

Caesars Entertainment – Speech- script

European Casino of the Year Award for a second time...

Lifetime Achievement Awards... Bartender of the Year... Chef of the Year... Team of the Year...

49 Employees nominated for this year's Awards of Excellence...

Welcome to Caesars Entertainment.

Our continuing success is simply down to the passion, hard work, dedication and professionalism of our exceptional people.

For example...

Viv Ross, Compliance Manager, received a Life Time Achievement Award at The Global Regulatory Awards ceremony, for his pioneering gaming leadership over the past 10 years.

At the beginning of the year Zaman won the Life Time Achievement Award followed by the Chef of the Year Award at the UK Asian and Oriental Chef Awards.

Sarah Sculpher, our Chief Marketing Officer, won the Industry Pride Award at the Women in Gaming Awards.

Our people are passionate achievers... and we are immensely proud of all of them.

They have helped us implement so many positive changes such as...

Moving player rewards to total rewards.

The installation of Kaizen to improve efficiency.

Last year we increased enrolments by 7%, and in the first quarter we captured 129% of our email target and 139% of SMS target.

With 66% of all responses, we've seen the highest ever levels of excellent scores, with a 20% shift improvement across the group.

100% success with challenge 21

We have excelled at management training, creating positive and visionary leaders for the future.

We are empowering our employees to grow with us. Many devoting decades of continuous loyal service, for which we are all truly grateful.

We are doing our part for charity and the community.

But we couldn't have done any of this... without our extraordinary people.

Our people... are who we are.