



***Ninth Annual***  
**Tribal General Manager  
& Casino Executive  
Exchange**

**May 16<sup>th</sup> - 17<sup>th</sup>, 2022**  
**The Royal Sonesta**  
**New Orleans, LA**

**Sunday, May 15<sup>th</sup>**

5/6/2022

9:35 AM

**7:30-8:30 PM Welcome and Networking Reception in the Fleur de Lis & Courtyard**

Once you've settled in after a long day of traveling, join us and unwind at a Welcome Reception. Casino Executives and Industry Professionals will all come together to enjoy a full array of hors d'oeuvres and desserts and of course plenty of drinks. You'll have time to re-connect with old friends and eagerly meet new ones. As we all know you can learn a lot from your peers, and this is the perfect opportunity to start conversations that can continue over the course of the next two days.

**Monday, May 16<sup>th</sup>**

**Sign up sheets for 1-on-1 meetings will be made available at the registration desk**

General Managers and Casino Executives will have the opportunity and are encouraged to meet with our Partners for one-on-one meetings throughout the event in a designated area. Sign-up sheets will be available at the registration desk for you to schedule a time to meet. **All Executives who meet with a minimum of (3) Forum Partners will be entered into a drawing on Tuesday to win a gift card!**

**7:30-8:30 AM Registration & Networking Breakfast in the Evangeline Suite**



**8:30-8:40 AM Opening Remarks in the South Ballroom**



Justin O'Connor  
*President*  
Native Nation Events

# Monday, May 16<sup>th</sup>

## General Sessions in the South Ballroom

### 8:40-9:45 AM      **Keynote: 8-Track to Emoji**

- Cross-generational leadership
- Discover the answer for retention in the 21<sup>st</sup> century
- Understand the three major trends of upcoming generations
- Identify three common biases in the workplace.

#### **Presenter:**



Jerrod Murr  
*Founder & CEO*  
Paradigm Shift

### 9:45-10:30 AM      **State of the U.S. Economy and Its Potential Short-and Long-Term Effects on Gaming**

- We will hear from a leading economist who will update us on the current state of the U.S. Economy.
- What is the outlook given red-hot inflation, supply chain issues, the ongoing labor shortage, the lingering pandemic and its resurgence in China, and forthcoming interest rate increases by the Federal Government?
- Are we headed for a recession?
- What are the implications for the gaming industry?

#### **Presenter:**



Dr. Alan Meister  
*CEO & Principal Economist*  
Meister Economic Consulting, LLC

## 10:30-12:00 PM Interconnective Speed Session

At this round robin style event, Forum Partners will have the opportunity to sit and speak with all participating General Managers and Casino Executives for an allotted amount of time while enjoying a coffee refresh and beverages. This event will provide exposure to a larger number of people in a short amount of time and give you the opportunity to introduce yourself and your company early on which will allow you to build on your relationship during the event.

## 12:00-1:00 PM Networking Lunch in the Evangeline Suite



## General Session in the South Ballroom

### 1:00-2:15 PM Casino Executive Roundtable and Open Floor Discussion: Confronting the Biggest Challenges Casino Executives will Face in 2022

This dynamic discussion will uncover the latest trends and challenges facing casino executives today. Based on pre-conference research and in person feedback, the discussion will uncover the most pressing threats facing operators in the industry.

- What are some of the biggest challenges casino executives are facing in 2022?
  - Framing the challenge
  - How to determine the main factors that lead to the challenge.
  - What are some potential tools and solutions to mitigate the challenge?
- There were many changes in casino operations during the height of the Pandemic.
  - Have the operational challenges such as entertainment & conference venues and employee benefits returned to normal? How were some of this entertainment & conference spaces reallocated and are these changes here to stay?
- Ongoing Planning and Strategizing for the Post COVID world as it relates to gaming.
  - Slot counts, quality of product & player spacing. How has COVID changed them and have these impacts defined the future of the gaming floor?
- Many casinos faced limited operating income when COVID forced closures & reduction in venue capacity; How have shutdowns, supply chain issues, and cost of goods affected capital reinvestment projects?
  - What new initiatives were put in place to offset potential losses in the future?

