy matter. I am very good at customer service but it's not by accident," concludes Mr. Lee.

"What I enjoy observing is the rapport Walter has established with our repeat customers," concludes Mr. Flanagan. "If I am standing outside the booth on a busy show night, nothing gives me more pride than hearing several of our repeat customers clamoring for Walters's attention even if it's just to say hi. Or when I am in the back of the booth, and I can hear him welcoming a guest back with enthusiasm, and hearing the guest greet him. It's everything I could ask for. It really brings out the MGM PRIDE in all of us."



## Thanksgiving Recipes

Recipe Chiefs: Please bring in a small sample of your food for the week ending Nov. 21 for our judges. Judging results will appear in the next ROAR newsletter.



Photo  
Courtesy  
of MGM  
Human  
Resources

### Shepherd's Pie

*Courtesy of MGM Dream Rewards Marketing Representative Tamra Foss*

Price to make: approximately \$15

#### Ingredients:

- 1 bag of corn (frozen not cob)
- 2lbs of ground beef 80% lean
- 1 5lb bag of potatoes (russet brand)
- Small bag of plain potato chips
- 1 small container of sour cream
- 1 Stick of butter
- ½ cup milk
- 2 bowls to place ingredients into once cooked
- 1 ceramic pan (oven safe) to feed 3-5 people
- 1 small bottle of ketchup

#### Directions:

Fry the ground beef until brown (be sure to chop beef in small pieces as you cook it) then place the ground beef into a strainer and remove all grease then place into a bowl.

Microwave the corn as to directions on back of package. Then strain the corn of all water.

Shave all skin off the potatoes. Slice all potatoes into small pieces to cook faster.

Boil potatoes until soft then strain the potatoes.

Place potatoes into a bowl, along with 1 stick of butter, 3 table spoons of sour cream, and ½ cup of milk. Mash all potatoes in bowl with electric cake mixer until you have a smooth texture with no chunks and all ingredients are mixed in.

\*Once ingredients are fully cooked do as follows:

Take corn and place all in bottom of ceramic pan.

Place Meat evenly over the corn, you want the thickness of the corn and thickness of the meat to be the same.

Put potatoes on top of the meat evenly be sure that you use all of the potatoes (the potatoes are the key ingredient)

After the potatoes, meat and corn is in the pan take the small bag of chips and crush them sprinkle a little of them on the top of the potatoes.

\*Once all ingredients are in the ceramic pan do as follows:

Place ceramic pan covered with Shepherds' pie into the oven on 350 degrees for 30 min or until the top of the potatoes are slightly brown (crisp).

Remove from oven once slight brown crisp is on top.

\*To add some taste to the dish drizzle ketchup on top of Shepherds pie while on your plate and enjoy

### Super Moist Sausage Stuffing

*Courtesy of MGM Dream Rewards Assistant Manager William Flanagan*

#### Ingredients:

- 2 Bags of Pepperidge Farm Stuffing Mix
- 4 8 Oz cans of College Inn Turkey broth (or fresh turkey stock)
- 1 Stick of Butter
- 1 cup of diced onions
- 1 cup chopped celery
- 1 cup of diced mushrooms
- 1 cup of ground hot sausage (Recommend Jimmy Deans Hot Break Sausage)
- 1 teaspoon Bells Seasoning

#### Directions:

Bring four cans of College Inn Turkey broth to a slow boil. Add in one stick of butter, diced onions, celery, and mushrooms. Stir and let simmer for 5 minutes. Pour in stuffing mix, stir until consistency is moist. Add in ground hot sausage. Mix in 1 teaspoon of Bells Seasoning Mix. Keep warm until ready to serve

### Fried Rice

*Courtesy of MGM Dream Rewards Marketing Representative Walter Lee*

#### Ingredients:

- 4 cups BBQ pork fried rice
- 1 spoon of seafood salt
- 1 spoon of soy sauce
- Green Bean
- Chopped Carrots
- Green Onion

#### Directions:

Cook fried rice and vegetables separately, Mix rice and vegetables together, add seafood salt and soy sauce. Stir well.

