

# The Pinnacle *Pipeline*

Our employees. Their newsletter.

October 2011

## In this Issue:

Congrats to Belterra

Comments of the  
month

Responsible gaming  
month

Team Member of the  
Month

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## Belterra Wins “Best of Southern Gaming Readers Choice Awards”



Southern Gaming Magazine rated Belterra Casino Resort number one for “Best Rooms” and for “Best Suites”! The resort was also rated second in the “Best Overall Casino”, “Best Amenities” and “Best Poker Room” categories! Southern Gaming Magazine created the awards in order to recognize the most prestigious gaming properties in the South, as chosen by the magazine’s readers. This year, more than 43,000 votes were cast, proving that our guests really do appreciate the chance to honor their favorite properties!

Without the dedication of our employees, Belterra would not have received this prestigious award. Our employees are who make our company. Without the best team members we would not be the best resort.

## Team Members at their very best....Comments of the Month From our Guests

**R**emember it is you who help to make the guests who stay with us happy and comfortable. Our comment of the month comes from L'auberge du Lac.

*Dear Anthony,*

*We wanted to thank our butlers, Mark and Ted. A child who was with us had a cast on her arm. We thought we had to secure it with a plastic bag to prevent water from seeping in, but that did not work. It began to fall off! Ted and Mark went out of there way to get plastic wrap, a trash bag, and duck tape. They even wrapped the cast for us! They made one little 8 year old happy because she was able to go swimming! We can't think you enough!*

*Sincerely,*

*Bill P.*



## October is Responsible gaming Month

**R**esponsible gaming is an issue of prime importance to the gaming industry. Gaming and educating the public about the odds of games and making responsible decisions about when and how to gamble, the gaming industry demonstrates that responsible gaming is a fundamental part of how it does business.

Although the vast majority of Americans are able to gamble responsibly, a small percentage of people, approximately 1 percent of the adult population cannot.

Gaming is, first and foremost, an entertainment industry, and members of the gaming industry want everyone who visits a casino to be there for the right reasons; to simply have fun. The industry doesn't want people who don't gamble responsibly to play at its casinos, period.

## Team members of the month

Congratulations to our featured Team Member of the Month, Rose Hawthorne at Lumiere Place Casino and Hotels. Rose Hawthorne is Lumiere's Human Resource VP. Rose oversees all Human Resource departments. Here are some comments from her fellow team members:



"Rose is the best. She is always helpful and makes sure everything runs smoothly."  
-Isabella Rigdon, HR Team Manager

"If I ever need anything, I know I can count on Rose!"  
- Catherine Hinrichs, HR Team Member

# Upcoming Pinnacle Events

October 16- Ladies Day at Rivers Down

October 18 - Belterra Team Carnival

October 26- Lumiere Place Halloween Party

October 28- Boomtown Halloween Poker Tournament



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