





# Primed for Value Creation & Growth

INVESTOR & ANALYST EVENT

CAESARS ENTERTAINMENT CORPORATION

MARK FRISSORA PRESIDENT & CEO

OCTOBER 24, 2017



### Forward Looking Statements

Certain information in this presentation and discussed at the conference which this presentation accompanies constitutes forward-looking information within the meaning of the Private Securities Litigation Reform Act of 1995. They relate to, among other things, the Company's plans, strategies and opportunities. These statements can be identified by the fact that they do not relate to strictly historical and current facts and by the use of words such as "expects", "plans", "opportunity" and similar words and variations thereof. This information is based on the Company's current expectations and actual results could vary materially depending on risks and uncertainties that may affect the Company's operations, markets, services, prices and other factors as discussed in the Company's filings with the Securities and Exchange Commission. These risks and uncertainties include, but are not limited to, the impact of our new operating structure post-emergence, our ability to realize improvements in our business and results of operations through planned initiatives, industry and economic conditions, competitive, legal, governmental and technological factors. There is no assurance that the Company's expectations will be realized.

The forward-looking information in this presentation and discussed at the conference which this presentation accompanies reflects the opinion of management as of today. Please be advised that developments subsequent to this call are likely to cause this information to become outdated with the passage of time. The Company assumes no obligation to update any forward-looking information contained in this presentation or discussed at the conference which this presentation accompanies should circumstances change, except as otherwise required by securities and other applicable laws.



### Use of Non-GAAP Measures

The following non-GAAP measures will be used in the presentation and discussed at the conference which this presentation accompanies:

- Adjusted EBITDA
- Property EBITDA
- Free Cash Flow

Definitions of these non-GAAP measures, reconciliations to their nearest GAAP measures, and the reasons management believes these measures provide useful information for investors, can be found on Slide 4 and in the Appendix to this presentation, beginning on Slide 37.



# Important Information About Presentation of Results

On January 15, 2015, Caesars Entertainment Operating Company, Inc. filed a voluntary bankruptcy petition under Chapter 11 of the United States Bankruptcy Code, resulting in the deconsolidation of CEOC effective as of such date. As such, amounts presented in this presentation exclude the operating results of CEOC subsequent to January 15, 2015, unless otherwise stated, and analysis of our operating results in this presentation and as may be discussed at the conference which this presentation accompanies include those components that remain in the consolidated CEC entity subsequent to the deconsolidation of CEOC. "CEC" represents CERP, CGP and associated parent company and elimination adjustments that represent the current CEC consolidated structure.

However, we are also providing certain supplemental information as if we had continued to consolidate CEOC throughout the second quarter of 2017. This information includes both stand-alone CEOC financials and key metrics for the second quarter of 2017, and certain financial information for CEC as if CEOC remained a consolidated entity during the quarter. This information within this presentation may be different from CEOC's standalone results separately provided due to immaterial adjustments, rounding, and basis of presentation differences. CEC will reacquired CEOC's operations upon CEOC's emergence from bankruptcy. As a result, we believe this supplemental information is useful to investors who are trying to understand the results of the entire "Caesars" enterprise, including CEOC and consistent with the management services provided across the system's properties.

As a result of the deconsolidation of CEOC during CEOC's bankruptcy, CEC generated no direct economic benefits from CEOC's results. This supplemental information is non-GAAP. It is not preferable to GAAP results provided elsewhere in this presentation or discussed on the conference this presentation accompanies, but is used by management as an analytical tool to assess the results of all properties owned, managed or branded by a Caesars entity, regardless of consolidation. Additionally, the results are not necessarily indicative of future performance or of the results that will be reported now that the reorganization of CEOC has been completed.

