

# THE KNIGHTED WRITER

*Employee Newsletter Edition 1*

**THE LONG AWAITED AND MUCH ANTICIPATED KNIGHTED NEWSLETTER IS HERE!**

Hot off the presses! The Knighted Writer aspires to be an exciting place for all of you to keep up with the happenings of the industry and our company. With over 300 employees, we've been growing at an impressive rate and owe it all to the dedication and standards that our bankers set while on the floor. This newsletter is dedicated to each and every one of you, and we'll be using it to communicate not only the news, but also the stories, opinions, and standards of excellence that each of you are exhibiting as Knighted employees. As you read through the separate sections, you'll note several future opportunities where you can contribute directly, win prizes, and engage in interactive activities that will test your mettle as a Knighted banker! We hope all of you will enjoy this newsletter and again we thank you for your hard work. See you on the floor!

## COMPANY ANNOUNCEMENTS

### NORMANDIE GRAND OPENING



Casino CEO Michelle Miller and President David La at the Ribbon cutting ceremony

As most of you know, Knighted recently added the Normandie Casino to its roster of clients. With over 60 cal game tables, the casino boasts one of the largest EZ-Baccarat offerings in America, and an impressive roster of high-action clientele. Our HR team has been working

around the clock to get the tables staffed: Knighted employees at Normandie are now over 100 and counting! Needless to say, the launch has been a success due to the tireless efforts of our recruiters and our

## In This Issue

- [Company Announcements](#)
- [Our New Mentor Program](#)
- [Employee Highlights](#)
- [Employee Contribution by Aretha Welch](#)
- [Banker Brilliance](#)
- [Brain Science](#)
- [Humor](#)
- [U Knighted](#)
- [Office Hours](#)
- [Call for Submissions](#)

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supervisory staff, many of whom have not seen their families in several weeks! We'd like to take the time to send a quick shoutout thanking all of our Normandie Associates, and also to the transports for all of their Herculean efforts: Hangfei Chen, Josh Moreno, Pheng Vue, Reagan Yang, Korbyn Kociemba, JP Barbier, Jorge Melendez-Gomez, Davis Nguyen, Dylan Bridges, Quynh Phan, Katie Guthrie, Candice Berry and Susanna Sheehan. Way to go, team!

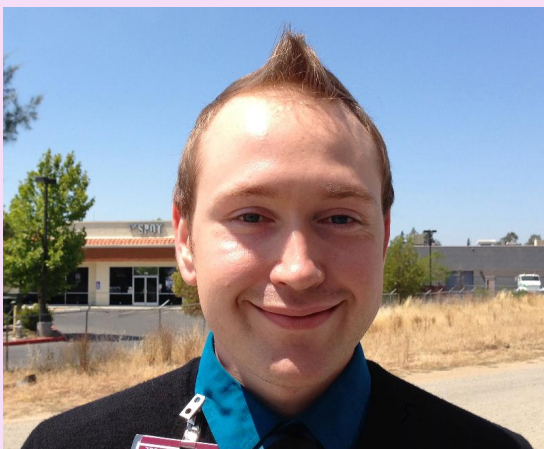


A view of the 'main floor' at Normandie

## MOVERS AND SHAKERS

We'd like to take a quick moment to note some recent promotions and transitions within the company. Please join us in congratulating the following **SHAKERS** to their new positions: Shang Vang (Supervisor at Lotus), Pheng Vue (Supervisor at Normandie), Hangfei Chen (Supervisor at Normandie), Hlou Vang (Shift Lead at Lotus), Daniel Manomai (Shift Lead at Lotus), Tim Saepanh (Supervisor at 580), Tiffany Chao (Shift Lead at 580), Garrett Clark (Shift Lead at 580), Raisa Melendez-Gomez (Shift Lead at 101). Additionally, we'd like to welcome the following **MOVERS** to their new casinos: Jesus Millan (from 580 to 101 as Associate), Raisa Melendez-Gomez (from 580 to 101 as Shift Lead), Benedick Castro (Supervisor from 580 to 101), Tim Saepanh (from Normandie back to 580), Korbyn Kociemba (from Lotus to Normandie), Dylan Bridges (from 101 to Normandie). On the horizon, we have the future rotation of JP Barbier as Lead Supervisor at Lotus, while Zechariah Gauna and Trung Bui may rotate down to Normandie as extra support.

