



Gaming in the Rain! The Knighted Writer, Edition 27

Welcome Everyone!

For this edition, we want to recap some of the major happenings across the state! This past month, we've been receiving some much-needed rain from the recent El Niño storms.

International Women's Day was on March 8th, and we'd like to tip our hats to the female leaders within Knighted - check out an interview with some of our top female leaders in this month's edition of Knightline! Also, take a look at our articles about the **Employee Assistance Program**, **Employee Spotlight Shout-outs**, **Banker Brilliance**, and much more! Be sure to give us feedback and stay awesome!



KNIGHTLINE - Women in the Workforce

On March 8th, 2016 people across the world celebrated International Women's Day (IWD). Worldwide, women continue to contribute to social, economic, cultural and political achievement. The 2016 IWD campaign focuses on committing to taking action to accelerate gender equality.

Here at Knighted Ventures, we proudly foster an environment of diversity and inclusion. While there has been a common assumption that the gaming industry is disproportionately male, Knighted Ventures has a strong

representation of women in management roles in every key region. And just like James Brown sang, while this might be a man's world, it wouldn't be nothing, nothing without a woman. This month, we interviewed several of our female leaders to gain insight on the career paths they forged for themselves.



In the Bay, you will find 2-year supervisor Raisa as well as recently promoted supervisors, Emma and Lady holding down the fort at Park West Casino Sonoma (also known as The 101 Casino).

In our Sacramento region, Shalane, Muriel, Shang, Cue, and Sadie all have several years of experience in the gaming industry. Spanning the Lotus, Cordova, and Lodi casinos, these outstanding supervisors are keeping operations a continual success.

Lastly in LA, at the Bicycle casino, we have our two lead supervisors, Connie and Pam, working with supervisors, Christine, Mayra, and Arlene. Managing over 100 tables at a time, we cannot express how grateful we are to have them on the team.

[KW] When starting off as a gaming associate, what was one of the most challenging things you had to face on or off the tables?

Pam: When I first started 16 years ago, we didn't have a Supervisor at the time. So any questions that I had, I had to ask for help from people who were in the same position as me or ask for help from someone who had more experience. Training was quick and fast, we didn't have badges back then. You'd have a couple of hours in training and would then be put out on the floor.

Lady: I was very timid and shy. As a Gaming Associate you didn't need to talk a lot while on the table, but as a Supervisor we have more one-on-ones and have to get to know people more. So while it was a challenge as a Gaming Associate, it is even more so being a Supervisor now.

Connie: When the industry was very new, corporations were kind of seen as the enemy - as if we were trying to get people's money. Breaking that wall down was a challenge, but the customer service experience has improved as a result.

[KW] Have you always wanted to work in the casino industry? If not, what was it about the job and overall work environment that has kept you here this long? What is your favorite part of the job?

Shalane: I didn't even know about the casino industry until I worked at Jackson Casino as a cashier/hostess. My favorite part about my job and what keeps me loving it everyday are the people I work for and people I work with.

Shang: I did not think I would be in this industry for this long. It was because I had great leaders that inspired me. I think everyone that I've worked with are great leaders... everyone played a huge part in my employment with KV.

Christine: I have not always wanted to work in the casino industry, but I like meeting and observing people. I find almost everyone interesting. I like the stories that develop inside the floor. I like testing myself if I can still be respectful and kind regardless of what players do and say. I like the challenge of creating rapport with a very diverse group. I like realizing my limitations, making mistakes, and trying to learn from them.

[KW] The gaming industry is known to have more males than females. What does it mean to you to be in this type of position in this industry? What do you hope to accomplish in your role?

Raisa: To see more diversity in the industry is awesome. I've learned to take good things from others and try to make it better, as well as look at the bad things and try to change them. It doesn't feel like an exclusive club anymore, and I'm excited to witness the change.

Muriel: It means regardless of gender, all things are possible. I hope to help all associates get to where they want to be at [and] guide them to the correct path. [I want to] be a reminder that anyone can do it if they set their mind to it.

[KW] How do you try to overcome the challenges you face as a Supervisor?

Arlene: As a parent, finding a balance between "Career and Family" is hard. When you choose to work on your career, people can see you as not fulfilling a more traditional family role. How I deal with these things is to balance my time and constantly explain why I do things so people don't misunderstand me.

Emma: I'm a petite person, which can lead to being perceived as passive. I want to continue to build my leadership presence, and develop respectful relationships with casino patrons, staff, and management. Being comfortable and confident to draw boundaries, as well as knowing yourself is important. Fortunately, 101 has supportive female representation so it felt comfortable to be promoted to this position.

[KW] Do you have any female role models that inspire you in your personal and work life?

Mayra: I don't have one single role model. I have learned things, and continue to learn things from many people. My mother has taught me patience and to let things go that are out of my control. Pam and Connie teach me every day about maneuvering through the "grey areas." Christine teaches me about following up with associates and taking notes on everything. My high school English teacher taught me that it is okay to be goofy as an adult. Everyone has something to teach us.

Just When You Thought You Had It Figured Out, Life Happens!