**Turkey Soup***Courtesy of MGM Dream Rewards Marketing Representative Edward Lowe*Ingredients:

1 large onion  
 4 ribs celery  
 ¼ cup vegetable oil  
 1 quart Turkey Stock  
 1 15-ounce can Navy Beans  
 1 15-ounce can tomatoes, drained and chopped  
 1 10-ounce package frozen mixed vegetables  
 ¼ cup quick-cooking pearled barley

1 bay leaf  
 ¼ teaspoon black pepper  
 ¼ teaspoon grated nutmeg  
 ¾ teaspoon dried thyme (optional)  
 1 cup mashed potatoes  
 ½ cup half-and-half, heated  
 2 tablespoons minced fresh parsley

Directions:

Chop the onion and celery. Heat the oil in a large kettle, and cook onion and celery until the onion is transparent. Add the rest of the ingredients except the potatoes, half-and-half, and parsley. Cover, bring to a boil over high heat, and then lower heat to simmer for 10 to 12 minutes, or until the barley is tender. Add the potatoes, half and half, and parsley and simmer 5 minutes longer.

Makes 12 hearty servings

Can add leftover vegetables from the holiday dinner or any other fresh vegetables

**Creamy Mashed Potatoes***Courtesy of MGM Dream Rewards Marketing Representative Edward Lowe*Ingredients:

6 medium potatoes  
 2 bay leaves (optional)  
 1 ½ cups half-and-half, or  
 1 12-ounce can evaporated milk  
 ¼ cup (1/2 stick) butter  
 ½ teaspoon salt  
 ¼ teaspoon black pepper  
 ¼ teaspoon grated nutmeg  
 Softened butter  
 Grated nutmeg

Directions:

Peel the potatoes, cut in quarters, and place in a deep sauce pan. Cover with hot water and add the bay leaves. Cover, bring to a boil, lower heat to medium, and cook for 15 to 18 minutes, or until the potatoes are fork tender. Drain well and return the potatoes to the saucepan. Add the half-and-half, butter, and seasonings, and cook over low heat, stirring continually, until heated through. With an electric hand mixer or potato masher, beat the potatoes until they are light and fluffy. (You may need to add a bit more half-and-half.) Transfer to a 1 ½ quart bowl, garnish with additional butter, and sprinkle with a little nutmeg. Serves 6-8, Serve the potatoes in a big bowl, make a deep well into the top with a spoon and add a chunk of soft butter.

**Lemon Graham Nut Pudding***Courtesy of MGM Dream Rewards Marketing Representative Edward Lowe*Ingredients:

¼ cup (1/2 stick) butter, softened  
 1 teaspoon grated lemon rind  
 1 cup sugar  
 2 eggs, separated  
 3 tablespoons lemon juice  
 2 tablespoons all-purpose flour  
 ¼ cup Homemade Graham Nuts or Grape Nuts cereal  
 1 cup milk  
 Half-and-half (optional)

Directions:

Preheat oven to 325 F. In a large mixer bowl, cream the butter and lemon rind. Add the sugar gradually and blend well. Beat the egg yolks and stir in thoroughly. Add lemon juice, flour, graham nuts, and milk; mix well. Beat the egg whites and add approximately 1 cup of the flour mixture to the whites; fold in gently. Then fold the flour-whites mixture into the sugar mixture. Pour the batter into an oiled 5-cup casserole 3 inches deep. Place casserole in a pan of hot water and bake for 1 ¼ hours. The pudding will be golden brown. Let cool. Serve with half-and-half, if desired.

**MacGregor's Mouthwatering Mexican Dip Special for Thanksgiving***Courtesy of MGM Dream Rewards Lead Marketing Representative Jean Brown*Ingredients:

1 large Whipped Onion and Chive Cream Cheese (Philadelphia)  
 2 Cans Refried Beans  
 1 package shredded Mexican Yellow Cheese  
 1 jar spicy green salsa  
 1 jar medium red salsa  
 1 small can spicy Jalapeno peppers (optional)  
 1 small can black olives (optional)  
 1 large bag red or blue corn chips

Directions:

Prep time 20 minutes; In a round or square 6 or 7 inch baking/microwave dish that is at least 3 inches deep you start layers. First put red salsa to cover the bottom of the dish, next spread refried beans (1/2 inch), put some green salsa, cover that with Whipped Cream cheese, (optional layer spicy Jalapeno peppers), another layer of refried beans, next shredded Mexican Cheese layer, top with black sliced olives (optional) and REPEAT. You can heat this in the oven at 350 degrees until warm. Cover with Aluminum foil (20 minutes) or you can microwave it for several minutes without foil. I start with 2 minutes then add 30 seconds at a time until it's nice and hot. Serve immediately with red or blue corn chips. It's a real crowd pleaser! If you are bringing this dip to a party, bring it uncooked and heat it there. ENJOY!



