



# MARCH 2017

Batavia Downs Gaming Employee Newsletter

## Employee of the Month



**Ed Sherwood, Environmental Services**

- |  |                                    |
|--|------------------------------------|
| <b>March 2</b><br>Ron Hughes             | <b>March 16</b><br>Alex Ianita     |
| <b>March 3</b><br>Mary Bucceri           | Lindsey Zehler                     |
| Sue Hoy                                  | <b>March 17</b><br>TJ Noce         |
| Johnny Michalak                          | <b>March 19</b><br>James Andres    |
| <b>March 5</b><br>Arna Tygart            | Mary Jo Buckley                    |
| <b>March 6</b><br>Michelle Parmer-Garner | <b>March 20</b><br>Trey Abdella    |
| <b>March 7</b><br>Lynette McGiveron      | Lloyd Collins                      |
| <b>March 8</b><br>Paul Lattimore         | Jonathan Wolcott                   |
| James Starkweather                       | <b>March 21</b><br>Richard Siebert |
| <b>March 9</b><br>Robert Gorecki         | <b>March 23</b><br>Richard Bianchi |
| <b>March 10</b><br>Katie Jo Stewart      | Tom Brinkworth                     |
| <b>March 11</b><br>Richard Haberer       | Simone Davis                       |
| Alex Marcello                            | Christine Dickes                   |
| <b>March 12</b><br>Paul Almeter          | <b>March 26</b><br>Jay Brown       |
| Kristina DioGuardi                       | <b>March 27</b><br>Gayle Ashbery   |
| <b>March 13</b><br>Carol Schroeder       | Chad Brade                         |
| <b>March 14</b><br>Emily Dubois          | Suzanne Dodson                     |
| Ben Miles                                | <b>March 28</b><br>Linda Loos      |
|  | Kyle Paganello                     |
|  | <b>March 29</b><br>Jamie Edenholm  |
|  | <b>March 31</b><br>Stephen Holler  |

EMPLOYEE BIRTHDAYS MARCH

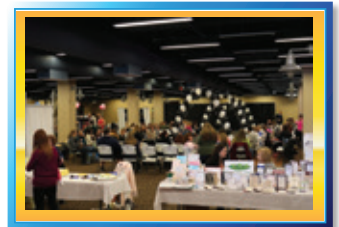
## MANAGER KUDOS

I'd like to take time and thank the Marketing, Security, Maintenance, Custodial and F&B staffs for their great work this weekend on Sunday as we pulled off a double event flawlessly for our customers. Our GLOW wedding expo went great with all departments working together to prepare the room and ensure that all visitors were taken care of. Immediately following the show we were able to flip the Grandstands Banquet Hall from a faux wedding to our Movie Awards night. The F&B/Banquet and Marketing Staff really worked hard in those 90 minutes to get the room ready.

Kudos all to all involved!  
-Ryan Hasenauer  
(Director of Marketing)

### MAKE SURE TO SUBMIT YOUR MANAGER KUDOS

for the employee newsletters to express thank you's, congrats, and a job well done to all the wonderful employees who put in their hard work for Batavia Downs Gaming and Hotel.



## Congratulations

**22 Years!**  
Patty Giammarva

**13 Years!**  
Sam Guarino

**16 Years!**  
Katie Jo Stewart

**11 Years!**  
Nicole Lowder

**15 Years!**  
Kevin Farrell



# A MESSAGE FROM OUR NEW PRESIDENT



With 2016 now behind us, I would like to take a moment to share a message of optimism for the coming year.

Having previously served as General Counsel under former President and CEO Michael Kane, I am honored to succeed Mike in my new role. For many years, Mike led this organization through an extraordinary time. Under Mike's leadership, what was once an aging, struggling facility became a robust, contemporary destination. Mike's contributions to this corporation cannot be overstated, and we are a better organization because of his efforts and commitment.

As I reflect on 2016, we made great strides on many fronts. In just the past year, we have opened a new hotel, completed another upgrade of our facilities, re-opened our outstanding banquet facilities and made numerous other changes to increase our customer's satisfaction.

These accomplishments would not have been as successful without the support and commitment of our many employees. Our employees are the backbone of this organization. They are often the face of our team, and directly impact the customer

experience. I appreciate the effort put forth by our employees each and every day, and thank them for all that they do.

For our employees, Batavia Downs is an employer that offers the opportunity to make a good living, provide for their families, and advance their careers if so desired. There are many local businesses whose success is directly related to ours and the benefits we provide to entities, agencies, and governmental bodies across the region are vast and wide. We serve multiple purposes across multiple platforms, and thousands of our friends and neighbors rely on our achievements.

With the calendar turning to 2017, we will continue to strive to provide the level of customer service that every single one of YOU, our customers, deserves. Whether you are on the gaming floor, staying in the hotel, eating in our restaurants, watching sporting events in our bar, wagering on the horse races, or enjoying our banquet facilities, YOU are the reason we exist and we thank YOU for your patronage.

I am personally committed to working with each and every of our staff and customers to ensure our future success. Batavia Downs Gaming is area's premier entertainment destination, and it will remain so as long as we continue to separate ourselves from our competition, dedicate ourselves to exceptional customer service, and work cooperatively for the betterment of our organization.

Sincerely,  
Henry F. Wojtaszek  
President/CEO

## CLASSIFIEDS

DO YOU WANT IT OR NEED IT?  
BUY & SELL IT HERE . . . .

Do you have anything that needs a good home? Sell your treasures, things or rubbish in the classifieds section of the employee newsletter. Someone may find a great use for it!



### FREE CRAZY TIES

First come, first serve!

Ryan's Office

Starting Wednesday, March 8



### For Sale

2 tickets to all 3 sessions of the NCAA tournament in Buffalo (2 Session on Thursday, March 16th, 1 session on Saturday, March 18th)

Tickets are section 325 row 1 seats 15 and 16.

Just asking face value - \$456 for all 6 tickets.

I could be talked into splitting up Thursday and

Saturday in which case it would be \$304 for

Thursdays 4 tickets and \$152 for Saturday's pair.

Contact Ryan Hasenauer (585-343-3750 ext. 6308)

