



**Chip's
Tips...**

**Topic of the Week:
Own/Resolve
Problems**

Remember the original basis of GOLD Service?

We talked earlier this week about the experience of having a problem and no employee – no waiter, server or sales person wants to help. It's frustrating!

And for that reason we want to take Ownership - to prevent our guests from having that frustration here at Gold Strike. If we keep that thought in mind – if we remember the times we were "abandoned" by the employees in the store or garage or shopping mall – we would want to help our guests just to keep them from being "abandoned" by us!

See pg. 2 for more!



Today on Jim's Plate:
Cajun Pork Chops



PSSSSSSSSSSSSST!

It's Coming!

Learn to Live Green at Work and Home

**Live Green, Earn Points
and Win Prizes. Have Fun!**

**Launching August 1 at Gold Strike.
More information to come!**



**RESPONSIBLE GAMING EDUCATION WEEK
IS COMING**

August 5-10 is the American Gaming Association's 16th annual Responsible Gaming Education Week, when the entire industry focuses on responsible gaming among employees, guests and the public. In conjunction with the week, we will also celebrate the 10th anniversary of the Code of Conduct for Responsible Gaming. Watch for more information!



**MGM RESORTS
INTERNATIONAL**



Did You Know?

MGM Resorts International is dedicated to helping protect our planet. By integrating a comprehensive environmental responsibility program companywide, we are able to reduce our negative impacts on the environment, while continuing to provide our customers with a superior guest experience.



GROUPS

No Groups

BUS GROUP ARRIVALS - DAY

No Arrivals

BUS GROUP ARRIVALS - OVERNITE

No Arrivals

EVENTS

May 1 - July 27 -- MGM Worldwide Drawings

Now-29 -- World Poker Open

July 26 -- MGM WW Grand Prize Drawing

July 26-28 -- \$50K Steal the Show BJ

July 28 -- \$15K Sizzling Summer

Aug 1 -- \$50K Long, Hot Summer

Aug 3 -- SIR Drawing

EMPLOYEE EVENTS

July 26 -- Diversity Employee Cool Off Day

July 31 -- Blood Pressure Checks - 1:30p - Outside Uniform Control

Aug 1 -- GS Talent Show Auditions

Aug 2 -- Get Fit Friday

ENTERTAINMENT

Aug 30 -- Darius Rucker-- Millennium Theatre -- 9p

Oct 11-12 -- Rodney Carrington-- Millennium Theatre -- 9p

NIGHTLIFE

Stage 2:

Troy Laz Band

Thurs, Fri, & Sat: 9p-2:30a

Sun: 7p-11p





Own it!

Inspiring Your Day: *“You have to learn the rules of the game. And then you have to play better than anyone else.”*

~Albert Einstein

Guests are our reason for being here. Without them, we would not be employed. Take ownership of the guest’s experiences.

If guests are our reason for being here – how does that make it easier to take Ownership?



It’s the reason we should be ready to take Ownership – it’s the reason we should do it.

We talked earlier this week about the experience of having a problem and no employee – no waiter, server, garage mechanic or sales person wants to help. It’s frustrating!

And for that reason we want to take Ownership - to prevent our guests from having that frustration here at Gold Strike. If we keep that thought in mind – if we remember the times we were “abandoned” by the employees in the store or garage or shopping mall – we would want to help our guests just to keep them from being “abandoned” by us!

Helping the guest does not mean – “help the guest only when it’s easy to do so.” We should be prepared to take Ownership and be ready to help the guest with the problems too!

GOLD Service 7.0 means:

1. Greeting with a smile
2. Use of Name
3. Anticipate Needs by Asking Questions
4. Ensure Satisfaction by Asking Questions
5. Thank Guest
- 6. Own & Resolve Problems**
7. Promote the Brand

Departmental Notes:

