

BIRTHDAYS IN MARCH 2019

Don't forget to wish your peers a happy birthday! If you prefer not to share this information, please inform us by calling Ext.7201. We'll be happy to let you celebrate privately.

Sunnary Men, Boris Molina, Sokunthea Chey, Channy Chheav, Cristal Huerta, Kamon Lertpocasombat, Luis Martinez, Benjamin Lin, Ryan McEville, Victorino Sandoval, Eneida Tinoco, Yanpin Zhao, Patricia Barajas, Sharon Kim, Philip Lee, Chong Yo, Alexy Cruz Cardoza, Zaira Martinez, Wendy Risnoveanu, Jesus Uriarte, Brenda Zavala, Priscilla Loza, Narden Shaker, Chunming Zhang, Jose Lopez Brizuela, Manuel Lopez Jr., Kwong Wong, Guoren Wang, Caroll Brumel, Xrayism Bulford Tiu, Cinthia Lopez, Salvador Magana, Wayne Paquette, Ceasar Rocha, Luis Salcedo Toro, Yimei Wu, Yanmei Liu, Lian Xian, Antoine Norpetlian, Hongjia Peng, Cynthia Quinonez, Marisol Sanchez, Vanessa Valenzuela, Luis Rodriguez, Ji Shen, Jose Ventura-Alvarez, Qing Chen, Marvin De La Torre, Ryan Feldman, Emily Wang, Robert Franco, Jia Liu, Daniel Martinez Ruiz, Nam Phu, Elizabeth Ang, Gina Dang, Chune Li, Thanh Tran, Jian Hua Zhu, Carletta Gie, Kassanesh Kebede, Marco Morones, Tom Rathbone, Jia He, Thanh Lam, Chuang Mah, Lida Mam, Phisit Meesri, Jonathan Ramirez, Erik Vazquez, Shuqin Xiao, Maria Centeno, Laura Lovato, Emiliana Sanchez, Parviz Arshad, Said Nasir Azimi, Estefania Hernandez, Yoon Chang, Shanshan Jin, Vannesa Melendez, Edgar Yuzon, Armando Bocanegra, Maria Chua, Jenny Ding, Parvaneh Khomami, Ramon Sanchez, Marat Gazaryan, Hong Liu, Zhemín Mao, Jean Giufre, Nolan Louie, Edío Martinez, Jesse Ramirez, Ricardo Rodriguez, Wei Song, Shu Tang, Díec Thai, Janet Chen, Benjamin Hernandez, Dawone Marshall, Sayoura Sek, Wyatt Towell, Manuel Perez Jr., Brian Short, Austin Speer, Buddy Vanta, Steve Lee, Daovong Vongratsavai, Qian Wang, Summer Feng, Narinee Hua, Rosalina Maldonado, Nicholas Nam, Guadalupe Pulido, Bianca Andrade, Silvia Hernandez De Nunez, Meladie Marquez, Yi Jin Shen, Ernesto Flores, and Rong Shi.



CHIPS & CHATTER

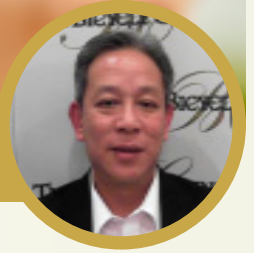
TEAM MEMBERS' NETWORK
FEBRUARY 2019

#HappyStPatricksDay



TEAM MEMBER OF THE MONTH JANUARY 2019

HAI LE
asian games



Hai Le has been a team member for 30 years! He currently performs the job of a Floor person and has been commended by his supervisor for being reliable, responsible, detail oriented, and a great team player. He is willing to take on any new task given to him. Congratulations Hai!



FEBRUARY 2019

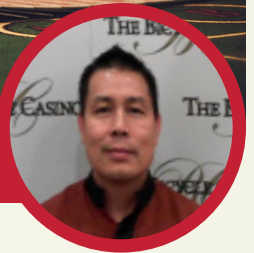
RAFIK AGHAZARIAN
housekeeping

Rafik Aghazarian joined The Bike team in September 2015 and has been a team member for 3 years as a Housekeeper. His supervisor commends him for having an excellent attendance record, being very energetic, and always having a positive attitude. Congratulations Rafik!



DEALER OF THE MONTH JANUARY 2019

ROBERT HOANG
asian games



Robert Hoang joined The Bike team in December 1991 and has been with us for 27 years! He works in the Asian Section as a Dealer. He has been commended by his supervisor for having a positive attitude and great customer service. He always provides new suggestions or ideas during meetings that help improve the department. Congratulations Robert!




FEBRUARY 2019

LISA DUONG
poker

Lisa Duong joined The Bike team in August 1995 and has been an employee here for 23 years! She is a Poker Dealer. She has been commended by her supervisor for having great customer interaction and always helping fellow co-workers open and close games. Congratulations Lisa!



*On behalf of the partners
and management team,
congratulations to the selected
winners and all the nominees for
their outstanding performance
and a job well done. *



OTHER NOMINEES

Please congratulate the rest of the nominees! Their exemplary performance has been acknowledged by their peers and other supervisors.



KAREN RITCHIE
poker



YANIRA GOMEZ
f&b



NASIMA HUSSAIN
tournament



OSVALDO ZACARIAS
uniforms

All nominees' profiles are reviewed and a selection is made by a group of Managers (who also rotate each month).

THE BICYCLE HOTEL & CASINO EMPLOYEE SCHOLARSHIP PROGRAM 2019

The Bicycle Hotel & Casino Scholarship Program is available to all employees' children pursuing higher education through vocational school, college and university.

WHO IS ELIGIBLE

Sons and daughters of team members who are high school seniors or graduates and will be continuing their education in the fall can apply for a scholarship sponsored by The Bicycle Hotel & Casino.

WHO DOES THE SELECTION PROCESS

The entire process is handled by Scholarship of America, a national non-profit educational support and student aid service organization. Awards are granted without regards to race, color, creed, religion, gender, disability, or national origin. **Scholarship Program is funded 100% by The Bicycle Hotel & Casino.**

HOW TO APPLY

Follow the instructions to complete the entire application process online:

<https://learnmore.scholarsapply.org/bicyclecasino>

The application deadline is
FEBRUARY 28, 2019.

CELEBRATED SERVICE ANNIVERSARIES IN JANUARY 2019

THIRTY YEARS

Yunah Whitton (Casino)
Charinthor Corhiran (Casino)
Priscilla D'souza (Casino)

TEN YEARS

Kitti Srivapa (Security)

TWENTY FIVE YEARS

Robert G. Rico (Security)

FIVE YEARS

Hong H. Chen (Casino)
Melina De La Cruz (Food & Beverage)
Quynh N. Hoang (Casino)
Kimberly Scott (Casino)

FIFTEEN YEARS

Borey Choum (Casino)
Thao Thi Huynh (Casino)
Edio R. Martinez (Casino)

Thank you for your teamwork & years of service at The Bike!



EMPLOYMENT & TRANSFER/ADVANCEMENT OPPORTUNITIES

— FOOD & BEVERAGE —

Restaurant Host/Hostess (FT/PT/VS)
Baristas (Starbucks) (FT/PT/VS)
Bartender (F&B Brewery) (FT/PT/VS)
Brewery Food Server (FT/PT/VS)
Brewery Cook (FT/VS)
Casino Food Server (FT/VS)
Dishwashers
(Utility Worker/Heavy Cleaner) (FT/VS)
Food Runner (FT/VS)
Cocktail Server (PT/VS)

— MAINTENANCE / HOUSEKEEPING —

Gardener, Grounds Maintenance (FT/VS)
Maintenance (Engineering) (FT/VS)
Housekeeper (Janitorial) (FT/VS)

— ASIAN GAMES —

Floorperson (FT/VS)
California Asian Games Dealer (FT/VS)

— CARD CONTROL —

Card Control Attendant (FT/VS)

— MARKETING —

Concierge (FT/PT/VS)
Welcome Center Rep/PBX Operator
(FT/PT/VS)

— POKER OPERATIONS —

Poker Dealer (FT/VS)
Tournament Dealers
(WSOP-Circuit Event) (PT/VS/Seasonal)
VIP Host (Legends of Poker Room) (FT/VS)
Assistant Floorperson (FT/VS)
Poker Floorperson (FT/VS)

— CAGE OPERATIONS —

Assistant Shift Supervisor (FT/VS)
Cage Cashier (FT/VS)
Chip Cart Attendant (FT/VS)
Countroom Cashier (FT/VS)

— SECURITY / TRANSPORTATION —

Security Officers (FT/VS)
Tram Driver (FT/VS)
Valet Parking Attendant (PT/VS)
Valet Cashier (FT/VS)

FT: Full-Time PT: Part Time Temp: Temporary DS: Day Shift VS: Variable Shifts SS: Swing Shift

MEMORANDUM TO ALL TEAM MEMBERS

We have recently received inquiries and complaints regarding the abuse of smart devices such as Samsung or Apple watches while on duty. Specifically in departments that are not permitted to carry a cell phone while on duty.

Be reminded that smart watches are treated as personal smart cell phones and its use while in customer service areas or when you are expected to be working is prohibited. Team members in violation will be disciplined up to and include suspension or termination of employment.

To protect the privacy of casino and hotel guests, team members are reminded that they may never photograph or make audio or visual recordings of casino patrons, team members, and/or guests without their consent.

In accordance with California criminal law, team members are prohibited from audio/video recording or eavesdropping on any confidential communication, including private conversations to telephone calls without the consent of all parties to the conversation. Confidential communications are those in which one of the parties has an objectively reasonable expectation that no one is listening or overhearing the conversation.

If you have any questions regarding this notice, feel free to contact Human Resources.



EMPLOYEE PORTAL

thebike.com/employees

Visit The Bicycle Hotel and Casino Employee Portal to check out the latest news on what's going on at The Bike! You can also view our mission statement, company vision, and brand promise and other information, helpful for you to Be the Bike!

CHIPS & CHATTER IS PUBLISHED
BY THE BICYCLE HOTEL & CASINO
FOR ALL TEAM MEMBERS

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DESIGN & LAYOUT

Clio Tsun

"We cannot hold a torch to light another's path without brightening our own."

— Ben Sweetland —

COMMENDATIONS

CAGE VARIANCES UNDER \$10 FOR JANUARY 2019:

Sabrina Rodriguez, Kassanesh Kebede, Nallely Encinas, Maricel Dicioco, Carol Brumell, Michelle Deloney, Thomas Abraham, and Anna Grigoryants.

— *Congratulations!*

ZERO VARIANCES FOR JANUARY 2019:

Irma Molina.

ASIAN GAMES DEPARTMENT:

Kristine Chu was commended for having a keen eye and paying close attention in order to help keep the integrity of our drawings!

Krayism Bulford Tiu was commended for his enthusiastic spirit when announcing cash drawing tickets. Customers have complimented him and it really attracts the promotion!

Paula Chea was commended for delivering great customer service, being dependable and having a great attitude.

Xiaowen Huang was commended for being friendly, interacting well with customers, following procedures, and having great game control.

HOUSEKEEPING DEPARTMENT:

Rafik Aghazarian was commended, nominated by his supervisor and a WINNER OF THE TEAM MEMBER OF THE MONTH for outstanding performance, excellent attendance, and good team member relations!

WELCOME CENTER, PBX, & CONCIERGE:

Thank you for all the dedication of hard work and devotion for striving for exceptional customer service. Words can not describe how much you are appreciated! Keep up the great work, team!

GREAT JOB TO ALL! Management appreciates everyone who goes above and beyond their expectations in making sure our guests' needs are always met. Keep up the good work and be as proud of yourself for your accomplishment as we are of you for your continued support and "TEAM MEMBER SPIRIT".

EMPLOYEE APPRECIATION DAY

In appreciation of our hard working team members, your meal is on us this day!

when: **March 1, 2019**

time: **11am - 2am**

place: **Team Café**

COMPLIANCE

- ★ Wear your Badge face out and above the waist at all times!
- ★ No gambling on sports or other activities is permitted on site.
- ★ Do not add stickers, other pictures, or lanyards to your badge!
- ★ City Ordinance requires that all team members report any arrest to Bell Gardens Police Department within 10 days of the occurrence.
- ★ Report activities that could be violations of gaming laws to compliance@thebike.com

IMPORTANT NUMBERS

DENTAL - Humana

1-800-233-4013

DENTAL - Golden West

1-866-926-8078

Employee Assistance Program

1-800-543-5485

CHIROPRACTIC - Landmark

1-800-638-4557

EYEMED

1-866-299-1358

Select & Save

1-877-357-2009

Prudential 401(k)

1-877-778-2100

Optional Coverage

1-714-881-1243

Voluntary Life

1-800-421-0344 Ext. 2

Whole Life

1-866-679-3054

Wellness Coaching

1-888-493-5522

Critical Illness

1-800-635-5597 Ext.2

MEDICAL - Health Net

1-800-522-0088 English

1-800-331-1777 Spanish

1-877-891-9050 Cantonese

1-877-339-8596 Korean

1-877-339-8621 Vietnamese

1-877-891-9051 Tagalog

 **GET HELP!**
1-800-97-STOP-IT
24/7 TOLL-FREE: (1-800-977-8674)

Our company is concerned about unlawful workplace behavior, discrimination, theft, safety violations, retaliation, fraud, & sexual harassment in the workplace because we will not tolerate this type of conduct.

If you believe you have been a victim or are a witness to:

- Sexual Harassment
- Safety Violations
- Unlawful Workplace Behavior
- Discrimination
- Retaliation
- Theft
- Fraud

YOUR COMPANY IDENTIFICATION CODE
990029