



Conference
Location

Pricing

Day One
AML Bootcamp

Day Two
Cage Operations Conference

Day Three
Cage Operations Conference

Skiild

Event Agenda

July 17, 2023

**AML
Bootcamp**

July 18, 2023 - July 19, 2023

**Cage Operations
Conference & Expo
+ Revenue Audit**



GLORY



WIPFLI





Sycuan
CASINO • RESORT



Discounted Room Rate
\$139.00
a night

Room rate ends on June 23rd

Sycuan Casino Resort

5469 Casino Way, El Cajon, CA 92019

Located within driving distance to Downtown San Diego, La Jolla, and more, our 12-story luxury hotel tower features over 300 guest rooms, including over 50 suites in various configurations and amenity packages. Whether you're looking to spend time at the casino gaming floor, swimming pool, buffet or restaurant options, Sycuan has something for everyone.

About the Resort

Resort and casino guests have a wide range of onsite amenities to enjoy, such as a swimming pool and cabana area with a lazy river and swim-up bar and a full-service spa with treatment rooms and sauna, and over 10 new casino restaurants and bars. Book direct and experience it all.

Book your stay at Sycuan Casino Resort & Spa to experience Southern California and all it has to offer.





ABOUT THE EVENT

Why Connect?

Learn about new technologies that enhance profitability and network with industry leaders who have proven success in Cage, Revenue and Player Services.

Who Should Attend?

Anyone that wants to Understand Revenue Management from the Casino Floor, including Operational Managers and Supervisors, HR Personnel, Cage Professionals, Revenue Audit, Casino Accounting, Player Development, Directors, Executives, Gaming Commissioners, Gaming Supervisory Teams, Tribal Members, Tribal Interns, Security and Surveillance Professionals.

1 Day

July 17th, 2023



AML Bootcamp

\$495.00

Per Registration

2 Days

July 18th-19th, 2023



Cage Conference + Revenue Audit

\$499.00

Per Registration

BEST DEAL

3 Days

July 17th-19th, 2023



AML Bootcamp + Cage Conference + Revenue Audit

\$975.00

Per Registration





[08:00a - 08:30a]

Continental Breakfast and Registration Opens

[08:45a - 09:00a]

Opening Comments and Introductions

[09:00a - 09:50a]

Introduction to Title 31

Recent Updates, History, Suspicious Activity and Currency Transaction Reporting

Paul Camacho, Vice President of Compliance
Yaamava Resort and Casino

Break

[10:00a - 10:45a]

Continued: Introduction to Title 31

Paul Camacho, Vice President of Compliance
Yaamava Resort and Casino

Break

[11:00a - 12:15p]

Title 31 Suspicious Activity Reporting

Christopher Guerra, Principal
Votum Advisory and Solutions

Lunch

[01:15p - 02:00p]

Keynote Speaker: Human Trafficking

In this session, we will hear from hard working mothers who's family have been directly affected by human trafficking. This is an introductory lesson meant to create awareness around human trafficking and to learn how your AML compliance can aid in the mitigation of this crime.

Shari Finn, Founder
The RAD Movement

Break

[02:15p - 03:15p]

AML BOOT CAMP TRACK: Compliance Program Requirements

In this session, attendees will learn about the most critical requirements and considerations to ensure that the Casino's risk-based compliance program meets IRS BSA standards.

Joseph Busby Executive Director Of Casino Finance
Sycuan Casino

Break

[03:30p - 04:30p]

Understanding AML Risks, Risk Assessment and KYC

Join us to hear how other casinos are handling AML risks, Risk Assessments and know your customer programs. This session will provide a comprehensive perspective of industry best practices including real life cases to assist attendees with the knowledge needed to assess and manage their casino's AML risk.

[04:30p - 05:00p]

FAQs and Closing Bootcamp

[04:00p - 06:00p]

Cage Conference Pre-Registration



Conference Location

Pricing

Day One AML Bootcamp

Day Two Cage Operations Conference

Day Three Cage Operations Conference

[08:00a - 09:00a] **Continental Breakfast and Registration Opens**

[08:30a - 08:50a] **Cage Operations Opening Comments and Introductions**

Vendor Introduction and Brief Overview, Speaker and Property Introductions Games and Giveaways, Housekeeping items, including Food Menu, FAQs to prepare for Roundtable.

Mindy Letourneau, Founder
Casino Essentials and Skiild LLC

[09:00a - 09:50a] **Automation Panel**

Hear from our vendors about the latest innovations in Cash Operations!

[10:00a - 11:00a] **Panel Discussion: Impact of COVID on Operations**

In this session our panelist will discuss how we managed through COVID, lessons learned, hardships and breakthroughs that resulted from this unprecedented pandemic.

Regina Carrillo, Cage & Credit Director, Yaamava Resort Casino
Luke McEwin, Executive Director of Cage, Credit, Collections and Loyalty Services at Resorts World Las Vegas
Brian Roe, Director of Player Development, Pala Casino Resort
Thomas McDonald, Sr Director of Cage & Credit, Choctaw Nation of Oklahoma
Dawn McGrady, Director of Finance, Little River Casino
Kathryn Estrada, Cage Manager, Tachi Palace Hotel and Casino

Break

[11:15a - 12:00p] **Speed Meet our Vendors**

Lunch

[01:00p - 02:00p] **Breakout Sessions**

Solutions to Operational Issues

Continued from Panel Discussion: In this session, we will get creative and discuss ideas to enhance our guest experience and cope with staffing and scheduling in the wake of COVID.

Kathryn Estrada, Cage Manager, Tachi Palace Hotel and Casino

Brian Roe, Director of Player Development, Pala Casino Resort

Cage and Credit Frauds and Scams

This group will spend time discussing recent frauds and scams, accountability and creative solutions for preventing and managing these events.

Luke McEwin, Executive Director of Cage, Credit, Collections and Loyalty Services at Resorts World Las Vegas

Thomas McDonald, Sr Director of Cage & Credit, Choctaw Nation of Oklahoma

REVENUE AUDIT TRACK: Audit 101 Roundtable

In this session, we will learn about the best practices and how to enhance your audit checklist related to Slot, Kiosk, Spa, Hotel and other areas that might need further development in your processes. Are you doing everything you can to ensure that revenue is properly audited? How are you handling types of business such as Sportsbook? All questions welcomed in this session.

Joseph Busby, Executive Director Of Casino Finance, Sycuan Casino

Dawn McGrady, Director of Finance Little River Casino

Christian Fenner, Corporate Director of Revenue Audit, Choctaw Nation

Break

[02:15p - 03:15p] **Breakout Sessions**

Cash Management Discussion

PAR levels, Imprest and Non-Imprest banks, shift-change, best practices for Issuing Banks to Slots, F&B or other departments. Main vault transactions, automation and procedures.

Luke McEwin, Executive Director of Cage, Credit, Collections and Loyalty Services at Resorts World Las Vegas

Ruth Ritchie, Cage and Credit Operations

Ticket Kiosk and Jackpot Processing Automation and Processes discussion

Internal Controls, Reporting, Best Practices, Lessons learned, Variances and malfunctions.

Regina Carrillo, Cage & Credit Director, Yaamava Resort Casino

Thomas McDonald, Sr Director of Cage & Credit, Choctaw Nation of Oklahoma

REVENUE AUDIT TRACK: MICS (Minimum Internal Controls)

Be prepared! In this session, we will learn the importance of ensuring policies and processes are in place and up to date in accordance with your jurisdiction's MICS. Learn about MICS audits, considerations when updating auditing processes related to MICS and best practices that will help you sleep better at night!

Joseph Busby, Executive Director Of Casino Finance, Sycuan Casino

Break

[03:30p - 04:30p] **Breakout Sessions**

Managing Guest Services Standards in today's environment

This session will close our first day with an honest perspective from our speakers as it relates to expectations for exceptional service, service standards, guest retention and service recovery.

Luke McEwin, Executive Director of Cage, Credit, Collections and Loyalty Services at Resorts World Las Vegas

Brian Roe, Director of Player Development, Pala Casino Resort

Thomas McDonald, Sr Director of Cage & Credit, Choctaw Nation of Oklahoma

NEW! REVENUE AUDIT TRACK: Kiosk Audit

Is your Kiosk Audit working for you or do you have questions? In this session, we will walk through an existing Casino's Kiosk audit process and answer questions. This is a great session for learning how to enhance your current audit or share challenges and find creative solutions that work for other casino clients.