#### Moderator:



Mark Astone  
*Chief Executive Officer*  
Catalyst Marketing

#### Presenters:



Craig Fuller  
*Senior Director of Casino Operations*  
Akwesasne Mohawk Casino

#### Presenters:



Kim Van Amburg  
*Chief Executive Officer*  
Casino del Sol Resort



Michael Michaud  
*General Manager*  
WinnaVegas Casino Resort



Don Kajans  
*CPA/  
Fractional Chief Executive*

# Monday, May 16<sup>th</sup>

**2:15-2:30 PM** Afternoon Networking Break **in the Evangeline Suite**



## **General Session in the South**

**2:30-3:30 PM** Casino Executive Roundtable & Open Floor Discussion:  
**“The New Normal” Where Does This Leave the Gaming Industry?**

- Disruptors come along every decade or so changing the world. Whether it be two guys building a computer out of their garage or another guy imagining the largest retail store at your front door. In the most recent case, it was a worldwide virus that to date has killed over four million people worldwide.
- Some people believe as with other “Disruptors” good has also come from the virus such as:
  - Employees working from home and becoming more efficient
  - Virtual meetings are the new normal that also allows more people to be engaged
  - Automation will continue to grow especially given the labor issues plaguing our country.
- Did the gaming industry miss the Paradigm Shift? Are they leading it?
- Where does the shift leave brick-and-mortar casinos?
- Adjustments, modifications and the importance of fluidity in the Gaming industry.

### **Moderator:**



James Perry  
*Vice President, Client Services*  
 Imagine This

### **Presenters:**



Laura Penney  
*Chief Executive Officer*  
 Coeur d’Alene Casino, Resort, Hotel



Ryan Stewart  
*General Manager*  
 Kickapoo Casinos – Shawnee and Harrah



Ken Lathrop  
*Founder*  
 Casino Resort Insight



Samir Mowad  
*Senior Vice President & General Manager*  
 Harrah’s New Orleans

# Monday, May 16<sup>th</sup>

## General Session in the South Ballroom

**3:30-4:15 PM**

### **The Great Resignation:**

### **Attracting and Retaining Employees To Combat Crippling Staff Shortages**

- With COVID almost in the past and stimulus checks a thing of the past, where are all the workers?
- With minimum wage increases and gaming operators increasing pay across the board, why have we not seen an uptake in candidates?
- What are some other workplace incentives and benefits needed to attract and retain good employees?

#### **Presenter:**



Paul Speirs-Hernandez  
*Marketing Consultant & Leadership Training*  
Red Wagon Institute

**4:15 PM**

### **Monday's Sessions Conclude**

**6:00-9:00 PM**

### **Cocktail & Dinner Reception at Pat O'Brien's**

Kick off the event in style at the legendary Pat O'Brien's right on Bourbon Street. Casino Executives and Forum Partners will come together for a wide variety of New Orleans's best hors d'oeuvres, specialty stations and drinks while listening to the tunes of live music.

Pat O'Briens  
718 St. Peter  
New Orleans, LA 70116

#### **Reception Sponsored By:**



7:30-8:30 AM    **Networking Breakfast in the Evangeline Suite**



**General Sessions in the South Ballroom**

8:30-9:15 AM    **Gaming Technology of the Future & What it will Look Like in 5, 10, or 20 Years from Now**

- What is the latest technology when it comes to availability today to assist casino operators with completing every day tasks?
- Automations: How will tech help automate functions and offer casinos some relief when it comes to staff shortages?
- What are some trends we see now and out in 5-year increments?
- How has the global pandemic expedited the need for new tech now?

**Presenter:**



Andrew Cardno  
*Co-Founder & CTO*  
Quick Custom Intelligence

9:15-10:30 AM    **Sports Betting: Update on Where Tribal Enterprises Are Now and What the Future Holds**

- What has sports betting brought to their brick & mortar vs. online betting?
- How do you choose the right partners when entering in to sports betting?

**Tuesday, May 17<sup>th</sup>**

5/6/2022

9:35 AM

**10:30 AM Tribal General Manager & Casino Executive Exchange Concludes**

**11:15 AM Transportation Pick-Up for the Golf Outing**

Big Easy Pick-up will meet you at the Royal Sonesta and bring you to our Exclusive Golf Outing at the beautiful TPC Louisiana.

**1:00 PM Golf Scramble at TPC Louisiana**

**Our shotgun start will begin promptly at 1:00 PM**

*All players must check-in at least fifteen (15) minutes before the scheduled tee time.*

On Tuesday afternoon, Casino Executives and industry professionals will “scramble” over to the famous TPC Louisiana. The golf course, which is part of the Audubon Golf Trail, stretches over 250 acres of wetlands across along the Mississippi River Delta. True to Pete Dye’s style, the golf course features over 100 bunkers, including several large waste bunkers on the first six holes of the back nine. TPC Louisiana boasts a series of short and compelling par-4 holes to balance. The five sets of tees, ranging from a fair 5,121 yards from the women’s tees all the way back to the 7,400 PGA TOUR tees, offers golfers of all skill levels a great blend of challenge and playability.

Our shotgun start, open to experts and beginners alike, will be thoroughly enjoyed by all. There will be contests for long drive, closest to the pin and several other prizes given out for this fun but slightly competitive outing!