

## From a Satisfied Customer

At Chinook Winds, we really do read the customer comment cards along with the numerous letters from our guests. Recently, we received these kind words from Jon Thibodeau on a customer comment form:

*"This casino, compared to others around Oregon and even Reno, I give this casino a three star plus rating.*

*"Due to the customer service, friendliness of employees ... make you feel welcome and go beyond to give the best service possible. Really enjoyed playing machines and not having to leave ... VLT very nice about cashing tickets and watching machines if you have to leave it for a minute. Main dining is great ... service excellent and food is wonderful. Very great to be able to cash a check and not have to run to bank or ATM. That's very appreciated.*

*"Thanks again for making me feel welcome and have such a great time."*

## Red Cross Congratulates Donors

Chinook Winds recently received a letter from the Red Cross that reads, "Congratulations for an outstanding July 12, 2000, bloodmobile at Chinook Winds Casino. Your hard work and recruitment efforts paid off. This was the best blood drive you've done."

The results of the blood drive are:

Goal - 50  
Productive Units - 57  
First-Timers - 17  
Scheduled - 84  
Presenting - 63  
Deferred - 6

Because of this blood drive, as many as 228 people may be helped with "the gift of life."



## Our Billboard on Wheels!

That's just what we have, a billboard on wheels that's called a bus wrap.

Chinook Winds reached an agreement with Portland Transit to advertise on two Portland-area buses. They are completely wrapped up in Chinook Winds information, inside and out! The colors and design make them very eye-catching, so much so that we have won a national award!

You don't have to drive by the billboard anymore. Now it drives by you!

Congratulations to Chris Steinbach, Chinook Winds interim general manager and permanent advertising manager, on her innovative creation and Greg Mason, Advertising, for the creative design!



Superstar Nominees

## Norma Wolf Named Superstar

Nominees for Superstar for the second quarter 2000 included Maria Watts, beverage server; Priscilla Butler, VLT tech; Jon Hall, security officer; Beth Donelson, facilities admin. asst.; Marilyn Williams, VLT keyperson; Dixie Lorange, security officer; Bryan Warner, valet; Jodyne Youngblood, soft count; Michael Haft, banquets/beverage server; Norma Wolf, beverage server; Joan Ostrander, cage cashier; Bill Bradford, security officer; Frank Cavezza, security officer; and Cecelia Tiede, cage cashier.

**The Superstar of the second quarter 2000 is beverage server Norma Wolf.** Two different customers nominated her. They wrote, "Norma is always so friendly and helpful to everyone. We always get a happy



Norma Wolf

greeting and good service." I think she deserves recognition for all her dedication to Chinook Winds."

Norma received \$1,000, a plaque, and a star for the Chinook Winds walk of fame at the Superstar luncheon held in late July. Congratulations, Norma!