## Foxwoods Shows Its Appreciation to the Military

Press Release Courtesy of [www.foxwoods.com](http://www.foxwoods.com)

Foxwoods Resort Casino salutes the United States military and announces a special holiday gift for all active duty and retired New England military families! The casino is donating thousands of tickets to *Cirque Dreams Holidaze Spectacular*, and the incredibly popular Broadway production *Hairspray*. In addition, one thousand tickets are being donated as a part of this promotion by the world-famous celebrity impersonation production: *Legends in Concert*.

"Foxwoods Resort Casino recognizes the incredible contribution of the United States military on a local and national level and we are thrilled to have this opportunity to express our appreciation," said Robert Victoria, Senior Vice President of Consumer Marketing. "Foxwoods continually seeks ways to support the community and we hope this holiday gift will brighten the season for the families supporting our country and fighting for our freedoms." In partnership with the Naval Submarine Base in Groton's Information Ticket and Tours Office (ITT), an element of the base Morale Welfare and Recreation program, the free show tickets are available through ITT to all members, veterans and families of the Armed Forces. Tickets will be distributed on a first come, first served basis, and eligible recipients will be allowed up to four tickets per show. ITT is located in Building 164 at the base, and additional information concerning this opportunity may be addressed by contacting Ms. Norma Walters at ITT, telephone 860-694-3238.

"Family and giving are a big part of the holiday season, and I cannot thank Foxwoods enough for the gratitude and appreciation they're showing our Armed Forces families. It's this type of community spirit that makes New England such a great place to live and work," said Captain Mark W. Denno, Commanding Officer of the Naval Submarine Base. "Whether yesterday, today, or tomorrow, the challenges faced by loved ones left behind

as a service member is deployed remain constant, and I know that the Sailors and families at the Submarine Base, as well as the many members, veterans, and families of our Armed Forces throughout New England, will enjoy this generous opportunity!"

Show dates and times include: **CIRQUE DREAMS HOLIDAZE** - 7 pm on Nov. 15-19. **HAIRSPRAY** - 8 pm on Dec. 29, 30 and Jan. 2, 3. **LEGENDS IN CONCERT** - Friday and Sunday nights during the entire production run; starting Nov. 27 through Dec. 30, 2009. **CIRQUE DREAMS HOLIDAZE** is an original new musical extravaganza filled with spectacle, imagination and whimsical dreams. An international cast of acrobats, aerialists, singers, dancers and musicians fill this *Cirque Dream* on stage, in the air and while dangling from a 24 foot tall magical tree. Add to that the pomp, cirque-umstance and amazement of gingerbread men flipping through the air, toy soldiers skillfully marching on thin wires, snowmen daringly balancing, icemen sculpting powerfully, penguins spinning, puppets caroling and reindeer soaring high above a landscape of holiday wonderment. **HAIRSPRAY** is Broadway's fantastically fun musical, winner of eight 2003 Tony Awards including Best Musical, and the inspiration for the enormously successful motion picture. And now, guests of Foxwoods will be swept away to 1960s Baltimore in this smash hit musical, piled bouffant-high with laughter and romance - and enough deliriously tuneful songs to fill a nonstop platter party. It's **HAIRSPRAY**, live on stage in living color! **LEGENDS IN CONCERT** - the famed tribute show has a spectacular holiday celebration, with specially-produced musical arrangements, sparkling costumes and a multimedia presentation. Special guests will drop in to join the most renowned tribute acts in show business representing the likes of Frank Sinatra, Liza Minnelli, The Temptations, Sammy Davis, Jr. and Elvis. Backed by a world-class band and the Legends singers and dancers, each entertainer will add a seasonal song to their repertoire, along with the artists' most popular hits.

