

CLASS 2 GATHERING – 2024 AGENDA

Monday, May 6, 2024

Pre-Registration 4:00 pm – 6:00 pm
Great Lakes Ballroom

Welcome Reception 7:00 pm – 9:00 pm
Pool Patio

Gather for an open networking event and welcome reception at the pool. Food and drinks will be provided.

Performance by Royal Valley Singers & Dancers.

Tuesday, May 7, 2024

Registration & Breakfast 8:00 am – 9:00 am
Great Lakes Ballroom

Opening Ceremony & Welcome 8:45 am – 9:00 am
Great Lakes Ballroom

We-Ta-Se Color Guard
<https://www.pbpindiantribe.com/we-ta-se/>

Opening General Session I 9:00 am – 10:15 am
Data Analytics

Bingo and Slot Operators make decisions daily about what they offer guests. Utilizing data clears away the fog. Understanding what you are looking for, and adding the right tools, can help Bingo and Slot operators delve into data faster and more efficiently, thus saving time and stress. As one of CDC Gaming Reports “10 Women Rising in Gaming”, Brooke lives and breathes data. She is excited to share her experience to help you use data to drive decisions and results.

Brooke Fiumara

Break 10:15 am - 10:30 am

General Session II 10:30 am – 11:20 am
Strategic Planning: Use Modifications to Reach Objectives in Bingo and Slots

Learn how small adjustments can have big impacts on your revenue from an expert panel of gaming professionals. Take planning to the next level by combining your property knowledge with the information and resources provided in this discussion. Speakers will bring materials for attendees to apply to their operations to help with the planning process.

Lakeita Ahern, Chris Garrow, Dustin Haverkamp
Moderator Steve Shehi

Lunch General Session III

11:30 am – 12:45 pm

Innovation in Class II Game Development

Discover how Class II Bingo rules and Slot methodology were combined to create the first ever patented, regulatory approved, and gaming floor installed Class II Electronic Table Games. Listen to Dan Schrementi discuss which Class II ETGs were chosen, what is currently available, and what is coming next!

Dan Schrementi

Break 12:45 pm - 1:00 pm

Education #1A

1:00 pm – 1:50 pm

Tribal Gaming Workforce Development

Listen as HR experts discuss their decades of experience with recruiting, training, and more. Hear strategies discussed in ways that can be easily duplicated and implemented successfully in the Bingo and Slot departments.

Dustin Haverkamp, Sara Meyer, Adele Wahwassuck & Shawna Wabaunsee

Moderator Eric Casey

Education #1B

1:00 pm – 1:50 pm

Social Media, Meet Database

Your database is your most valuable asset. Social media is one of the most powerful tools to communicate with your players. Far too often, these two powerful tools have no crossover. Why? Let's talk about how to super charge your social media efforts with your database. We will take key data points in your database and dive into how to use them in your social media strategy and execution.

Mary Kilmer

Break 1:50 pm - 2:05 pm

General Session IV

2:05 pm – 2:55 pm

The Power of Positivity

Abdel is a c-suite executive with over a decade in chamber and government affairs wherein a healthy and thriving culture is vital for organizational success. Attendees will explore the impact, traits, and practice of positive leadership. Let's unlock the potential of positivity together!

Juliet Abdel

Education #2A

3:00 pm – 3:50 pm

Understanding and Navigating MICS, Title 31 and External Audits

This panel brings expertise from a variety of regulatory backgrounds to discuss the current regulation environment, what external auditors are finding, how those findings can impact operations, and discuss challenges bingo and slot operators face coupled with practical solutions. This session will bring awareness of potential issues and give you simple updates and changes to stay ahead of them.

Steve Brewer, Josh Peukert & Sean Mason

Education #2B

3:00 pm – 3:50 pm

Jackpot Management Panel Discussion

Bingo operators typically have a manual process to track progressives. Hear why it is important to have growing in-house prizes, large insured games, how to manage different types of progressives, accruals, liabilities, and what types of rules to consider from a group that works with them regularly.