## KNIGHTED'S FIRST IN-HOUSE TRAINER



Kyle Myers

After a competitive search and interview process that included over 30 applicants, Knighted is thrilled to announce that Kyle Myers has been promoted to be the first in-house trainer for Knighted's special teams. Kyle started with Knighted as a Gaming Associate -- and after consistently showing



## BANKER BRILLIANCE Monthly Quiz & Contest

Answer all of these questions correctly and you will be entered into our monthly mystery prize drawing!

[Click This Link to Submit Your Answers](#)

1. What is the highest number of cards the dealer hand can bust with in the game of Blackjack. (Assume the dealer hits on soft 17, stays on hard 17 or higher)
2. What does the name "Pai Gow" translate to in English?
3. On Baccarat, player A places a \$10 bet on Banker and player B places a \$10 bet on Player. Who is more likely to get paid?
4. What is the total number of eyeballs in a standard 52 deck of cards?
5. On blackjack, if the casino rule is that you cannot stay on 11 or less, what is the lowest hand total you can win with?
6. On baccarat, if there have been 6 straight hands where banker wins, the chance of the banker winning the 7th hand is \_\_\_\_\_ usual.
7. In 3-card poker, what's harder to get: a straight or a pair of aces?
8. How many total face cards are there in an 8-deck shoe?
9. What is the most important trait for an associate to have?

**Correct answers will be revealed in**

excellence in table knowledge, professionalism, and the willingness to go the extra mile, he rose to the Supervisory level within a year's span. The road to Trainer, however, was not an easy one. Each of the position's applicants had to undergo written evaluations, along with verbal, visual, and digital presentations of their teaching style and content. We would like to thank and congratulate all of our finalists, who showed incredible dedication and professionalism in their preparation and presentation efforts. We know that each of you will also help to lead our training efforts soon.

the next issue.



## Brain Science

by Roy Choi

## Mentoring Up!

Starting a new career can be both invigorating and intimidating, particularly within an industry as unique and as dynamic as Gaming. You might agree that classroom training is great for acquiring the technical skills needed to be a banker. But a gap often exists



Lotus Mentor Anya "AJ" Abille with a fresh batch of newbies!

between theory and practice. Do you recall what it was like to be a new hire, walking into the casino on your first day following training? How could the classroom possibly prepare you for the feeling you would have – the nerves, the anticipation, the customer experience, the distractions?! Did you ever think, "I wish I had a buddy to help me through this process...?"

Knighthed Leadership recognizes new hire assimilation as a critical component of our business operations. In addition to aiding the development of new skill sets, mentorship and coaching shortens the time required for new employees to become productive, increasing revenues and profitability. On Tuesday, June 11th,

In our company, we talk about "mistakes" all the time. "Catching mistakes" is one of the core skills that Associates must have. But what if YOU are the one who makes the mistake? In the countless hands I've been witness to in my gaming career, there have been times when I've asked to recount a payout, only to discover that it was my mistake – then be subject to a scolding by the dealer or by Mama who had placed the bet. Yes, we all make mistakes.

While we Knighthed Associates are all trained to look for them, we'll commit a few of our own. But how we respond to our own mistakes is vitally important. Author and psychologist Henry C. Link once said "While one person hesitates because he feels inferior, the other is busy making mistakes and becoming superior."

You can read more about the science of learning from our mistakes [here](#).

And for those hungry for more scientific data behind learning from our mistakes, check out this [research](#).

So go catch those mistakes... and make some of your own while you're at it!

## HUMOR





101 Mentors Sean & Gerrett working with new Associates Josh & Roman

Leadership, Human Resources, and Training met with thirteen casino staff to identify the needs, challenges, and resources necessary for new hire success. Key takeaways from the focus session were captured to form the baseline of the program, which is currently in development. We are pleased to announce the soft-launch of the mentor program this month across all four casino locations (NorCal and SoCal). THANK YOU to all of our current mentors for your contributions to developing our people, and our business!

If you are interested in making a profound impact by becoming a mentor, please submit your interest / inquiries to [info@knighted.com](mailto:info@knighted.com).

## Employee Highlights

August 2013

### The 101 Casino

Eve Phelan



A Marin County native, Eve has been working as a banker at the 101 Casino since 2007. In addition to her strong table skills, Eve has consistently demonstrated a positive, helpful attitude in the workplace. She is also taking the initiative to develop a new hire orientation specific to the 101 Casino to help our new employees acclimate to the casino environment. Her sharp eyes don't just benefit her on the tables - Eve is a gold miner in her free time!



## Top 5 Things...

...you wanna do to the Stinky Player sitting next to you... (but that would probably get you written up...)

By Kyle Myers

1. "Hey, I was at the store last night and thought of you." (Hand them deodorant, soap, and a toothbrush.
2. Write "wash me" on a player's face when they fall asleep in the casino.
3. Wait until they breathe on you and then start dry heaving.
4. Slap the Durian candy out of their hand.
5. When a stinky player comes up to the table, Febreeze them.

## Industry Facts

# Casino 580

**Karl Lukes**

A graduate of U.C. Davis with a degree in Materials Science and Engineering, Karl has demonstrated his table skills and progressed meaningfully in the five months he has been with Knighted Ventures. He has become a tremendous role model in pushing his fellow associates to improve their technical skills and take things to the next level. As a banker on the graveyard shift, Karl enjoys his nightcap in the morning hours - and more than likely, it's a pint of beer he brewed himself!



In 2011, California card clubs and Third Party Service Providers provided over \$1.8 billion in economic output, supported over 22,700 jobs, and produced over \$270 million in tax revenue for the U.S.

Many clubs generate over 1/4th of the total tax revenue for municipal funds in their home cities; in some cities, it's over 80% of tax revenue for the general budget.

# The Lotus Casino

**Phong Xiong**



Phong began with Knighted Ventures 10 months ago and has proven to be a star employee. Phong has demonstrated that he truly cares about his coworkers, their well-being, and their continued improvement at work. In addition to his flexibility and willingness to cover extra shifts, he strives to learn all the games and challenges himself to improve upon those that he already knows. Outside of work, Phong plays in a national paintball league.

# UNIVERSITY OF KNIGHTED (U-KNIGHTED) LAUNCHES!



Calling all aspiring professors, teachers, trainers, and gurus! U Knighted (University of Knighted) is about to launch! Are you an expert in your field, and you want to teach your fellow Associates? Or maybe you just have a hobby that you want to share. If you'd like to teach a 30-45 minute class on the topic of your choice, please apply by answering the following questions. Send in an email to [info@knighted.com](mailto:info@knighted.com). Please note that all sessions for those teaching or attending are unpaid.

# Normandie Casino

**Edwin Amaya**

Edwin was a member of one of Knighted's earliest training classes at Normandie. Since then, he has played an important role in helping to build a strong team in Los Angeles, using his previous experience as a mentor and tutor to help new associates entering the casino. Edwin is always eager to take on challenges, both in the workplace and in his free time: it's rumored that he can eat an entire watermelon in one sitting!



**Kevin Hoang**





Kevin is a recent graduate of U.C. Riverside with a degree in Economics, and has used his mathematical aptitude to solidify his gaming skills. Like many bankers at Normandie, Kevin has gone above and beyond the requirements of his position, often staying after his shift to train on the advanced games. Kevin was particularly interested in joining Knighted Ventures because he's a gamer by nature - he plays video games competitively and often participates in tournaments.