### *Diversity Day continued from page 6*

involved for their efforts in making the last Diversity Fair such a great success. I was pleased to see so many team members proudly showing off their heritage. This was a great move to improve the culture here and the morale. I look to do this again next year with even more success. Our team members come from all over the world, and this is a great way to showcase that diversity."

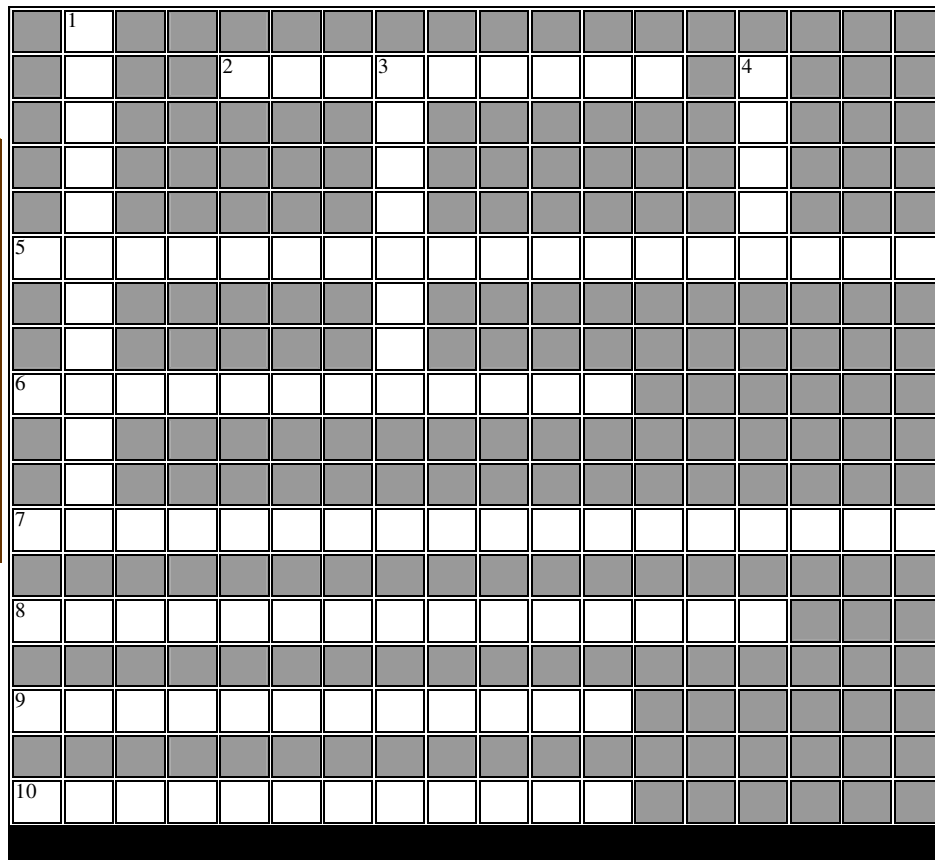
Echoing thanks to team members involved with Diversity Day and a hope for more events like this was a written statement by MPTN Vice Chairman Richard Sebastian. "The Cultural Diversity Fair was a very positive event showcasing the multiplicity of backgrounds of the employees and customers that make Foxwoods what it is today. It is the understanding of these various cultures that

help us work better together as a team and as colleagues. I feel that it is important that we continue to showcase the "diversity" of our employees and possibly explore doing a cultural diversity celebration throughout the casino concourse and employee areas quarterly or bi-annually. In doing this, it not only highlights the diversity here, but it also shows appreciation for all of our employees and patrons who contribute to the success of Foxwoods."

The Diversity Team, who sponsored the fair, consists of 10 active members, according to the team's chairperson Karen Strong. The team is always looking for new members and those interested can visit <http://foxnet.mptn.org/Departments/Diversity> for more information.

## Do you know Foxwoods Rainmaker Casino?

To submit photos, articles, personal profiles, birthdays, anniversaries and Moments of Magic for our next issue; e-mail Newsletter Editor Corey Sipe at [csipe@mgmatfoxwoods.com](mailto:csipe@mgmatfoxwoods.com)



### ACROSS

2. Only bar near the Rainmaker Player's Lounge
5. New England's only New York versus Boston Bar
6. Restaurant with rock and roll memorabilia
7. Store selling electronics, lawn and garden supplies, and sporting goods
8. Lower level restaurant in the poker room
9. Only bar with free live entertainment on stage
10. Only 24 hour donut and coffee shop

### DOWN

1. 24 Hour Store with Kitchen Accessories, Candy, Snacks, and Soda
3. Customers go here to bet on horse races
4. The World \_\_\_\_\_ Tour Room on the lower level

For answers, consult your Two of a Kind, FoxNet, and [www.Foxwoods.com](http://www.Foxwoods.com).