Alice Irwin, Lakeita Ahern & Christal Bradley

General Session V

3:55 pm – 4:45 pm

Dig Deeper Into Data Analytics

It is no secret that data drives revenue. Applying specific methodologies to analyze the data can drive those revenues even higher. In this session, Brooke and Brendan discuss data driven success stories from the slot side of the industry along with concepts on how those same methodologies can be applied in Bingo to drive revenue growth.

Brooke Fiumara & Brendan Moore

Expo & Networking

8:00 am – 5:00 pm

Dinner & Entertainment Event

6:00 pm – 9:00 pm

Great Lakes Ballroom

"Belt It Out Bingo" with Host Dave Lewis

Wednesday, May 8, 2024

Breakfast

8:00 am – 9:00 am

Great Lakes Ballroom

General Session VI

9:00 am – 10:15 am

Player Development: Help Them to Help You!

Learn from the biggest name in the field of Player Development while he shares his take on what Bingo operators need to know to ensure their players are earning THEO, and how engaging with Casino Hosts will bring back current and new players more frequently. With this speaker's proven track record in driving revenue, Bingo and Slot operators and Tribal Leaders will not want to miss this opportunity!

Nick Ippolito

Break 10:15 am - 10:30 am

General Session VII

10:30 am – 11:20 am

Delve Deeper into the World of Player Development!

Who are your best players? Learn the reward of knowing your customer value, using carded play for THEO, and aligning offers accordingly. Hear about a VIP experience that was built in collaboration with four departments and the results the efforts produced. Casino hosts, Bingo and slot floor cross play, department collaboration - bring the right players in your door more frequently.

Nick Ippolito, Steve Shehi & Brooke Fiumara

Moderator Eric Casey

Lunch General Session VIII

11:30 am – 12:45 pm

Growth in the Gaming Industry

Everi expanded its Class II products with the purchase of Video King. This expansion creates new revenue stream opportunities for Class II Bingo and Slot Operators by introducing Everi's Class II slot themes on tablets in Bingo and personal mobile devices across property and utilizing nationwide jackpot link in Bingo Operations. In the future, Bingo will be played on personal mobile devices. Hear Tim Richards talk about how Class II allowed this growth.

Tim Richards

Break 12:45 pm - 1:00 pm

Education #3A

1:00 pm – 1:50 pm

Class II Slot Development Panel Discussion

Narrowing the gap between Class III and Class II slots. How do Class II regulations help or hinder game production and what are different companies doing to be creative?

Ron Harris, Scott Kania & Stephen Vann

Moderator Brendan Moore

Education #3B

1:00 pm – 1:50 pm

Ensuring Excellence Through Efficiency

Learn best practices for emphasizing efficiency, waste reduction, and service quality. Along with pre-session and pre-event sales inventory management, job descriptions, and floor coverage.

Lakeita Ahern & Christal Bradley

Break 1:50 pm - 2:05 pm

General Session IX

2:05 pm – 2: 55 pm

Lessons From Loyalty Programs Outside Our Industry

Let's take a look at some do's and do not's from outside the industry. Loyalty programs have been a key tool in operators toolbox for many years. The world has caught up in recognizing the power of loyalty programs, and now we all belong to endless programs. Walk away with a fresh perspective on loyalty offerings and some reminders of things not to do.

Mary Kilmer

Closing General Session X

3:00 pm – 4:30 pm

“Something Greater is Always Possible”

Be resilient to fears and challenges that sabotage what's possible when left unchecked. Attain a seemingly impossible goal without slowing down or giving up. Rethink what's possible and uncover untapped potential like never before. Collaborate with their teammates to achieve greater things together!

Devin Henderson

Expo & Networking

8:00 am – 2:00 pm

Dinner & Entertainment Event

5:00 pm – 8:00 pm

Topgolf Swing Suite & Pool Patio

Enjoy indoor golf, food, and networking.

Food provided by [Bobby's Food Co.](#) food truck.

Thursday, May 9, 2024

User Workshop – Bingo Hall

8:00 am – 12:00 pm

Video King

User Workshop – Chicago

8:00 am – 12:00 pm

Planet Bingo

Agenda may change prior and during event at management discretion.