Kathryn Estrada, Cage Manager, Tachi Palace Hotel and Casino

Christian Fenner, Corporate Director of Revenue Audit, Choctaw Nation

Ruth Ritchie, Cage and Credit Operations

[05:00p - 07:00p] **Cage Conference Welcome Reception**



[08:00a - 09:00a] Continental Breakfast and Registration Opens

[09:00a - 10:15a] Breakout Sessions

Staffing, Scheduling, Bid Process and Seniority

Issues, concerns, best practices and lessons learned.

Regina Carrillo, Cage & Credit Director,
Yaamava Resort Casino

Kathryn Estrada, Cage Manager, Tachi
Palace Hotel and Casino

Running a More Efficient Business in Cage

Discussing automation that improves Cage Operations. What's new, what works and what is the ROI? Learn to determine your return on investment and how to successfully sell your proposal to Senior Management: ROI (Return on Investment) for projects, equipment and automation.

Ruth Ritchie, Cage and Credit Operations

Thomas McDonald, Sr Director of Cage &
Credit, Choctaw Nation of Oklahoma

**NEW! REVENUE AUDIT TRACK:
Point and Comp Audit**

In this session we will focus on Point and Comp Audit best practices. Bring your most challenging situations and questions. This session was created to provide answers and enhance current processes.

Dawn McGrady, Director of Finance
Little River Casino

Christian Fenner, Corporate Director of
Revenue Audit, Choctaw Nation

Break

[10:30a - 11:45a] Breakout Sessions

Continued Discussion on Guest Service: What is the secret "service" sauce?

Service automation, staff accountability, and what are achievable service standards.

Kathryn Estrada, Cage Manager, Tachi Palace Hotel and Casino

Brian Roe, Director of Player Development, Pala Casino Resort

Running a More Efficient Business in Cage

Discussing automation that improves Cage Operations. What's new, what works and what is the ROI? Learn to determine your return on investment and how to successfully sell your proposal to Senior Management: ROI (Return on Investment) for projects, equipment and automation.

Ruth Ritchie, Cage and Credit Operations

Regina Carrillo, Cage & Credit Director, Yaamava Resort
Casino

**REVENUE AUDIT TRACK:
Leveraging Technology**

Hear from a Casino that is leveraging its own technology to streamline audit processes and managing Slot Progressive Meters auditing and Automating Revenue Audit.

Joseph Busby, Executive Director Of Casino
Finance, Sycuan Casino

Christian Fenner, Corporate Director of Revenue
Audit, Choctaw Nation

Lunch

[01:00p - 02:00p] Breakout Sessions

Cash and Credit Discussion

deal sheets and discount programs for both credit and patrons, automation, setting up or enhancing credit processes, collections, losses and fraud, and other frequently asked questions that will assist attendees in enhancing their credit program.

Luke McEwin, Executive Director of Cage, Credit,
Collections and Loyalty Services at Resorts World Las Vegas

Brian Roe, Director of Player Development, Pala Casino
Resort

Employee Variances

In this session we will discuss all aspects of variances including, automation, employee performance and accountability and lessons learned.

Kathryn Estrada, Cage Manager, Tachi
Palace Hotel and Casino

Ruth Ritchie, Cage and Credit Operations

**REVENUE AUDIT TRACK:
Sportsbook Audit and Compliance**

Does your property have a Sportsbook or is this a potential for the future? It is important to have a fundamental understanding of Sportsbooks, how they function and a solid audit and compliance plan. This roundtable discussion session will allow attendees to ask questions and work through any Sportsbook audit and compliance program challenges.

Dawn McGrady, Director of Finance, Little
River Casino

Thomas McDonald, Sr Director of Cage & Credit
Choctaw Nation of Oklahoma

Break & Drawings in Expo Hall

[2:30p - 3:30p]

Cage Leadership Remarks

During this general discussion, our Cage Operators will answer questions related to leadership, succession planning, organizational skills for success, time management, motivation, training, and other aspects of leadership that these operators have found helpful throughout their careers.

Regina Carrillo, Cage & Credit Director, Yaamava Resort Casino

Luke McEwin, Executive Director of Cage, Credit, Collections and Loyalty Services at
Resorts World Las Vegas

Brian Roe, Director of Player Development, Pala Casino Resort

Thomas McDonald, Sr Director of Cage & Credit, Choctaw Nation of Oklahoma

Dawn McGrady, Director of Finance, Little River Casino

Kathryn Estrada, Cage Manager, Tachi Palace Hotel and Casino

[3:30p - 4:00p]

Questions and Closing Remarks