MGM Marketing ROAR gives a special salute to the two members of MGM's Casino Marketing Department who were honored with the PRIDE Award along with the six other award recipients at the MGM Grand at Foxwoods. Pictured in this photo are MGM Casino Host Vasiliki "Betty" Lehto (left) and MGM Dream Rewards Marketing Representative Walter Lee (right). *Photo by Corey Sipe*



**FOXWOODS AND MGM GRAND AT FOXWOODS ENTERTAINMENT AND EVENTS****MGM GRAND THEATER**

Cirque Holidaze; Holiday Show  
 Nov. 12, 16, 17, and 19 at 7 p.m.  
 Nov. 13 at 8 p.m., Nov. 14 at 2 p.m. and 8 p.m.  
 Nov. 15 & Nov. 22 at 2 p.m. and 7 p.m.  
 \$30/\$69 Golden Circle VIP

Jerry Seinfeld; Comedian  
 Fri., Nov. 20 & Sat., Nov. 21 at 8 p.m.; \$150/\$110/\$82.50

John Fogerty; Rock  
 Fri., Nov. 27 at 8 p.m.; \$65/\$45/\$35

Wyonna – A Classic Christmas Tour  
 Sun., Nov. 29 at 7 p.m.; \$50/\$40/\$25

7<sup>th</sup> Annual Brian Seltzer Orchestra Christmas Rocks!  
 Holiday/Swing  
 Fri., Dec. 4 at 8 p.m.; \$55/\$45/\$35

Lionel Richie in Concert; Adult Contemporary/R&B  
 Sat., Dec. 5 at 8 p.m.; \$100/\$90/\$75

An Evening with Bill Engvall; Comedy  
 Sat., Dec. 12 at 8 p.m.; \$55/\$45/\$30

**FOX THEATER**

Manny Pacquiao vs. Miguel Cotto Viewing Party  
 Sat., Nov. 14 at 9 p.m.; Invited

The Price is Right; Game Show; Hosted by Alan Thicke  
 Nov. 12–13 & 17 at 7 p.m., Nov. 14 at 5 p.m.,  
 Nov. 15 & 18 at 2 p.m. and 7 p.m.

Pino Daniele plus Openers; Italian Show  
 Sun., Nov. 22 at 5 p.m., Price TBA

Chinese Show  
 Thurs., Nov. 26 at 2 a.m. & 2 p.m., Price TBA

Legends in Concert Holiday Show  
 Featuring Bing Crosby, Sammy Davis, Jr., Liza Minelli, The  
 Temptations, and Elvis  
 Nov. 27–28, Nov. 30–Dec. 1, Dec. 3–5, Dec. 7–8, Dec. 10–  
 12, 14–15, 17–19, 21–22, 24–26, 28–29, 31, Jan. 1–2 at 8  
 p.m., Nov. 29, Dec. 6, 13, 20, 27 at 4 p.m., Dec. 2, 9, 16,  
 23, 30 at 1 p.m. & 8 p.m., \$25

**FOXWOODS GRAND BALLROOM**

Manny Pacquiao vs. Miguel Cotto Viewing Party  
 Sat., Nov. 14 at 9 p.m.; Invited

**SPECIAL EXHIBITIONS**

Bodies Revealed; An Exhibition of Real Human Bodies  
**Daily thru Nov. 29; \$20; GPT Mezzanine Level**  
 Sun thru Thurs, 10 a.m. to 8 p.m.; Last tix @ 7 p.m.  
 Fri. and Sat., 10 a.m. to 10 p.m.; Last tix @ 9 p.m.