Supplemental materials have been posted on the Caesars Entertainment Investor Relations website at http://investor.caesars.com/financials.cfm



### Agenda



### Solid Foundation



Focusing on the Core



Expansion
Opportunities





### A Simpler Operating Structure

#### **Caesars Entertainment**

100%

LAS VEGAS

**REGIONAL** 

MANAGED, INTERNATIONAL, CORPORATE & OTHER





### Significantly Reduced Cost of Capital

# REDUCED ANNUAL INTEREST OBLIGATIONS BY

## ~\$290 MILLION





### Delivering Strong Performance

Gaming

Leveraging #1
Gaming Position
Domestically

Hotel

Renovated >10,000 rooms enterprise wide<sup>1</sup>

F&B

Rolling out new celebrity chef concepts

Entertainment

#3 in live entertainment bookings

EXPANDING MARGIN ON THE CORE,
WHILE FOCUSING ON CUSTOMER AND EMPLOYEE ENGAGEMENT





### Leading Gaming Position In The U.S.

Testing new technologies and platforms to enhance relationships with our existing customer base while engaging a new generation of gamers

- Multiple new side bets
- Piloting skills-based gambling
- Record-breaking year for World Series of Poker
- eSports leader on The Strip with Microsoft and Amazon events













## ~50% Room Product Renovated Over Two and a Half Years

### **Planet Hollywood**



#### **Imperial Palace to The LINQ**





### Unique Food & Beverage Concepts

Average 210% increase in revenue for restaurant location when introducing celebrity chef concept







### First-Class Entertainment Offerings

#### **TOP-RATED VENUES AND HEADLINER RESIDENCIES**

- ▶ #3 live entertainment promoter worldwide
- ► The AXIS is #1 theater venue
- Jennifer Lopez: second-highest average ticket price worldwide
- Backstreet Boys: one of the fastest-selling shows in Las Vegas history





### Engaged Customers & Employees





25 Caesars
Entertainment
resorts earned
TripAdvisor's 2017
Certificate of
Excellence





Rewards &
Recognition
Company of the
Year, first runner up
in the Enterprise
Engagement
Category





Caesars Palace and Cromwell ranked among the top US Casinos by USA Today



### Agenda



Solid Foundation



Focusing on the Core



Expansion Opportunities

### **Investor Value Proposition**









Network ExpansionOpportunities



## Proven Management Execution<sup>1</sup>







## Proven Management Execution Maintaining Forward Momentum

Executing hundreds of initiatives to improve efficiency and increase revenue, led by the new Office of Continuous Improvement







- ▶ Focus on projects that increase employee and customer satisfaction
- Led by Brent Lessing, Senior Vice President of Continuous Improvement
- Targeting to at least offset inflationary pressures





## Proven Management Execution Leveraging Technology as a Catalyst

Deploying best-in-class, secure, cloud-based solutions

NEW MARKETING SYSTEM
ENHANCES CUSTOMER SATISFACTION
AND LIFTS REVENUE

NEW SYSTEM



ROLL OUT IMPLEMENTATION STARTED EXPECT COMPLETION IN MID-2018

VALUE ADDED

>\$80 MILLION IN EBITDA

NEW FINANCE SYSTEM REPLACES 30+ YEAR OLD SYSTEM

NEW SYSTEM



ROLL OUT PHASE 1
ROLLED-OUT TO
>1,600 EMPLOYEES

VALUE ADDED \$10 MILLION COST REDUCTION



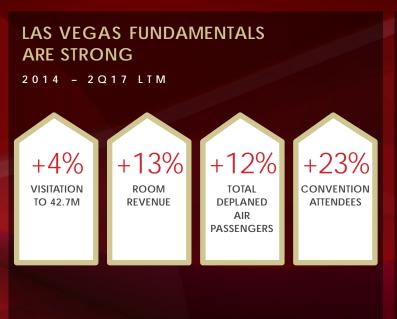
## Significant Presence in Growing Las Vegas With 63% EBITDA Exposure







## Significant Presence in Growing Las Vegas Compelling Las Vegas Position





NOTE: Las Vegas market growth data sourced from the Las Vegas Convention and Visitor Authority "LVCVA"

- 1. Caesars pro-forma EBITDA post expected annual property lease/rent payments totaling \$640 mm to the REIT in the year following emergence.
- 2. Las Vegas property EBITDA is less Caesars Palace Las Vegas expected annual rent of \$165 million in the year following emergence.
- 3. Regional property EBITDA is less expected annual rent of \$465 million in the year following emergence.
- 4. Other property EBITDA is less expected annual rent payment of \$10 million for golf courses in the year following emergence.





