What's In a Title? TABLE GAMES & SALARY INDEX



At one point in time in the casino industry table games generated more revenue than slot machines. As the slot technology got more creative, and with more variety, they slowly took over table games and never

looked back as the overall leader in revenue generation. Pop Quiz: What year did this occur? Answer: According to Frank Streshley, Senior Analyst with the Nevada Gaming Control Board, it happened 1983. That is when slot revenue hit 51% and beat table games revenue for the first time.

Here are some interesting statistics from the Nevada State Gaming Control Board, July 2009: In Nevada there were 165 casinos that had a total of 5,594 table games, exclusive of Poker. The average daily win of each table game was \$1,623. During this same period there were 321 casinos (nearly double that of table games) that had a total of 169,454 slot machines. The average daily win of each slot machine was \$110. Each table game made 14.8 times as much per day as each slot machine, but there were 30.3 slot machines to every 1 table game. Just some facts to kick around.

So just what does the person overseeing all of these table games, and their revenue, do on a daily basis? To get some insight into the table games department I went to CI Graham, Vice President of Casino Operations, Thunder Valley Resort in Lincoln, California. CJ has also worked for the MGM Grand, Harrah's and Wynn Las Vegas, and prior to his current position he was the Vice President of table Games at the Palm's Resort & Casino in Las Vegas.



G&L: Tell us about the Thunder Valley Resort and the amenities.

Thunder Valley Resort

CG: Thunder Valley Resort is owned and operated by the United Auburn Indian Community. We offer an exciting gaming, entertainment and dining experience in a comfortable and beautiful setting. Thunder Valley has over 85,000 square feet of gaming floor complete with all of your favorite table games. The large casino layout allows our guests the opportunity to move freely about the gaming floor's 98 table games and 2,400 slot machines. We have four amazing restaurants including award-winning Austins Steakhouse, Koi Palace, Thunder Café and The Feast Around The World Buffet. We also have a food court featuring five other dining options.

Construction is currently underway on our expansion that will feature a 400-room hotel, a 10,000 square foot spa, a 3,800 parkingspace garage and additional slots and table games. The expansion is expected to be completed in summer 2010 and we hope to be a 4 Diamond Resort.

G&L: Tell us about your direct reports and their titles, and how many total employees you have under you.

CG: I have about 600 Team Members in my division including the Director of table Games, Casino Shift Managers, Managers, Supervisors and Dealers. Our Team Members' commitment to showing our guests the highest level of customer service make us a successful operation to both work for, and to visit.

G&L: Describe a typical day in your work schedule.

CG: Every day is a moving target and comes with exciting operational challenges. I spend a great deal of time out on our gaming floor with our Team Members. I also review reports and make complicated budget decisions. The job is demanding, and I enjoy it that way! It is extremely rewarding to be able to see the hard work I and others put in to achieve positive results for Thunder Valley.

G&L: What are some of your top priorities as the Vice President?

CG: With the current economic climate as it is I need to consistently review our operating standards to make sure we are running at optimum efficiency, both fiscally and operaSmall Casino Mid Sized Casino Large Casino Mega Casino # Tables up to 19 20-39 40-79 80 or more

<u>Manager</u> 55K-65K 60K-70K 65K-75K 75K-100K

<u>Director</u> 65K-80K 75K-100K 75K-105K 105K-140K <u>Vice President</u> 75K-90K 90K-120K 100K-140K 160K-200K

tionally. I constantly strive to ensure Thunder Valley is the premier gaming and entertainment destination in Northern California.

G&L: What are some of the biggest challenges you see in your department?

CG: I think navigating the current economic waters is a challenge for any business. We constantly review our operation to ensure our guests are receiving the experience they deserve while making certain our business practices are fiscally sound. Also, encouraging our Team Members, who are really the next generation of gaming executives, to excel in leadership and creativity. There are so many regulations and requirements within a casino operation that it is sometimes easy to confine yourself to doing only what is expected. It is great to have Team Members who will go beyond what is required, and that has helped make Thunder Valley so successful.

G&L: Has the slowdown in the economy noticeably affected your department?

CG: The economic landscape affects all businesses to some degree, and we are no different.



However, we do have a great reputation with the guests and our community. They know we offer them a first class experience and they are very loyal in returning to our Resort.

G&L: What do you see in the future for Table Games?

CG: Table games will always be profitable in the casino industry. Table game players like to interact with each other and this is where the social networking takes place. Our partners in the slot divisions have some great products that attract a different group that enjoy the challenges that a slot machine offers. However, table games will always be "live" gaming and the future is bright with RFID chips and the tracking components that come with it. With innovative progressive jackpots and the customer service that comes with table games, they will always have a strong presence on the casino floors in the future.

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Michael Day, CIO, Cannery Casino Resorts