**MGM & FOXWOODS EVENTS**

Asian Extreme Dream Point Giveaway  
 Bus Marketing and Dream Rewards Promotion  
 Oct. 1 to Nov. 30

Grand Match Play Showdown  
 Mon. through Fri. 10 a.m. to 6 p.m.  
 \$10, \$15, \$25, and \$50 MGM blackjack tables

The Million Dollar Drive in Style Car & Cash  
 Sweepstakes Drawing  
 Sat., Nov. 14, 21, 28, Dec. 5, 12, 19, 26; 6 p.m.

\$200K Holiday Shopping Cash Giveaway  
 12 p.m. to 10 p.m.; Fri., Nov. 27

Mystery Bonus Slot Play \$25–\$2,500; Nov. 30

**FOXWOODS EVENTS**

Hairspray the Musical \$100K Slot Tour; Invite  
 Nov. 13–15; Grand Ballroom

Alan Thicke Luncheon; Invited  
 Sat., Nov. 14, 1pm–3pm; Grand Ballroom

\$10K Daily Slot Tournament; Invited  
 Nov. 16 thru Nov. 19; Rainmaker Casino

Stop and Shop Gift Card Event; Invited  
 Nov. 21; 12–5pm; Grand Ballroom; prizes at 5:15pm

\$30K Mid-Level Baccarat Tournament  
 Sun., Nov. 22 1pm; Invited

Everyone's A Winner – \$25 to \$25,000  
 Mon., Nov. 23 thru Wed., Nov. 25; 4pm–8pm

Thanksgiving Chinese Buffet  
 Thurs., Nov. 26; 11am–6pm; Invited

**GPT/GCH HOTEL OFFERS**

Visit

<http://www.foxwoods.com/hotelpackages.aspx> for  
 information on hotel/restaurant and  
 hotel/show/restaurant packages

# \$1,000,000 “Drive in Style” Car & Cash Sweepstakes



The Audi A4 Quattro is on display at Foxwoods in the Bingo Skywalk between the Ernie DiGregorio tribute display case and the Keno booth. The vehicle was purchased from Inskip Audi in Warwick, RI. *Photo by Corey Sipe*



The Land Rover LR2 is on display in the MGM Grand at Foxwoods rotunda between the parking garage skywalk and The Food Market. The vehicle was purchased from Land Rover Guilford located in Guilford, CT. *Photo by Corey Sipe*

Foxwoods Resort Casino and MGM Grand at Foxwoods are proud to announce the One Million Dollar “Drive in Style” Car & Cash Sweepstakes set to take place **November 1, 2009-January 2, 2010**. We will be awarding **9 cars in 9 weeks GUARANTEED!**

The drawings will be held on each Saturday at 6PM.

How to Enter:

- ❖ Guests can sign up for a new Dream Card account and automatically receive 10 entries into the sweepstakes.
- ❖ Dream Card holders can receive one free entry at any MGM or Foxwoods Kiosk.
- ❖ Dream Card holders will receive ONE ADDITIONAL entry for every 5 Dream Points earned on Slots and Tables during the sweepstakes.
- ❖ Entries will accumulate starting at 6am on Sunday, November 1 and will be eligible for all 9 drawings during the sweepstakes.

The lucky winners will not need to be present to win and have their choice of a 2010 Audi A4 or a 2010 Land Rover LR2. The winners will be notified and given 30 days to claim their prizes. **HOWEVER**, if the winner is present at the time of the drawing and claims within **ONE HOUR**, the winner will be awarded a **\$100,000 CASH BONUS**. Guests can claim their prize at any Dream Rewards location.

## Upcoming Team Member Events:

**Wed., Nov. 18** - MGM Birthday Celebration Day at the Lion's Den

**Fri., Nov. 20 thru Sun., Nov. 22** - Books Are Fun - open 24 hours at the Sunset Ballroom Pre-function area in Great Cedar Hotel

**Mon., Nov. 23 and Tues., Nov. 24** - Team Member Pie Sale 8 a.m. to 8 p.m. at Café 1 and MGM Backstage Boulevard; 8 a.m. to 12 a.m. at Café 2

**Wed., Nov. 25** - Team Member Pie Sale 8 a.m. to 8 p.m. at Café 1, Café 2, and MGM Backstage Boulevard

**Fri., Nov. 27** - MPTN Craft/Vendor Show 11 a.m. to 8 p.m. in the Sunset Ballroom



Delicious pies like these will be on sale Nov. 23-25. *Photo Courtesy of MGM Human Resources*