For those of you who don't know about the Employee Assistance Program (EAP), quick, go to CignaBehavioral.com and enter **knighted** as the employer ID! Here you will find tons of valuable resources for those times when life throws you a curve ball, or if you just need someone to talk to. These resources range from lifestyle benefits, to college/retirement planning, to debt counseling. In addition, you can receive assistance in locating child and/or elder Care. Simply call the EAP, and you will be connected with a specialist who will help find local providers. The specialist will not only guide and counsel you through the process, they will ensure that you are matched with the best available resources. To top it off, it's FREE to KV employees, so do not hesitate to take advantage of this benefit!

To contact the EAP, call **1-877-622-4327**. You can also find a copy of an EAP pamphlet at your casino.

Party On -- Bike Style!



Knighted SoCal got their party on last month, but this year with two casinos in the region: Bicycle and Players! Guests and their dates were treated to refreshments, games, and prizes, while getting to connect with old and new friends. Human Bingo had some of the funniest and most creative answers we've seen, while Trivia kept our guests scratching their heads!

The raffles saw four of our Operations and Corporate staff working shifts for our Associates, while Ron Mendelow, Breanna Dato, Wa Bang, and Celeste Tuioti-Mariner were recognized with rewards for their contributions and great attitude. We hope you all had fun!



This month, submit your answers to the below questions from our in-house stats guru, JP Barbier. Get them all right, and you'll be entered to win a sweet prize!

1a) A player is on single-deck three card poker and sees that their first card was the King of diamonds without seeing the other two cards. What is the probability that the hand is a mini-royal?

1b) The player finds out that indeed they have a mini-royal, what is the probability they also achieved a royal flush? (Having a Ace, King, Queen, Jack, 10 of Diamonds amongst the hands of the player and dealer)

2) In some versions of VIP EZ Baccarat (assume 8-deck shoe), the players (rather than the dealer) are allowed to reveal the cards to the rest of the table. For the first hand, the player reveals a 9 and 5 for the first two Player-side cards. Another player reveals two face cards for the first two cards of the Banker-side cards. The first player "squeezes" the third Player-side card and knows they have two pips looking from both the vertical and horizontal edges.

(refer here for a reference of the vertical

edge: <https://www.gentingcasino.com/images/uploads/games/game-play/CF-Baccarat->

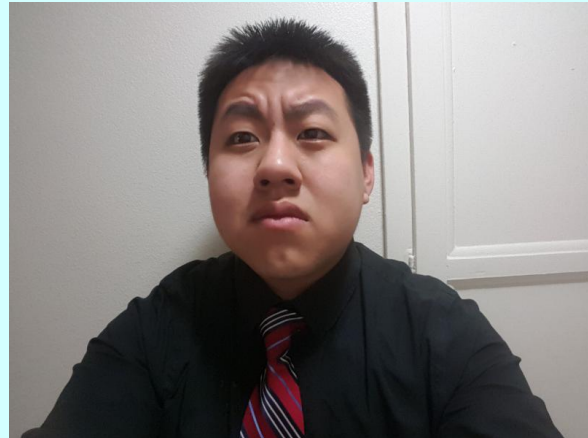
What is the chance that the Player-side sums to an 8, but the Panda bonus-bet does not get paid out?

3) You are sitting alone at the beginning of a two-deck shoe blackjack table with a 6 and 10. Looking at the dealer card of 6, how likely are you to win if you hit once and the dealer reveals a King as their second card? What about if you stay?

Submit your answers [HERE!](#)

Last Month's Winner: Mengmao Thao (Lotus Casino)

Look at this SWEET gaming headset that Mengmao Thao just won! Oh, and he got a \$25 gift card as well. Great job!



Last month's Banker Brilliance challenged readers to rewrite the company mission statement without using the letter "E." Read Mengmao's submission below:

"Us, as a company, will put our utmost ability into optimizing casino parlor options and affairs by building a social norm of instructors who faithfully uphold moral standards, original thinking, and assisting of individuals."



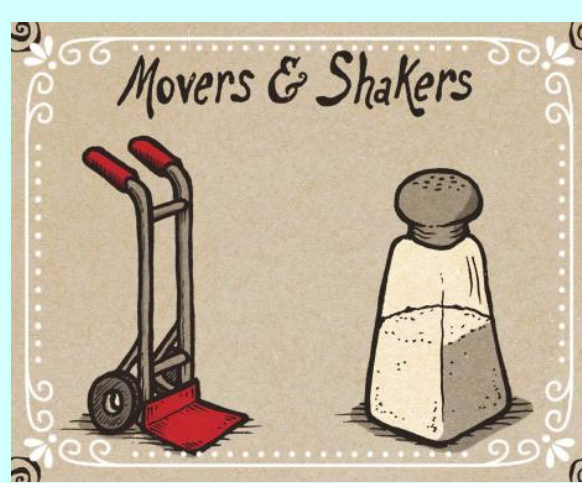
Calling All NorCal Knights for Neighbors!

