

RESUME for PAMELA FOTTRELL

March 8, 2019

Personal Information

First Name: Pamela

Last Name: Fottrell

Address: 2290 Galloway Rd. Apt. D-9

City: Bensalem

State: PA

Zip: 19020

Education other than casino (others listed below): High School Diploma and College Certificate

Email: pamfottrell@aol.com

Home Phone: 215 639 6102

Cell Phone: 215 292 8710

Contact Comment: Call AM or PM

→GENERAL EMPLOYMENT INFORMATION

Parx Casino: 2999 Street Road, Bensalem, PA 19020 Human Resources 1-877-796-0256

Department: Table Games

Shift Supervisor: Steve Fayne

Job Title: Table Games Supervisor

December 10, 2010-January 31, 2013

Job Description: Supervised Dealers in blackjack, novelties, baccarat, roulette for good customer service, game protection (keep eyes alert and know what's going on at all times (as much as possible) accuracy, understanding pacing their games, resolving customer service issues, handling checks, money, game knowledge, training employees to increase their skill levels. Keep a good, positive attitude at all times; communicate and call out hands clear, be concise, and call supervisor when in doubt or if the customer has questions. Resolve issues by following the HEART STEPS:

H: Hear what the customers are asking or saying. Repeat, when necessary, to let them now you understand what the potential problem or issue is.

E: Empathy – Show your empathetic, but professional side, which allows the customer know that you understand, in an authentic way, the problem they may be having.

A: Apologize for any inconvenience that the issue may have on your customer(s). They may be having a bad day, but your positive and good attitude towards them will know that you care.

R: Resolve the issues ASAP. If you do not know how to handle something, you must ask your supervisor. The main point is to put the customer service first.

T: Thank the customer for their patience while the issue was being resolved. Always remember that when you give them a good impression, there is a good chance that they will return.

Good customer service is utmost. The technical training and experience will come in time.

Other Job Title: Home Online Astrologer (1981-current): Emailing Astrology Reports online since 1997 to current. Studied astrology, created a website, worked at Transcendence Bookstore in NJ, Psychic Education & Development Center in NJ, Mystical Horizons in CT. Lectures on astrology, and radio on WOND in NJ and WICH in CT in the early 1990's.

Salary: Approximately \$12,000-\$30,000 Yearly

JOB REQUESTED: Table Games Trainer for Dealer Jobs

Table Games Floorperson – (Pit) Lead Supervisor

Table Games Supervisor

YEARS EXPERIENCE: 10 Supervisor, 7 Dealing over a period from 1978. Customer Service is my strong suit.

Flexible Shifts: Day Shift Preferred, but can work full or part-time, any shift

Salary: Approximately \$58,000 Yearly

Schools Attended Schools attended: Casino Career Institute, Atlantic City, NJ in 1985 for Baccarat and Roulette, East Coast Gaming in Atlantic City, NJ for Blackjack, School at Pequot Schools for Novelties in 2003 and 2007.

Games I Supervised: Blackjack, Baccarat, Mini-Baccarat, Roulette, Novelties

Diplomas, Certificates, Awards: Foxwoods Training School, Novelties: 2003 & 2007, other novelty games as the casino at Parx Casino incorporated them into Blackjack: East Coast Gaming 1978. Baccarat Diploma: Casino Career Institute in 1985, Fitness & Nutrition, Relaxation Therapy, Astrology & Parapsychology: Stratford Career Institute in 2007, Certification for Marketing and Business at Bucks County College in December 2016
Certification in Personal Training in AMFPT. Award from MGM Casino in May of 2008 for Outstanding Team Member.

Other Activities December 2017 – Completed Marketing and Business course at Bucks County Community College in order to understand and develop better player relationships in the future

Community Volunteer Work: Red Cross and Hospice Volunteer for Southeastern CT
Misc: On Radio shows since 1990 part-time, co-produced and hosted on the internet in 2009, on the subject of Metaphysics and Parapsychology. Maintaining Internet Website as Supplemental Income

I have a good marriage going on 27 years, and have two wonderful children, and three grandsons.

Part Time Position: Website Owner > www.astrologymatch.com, Created in 1997, updated in 2018: Specializing in relationship compatibility reports online. Created website, owns and currently operates and accepts orders online.

Created "Cupid's Garden" with AOL in 1990. Wrote in "By the Numbers" newsletter, writing horoscopes.

Produced, Hosted Online Internet Radio Show, called "The Pam Fottrell Show" on 7th Wave Network in 2008 online.

Wrote in Newsletter at Taj Mahal Casino called "Mirror, Mirror, The Magic for You is in the Stars" Article written about me in MGM Insider Newsletter, written by Jim Fields. in 2008 about believing in miracles and how the "stars" coincide with our lives in metaphysical ways.