- What is the skill or area of expertise you would like to teach?
- What are your credentials in this area?
- Why do you want to teach this?
- Please provide a brief outline of the content to be covered in class.

*Please join us in congratulating and thanking these talented and dedicated people!*

## STAY CONNECTED



Did you know that Knighted offers Office Hours at each of our casino locations? Though Roy and Jieho are regularly spotted circulating the casino floor, participation in Office Hours is a foolproof method for ensuring your questions, concerns, and ideas are given personal attention. Leadership wants to hear what's new with you and provide an opportunity for feedback - to see the company through your eyes.

How can you sign-up, you ask? Session sign-ups are communicated through company memos. Ask your supervisor(s) for details, and make sure to take advantage of these unique occasions for one-on-one discussion! As always, please feel free to reach out to Roy and Jieho for impromptu discussions anytime.

## 7 STEPS TO REDUCE BACK PAIN AND EYE STRAIN WHILE BANKING



by Aretha Welch

Casino bankers fall into the class of workers known as "desk jockeys" (also known as "seat huggers" or "chair potatoes"). Nevermind the nickname - what matters is that there is a growing pool of evidence that suggests that sedentary jobs can have negative health effects.

But just a second! Don't go jumping the gun to hand in your resignation. There is much that can be done to counter the side effects of a sedentary job. After all, accountants have somehow survived for decades. So there must be hope!

This hope comes with the understanding of one concept. It can help casino bankers, like other "desk jockeys," ward off the negative effects that sitting and repetitive motion can have on their backs and joints; making their time at work more productive and less fatiguing.

The answer is **ergonomics**: the science of designing and arranging equipment in a way that minimizes strain on the worker. Studies show that an ergonomically correct work area can decrease worker fatigue, improve efficiency and decrease sick time among employees.

Since casino bankers have relatively small work spaces, setting them up so they are ergonomically correct can be a quick and easy process. Below are a few tips to help you increase your comfort at work:

1. Seat yourself close enough to the table so that your wrists can rest lightly on the closest edge of the betting table. Sit with your back straight, and avoid hunching your shoulders. Position your chair so you can see your entire table easily to avoid excessive slumping,

## CALL FOR SUBMISSIONS!

**So, you think you can do better than this? We want to hear from you!**

**Please submit your input to [info@knighted.com](mailto:info@knighted.com)**

- Your news article ideas
- Comedic bits (Top 5?)
- Photos of you and your coworkers being

slouching or bending during the game, as these can cause spinal alignment problems in the long term.

2. If you already have back issues, invest in a back brace. While "young" people may feel ashamed of wearing a back brace, ask any chiropractor out there, there should be no shame in your game when it comes to back health. Use your brace during days or weeks when you feel back pain.
3. Stand up occasionally; changing position will give your spine a chance to decompress.
4. Bankers who do stand a lot (you know who you are: trainees, supervisors and shift leads) should invest in comfortable shoes with good cushioning or purchase gel shoe inserts and use them religiously.
5. Use your breaks well! Take a few minutes to close your eyes if they feel strained from the bright lights overhead or from staring at and counting chips constantly.
6. To avoid wrist strain from repetitive hand motions and tasks, take a few minutes to massage your wrists on your lunch break or during other down time. Rotate them in both clockwise and counter clockwise motions. Flex them upward (dorsi-flexing) and downward (plantar-flexing) following the massage.
7. Do some light stretching of the back and neck when you first wake up or before going to bed. This will help you maintain a healthy range of upper body motion, even if your work day is spent sitting still.

**For more information about this and other topics, please email Aretha Welch, Lead Associate at Casino 580, at [aretha.welch@gmail.com](mailto:aretha.welch@gmail.com). Aretha is a certified personal trainer.**

**awesome**

- **Comic strip sketches**
- **Banker Brilliance quiz questions**
- **Anything else you'd like to share with your fellow bankers!**

**We designed this newsletter FOR you, so it should be BY you, too! We can't wait to hear your ideas!**

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