Community Outreach has always been an important focus for our organization and many Knights personally. Please join us in volunteering at the **food bank of Contra Costa & Solano** on **Monday, April 25th** from **3:30pm to 5:30pm, or 6:00pm to 8:00pm!** Becoming involved not only provides you the opportunity to help give back to your local community, you also get a chance to connect further with your fellow teammates. In addition, those who participate will receive a free "Knights for Neighbors" t-shirt! The food bank is located at **4010 Nelson Avenue in Concord**. Sign-in sheets will be made available at your respective casinos.

Movers & Shakers

It's March Madness! Spring is near and the time to mention our Movers & Shakers is here! Making moves this month are Kimau Wright and Julio Martinez, returning to Lotus from Napa. Veronica Rubio is back at 580 having spent some time at Napa as well. Janet Velasco has been a great joy to have at 580 and Palace and is headed home to Bike. And moving back to Cordova from Lotus are Kee Vang, Michelle Khounphinith, Jonathan Lopez, and Amitesh Chand. Kontear Peng, Thomas Casline, and Jacob Swimme are now at Lotus. And Karl Lukes is settled back at Lodi. Traveling all the way from Florida, Thao Pham is now back in the Bay at Palace.

In addition, we've had some cool promotions to round out the month. David Chlebowski was promoted from Supervisor to Lead Supervisor for Napa. Andy Davis is making his way to Shift Lead for Napa. And last but not least, Felicia Quintero has joined the Human Resources team as an HR Associate. Please join us in congratulating everyone on their new and exciting changes!



Employee Spotlight: March 2016

We'd like to recognize three awesome KV associates this month: **Julian Guerrero** from Lodi, **Ben Weiser** from Players, and **Keith Van Nyhuis** from Napa!

Julian Guerrero

Before joining Knighted Ventures, Julian fixed longboards, computers, cars, and phones. Supervisors have said that Julian is a big team player at the Lodi Casino and no matter how short staffing is there, he is always willing to come in to help fellow coworkers. He'll regularly check in with the team first and is completely flexible with scheduling — always down to come in early or do overtime if necessary.

Fun fact that Julian wanted us to know is that his head is too big for hats! Also, Julian has a huge vinyl collection, which includes vinyls from a variety of genre such as jazz, mariachi, rock, and rap. He started collecting it from the age of 14 and finds that he loves the grooves on the physical hard copies which allow him to feel the sound wave. It's a guilty pleasure of his to browse and add to his collection!



Ben Weiser

Ben has demonstrated one of the most positive attitudes we've seen. He has been a solid contributing member of our team from



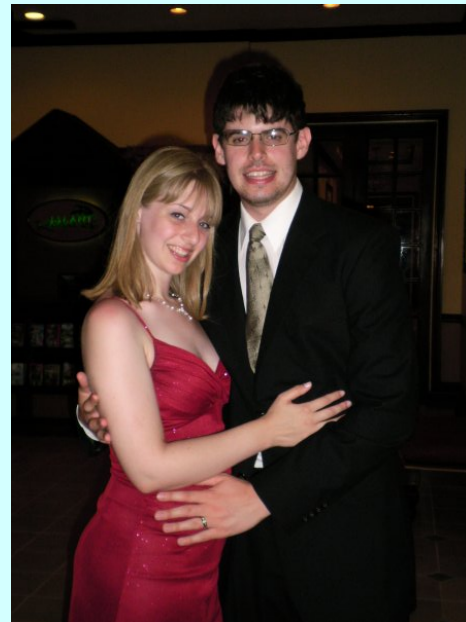
the beginning, and always volunteers to stay over his regular shifts. He worked extremely hard and learned all the games in a very short time, including nearly attaining VIP speed on Pai Gow. He wants to eventually be in Training and Development and takes every opportunity he can to help out the incoming new hires. Ben enjoys the casino industry because of the wide variety of people he meets, from coworkers, players, and dealers, and is always looking for the next challenge. He embodies the spirit of Lead From Where You Are!

Ben's Fun Fact is that both his parents are immigrants from Czechoslovakia who worked hard and achieved their "American Dream." After coming to this country with nothing, his father climbed the ladder to become a top Graphic Designer, whose credits include The Flash & The Arrow TV series. Ben's mother provided for her family, worked full time and went to nursing school full time until she completed her studies. These role models are Ben's inspiration.

Keith Van Nyhuis

Keith moved to California from Iowa 4 years ago. With Knighted, he has been a leader at Napa Valley Casino and was one of the original people that moved over to start at the casino. He has demonstrated his dedication by always being willing to work extra hours when needed and is always interested in helping the team. Keith also helps out with training our new hires. Overall, Keith has shown a great level of professionalism and has been a great example for the newer staff.

We dare you to challenge Keith to Guitar Hero. He was the first person in the history of Guitar Hero 3 to score 100% on the song "My Curse" by Killswitch Engage and held the top spot on the online leaderboards for a while.



Julian, Ben, and Keith will be receiving gift cards in appreciation of their efforts.
Congrats to you three - keep up the great work!



Our newest recruits were welcomed into the KV Team at our latest New Hire Orientation in February. Please greet them when they hit the tables!

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