Employment History

MGM Grand at Foxwoods
240 MGM Grand Drive
P.O. Box 3777
Mashantucket, CT 06338 Employee Number: 1666

Position/Title: Floor Supervisor - 04/17/2008 to 10/20/2009

Position/Title: Floor Supervisor of Table Games (Blackjack, Baccarat, Roulette, Novelties, Mini-Baccarat)

Address: Rt. 2
City: Mashantucket
State: CT
Starting Salary: \$22.00 Per Hour
Ending Salary: \$22.00 Per Hour

Supervisor/Manager Phone: Doug Williams, Casino Shift Manager at the MGM Casino
Reason: I needed to work on day shift.
Job Duties: Supervisor and Dealer in Blackjack, Roulette, Pai Gow Poker, Baccarat , Novelty Games, Baccarat Instructor
Contact: Yes

Foxwoods Resort Casino
350 Trolley Line Boulevard
P. O. Box 3777
Mashantucket, CT 06338-3777 Employee Number: 1666

Position/Title: 02/15/92 to 4/25/93 Table Games Floor Supervisor
08/10/02 to 12/20/03 Table Games Floor Supervisor/Dealer
04/20/04 to 06/20/05 Dealer
Position/Title: Floor Supervisor of Table Games (Blackjack, Baccarat, Roulette, Novelty Games)
From Date: 02/91 to 4/93 and Baccarat Instructor
Starting Salary: 4.25 / HR + Tips, + \$135 a day as Floor Supervisor
Ending Salary: 5.00 / HR + Tips + \$145 a day as Floor Supervisor
Supervisor/Manager Name: Ken Perry
Supervisor/Manager Phone: 312-3000
Reason: I needed better child care.
Job Duties: Supervisor and Dealer in Blackjack, Roulette, , Baccarat , Novelty Games, Baccarat Instructor

→ Mohegan Sun Casino, 1 Mohegan Sun Blvd., Uncasville, CT 06382

Position/Title: Casino Floor Supervisor of Blackjack and Baccarat
From Date: 09/01/1997
To Date: 03/28/1998
Address: Rt. 79
City: Mohegan Sun Casino, Uncasville
State: CT
Starting Salary: 840 / WK
Ending Salary: 840 / WK
Supervisor Name: Paul Rameris
Phone: 1.888.226.7711

Reason for leaving:	I had loss of vision and needed surgery due to macular degeneration. This issue has been resolved and I am under guarded medical help and medication for this minor affliction. At the time, I was just receiving help to determine what disease or non-disease I had and how to treat it. It is now under great control.
Job Duties:	I was in a supervisory position for table games, such as blackjack and baccarat, high limit table inventory, dealer supervision, customer service.

2011 PARX CASINO: December 10, 2010 – January 13, 2013

JOB DESCRIPTION: GUEST SERVICES FOR INPUT OF PLAY AT OUR TABLES, SUCH AS BLACKJACK, ROULETTE, BACCARAT GAMES. MONEY INVENTORY, SUPERVISE GAMES, DEALERS, UP TO 24-30 GUESTS PLAY AT PARX CASINO IN BENSALEM, PA. EVENING SHIFT (8PM-4AM), SATURDAYS, 8:30M-6AM. Salary is \$27 per hour. Working weekends and holidays, I prefer to work during the day.

Personal:

We have a daughter, Ashley, who attended Bensalem High School and has been on the honor roll, hopes to work in the arts, was in the "talented and gifted" class for 6 years during her grade and junior high school years in Waterford, CT. Ashley attended some college to pursue more art education online.

We moved 200 miles to keep our jobs as there were layoffs in the casinos in CT. Parx Casino gave us (my husband, Wayne, previously shift manager at Foxwoods Casino, and in the business for 30+ years) jobs as table games supervisors.

I appreciate and enjoy my work at the casino. I am looking for better work, pay, a more entertaining and clean environment and better hours to be with my family during holidays and weekends, but am open to other options.

Reason for Leaving: Surgery with complications on April 26, 2012, and total knee replacement for right knee pending, as of August 20, 2017. As of 2019, both knees have been replaced, and I'm feeling good!

I wish to go full circle, work until retirement, as was planned when I worked at Parx Casino, and live in the town where I was born, to be able to be closer to my relatives. The casino industry is constantly changing and evolving. I'm at the age where I believe this will be the casino where I can retire and be closer to my family. I started working in Atlantic City. My goal is to return and continue to give and get the most of my experiences I've had throughout all of these years working in the casino world, which isn't a good fit for everyone, but for me, it was great. I could provide good customer service while having fun doing it! It's who I am.