## Significant Presence in Growing Las Vegas Outpacing Peers in Las Vegas



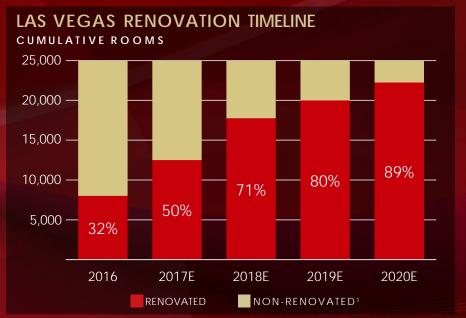






## Significant Presence in Growing Las Vegas Additional Hotel Revenue Upside

Renovating >15K rooms in our Las Vegas properties as part of our five year plan



Room updates underway at our Las Vegas properties











Opened newly redesigned meeting space at the Flamingo on July 31st



## Strongest Loyalty Program in the Gaming Industry

50+ MILLION TOTAL REWARDS MEMBERS

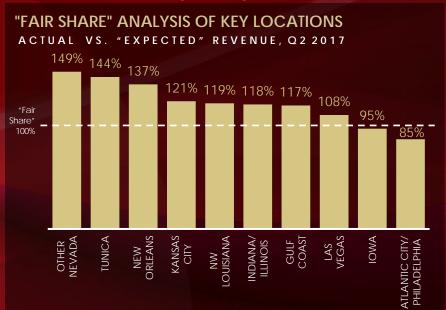
+7% VIP **MEMBER GROWTH** 





## Strongest Loyalty Program in the Gaming Industry Enhancing Revenue & Engagement

Total Rewards properties capture more than their fair share of gaming revenues



Driving engagement and revenue with Play by TR app



Note: "Fair Share" is defined as expected share of revenue based on number of units in the location; Data for lowa, Indiana/Illinois, Kansas City, New Orleans and NW Louisiana are based on gross gaming revenue; all other markets are based on net gaming revenue.





## Strongest Loyalty Program in the Gaming Industry New Features & Partnerships

Expanded Total Rewards offerings and partnerships give members more benefits and drive increased engagement

### INCREMENTAL TOUCH POINTS DRIVE INCREASED GUEST VALUE

Gaming Revenue Over 12 Month Period

Pre & Post Action







#### **EXPANDING OUR PARTNERSHIPS**

- Total Rewards partnerships generate incremental gaming and total spend at our properties
- New Wyndham Rewards partnership is expected to add thousands of room night bookings at Total Rewards properties









### FOCUSING ON THE CORE Strong Organic Free Cash Flow Profile Enables Investment in Future Growth

ENTERPRISE WIDE (CEC + CEOC) ILLUSTRATIVE FREE **CASH FLOW** 

\$ MILLIONS

Q2 2017 LTM Enterprise Wide Adjusted EBITDA<sup>1</sup>

\$2,180

425 Less Steady State Capital Expenditure<sup>2</sup>

640 Less Expected Lease Expense<sup>3</sup>

420 Less Expected Interest Expense<sup>4</sup>

Steady State Potential Discretionary Free Cash Flow \$695

- Improved operating performance plus refinancings have driven significant free cash flow growth
- Strong organic free cash flows enable us to invest in network expansion opportunities

Note: All information is displayed on an enterprise wide basis

<sup>1.</sup> Enterprise wide Adjusted EBITDA figures exclude CIE SMG Business. See Appendix for Adjusted EBITDA reconciliation.

<sup>2.</sup> We plan to spend -\$670 million this year, and in the next few years that will drop to \$500-580 million as we continue to capture the ADR upside opportunity still available across some of properties. Over the longer-term, we estimate steady state capex for the enterprise to be ~\$425 million

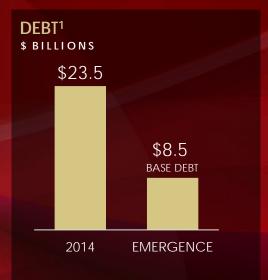
<sup>3.</sup> Expected lease expense which assumes \$640 million rent payment to the REIT in the year following emergence

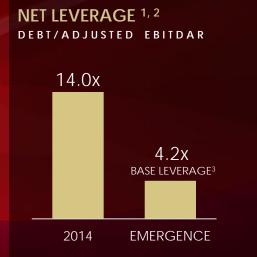
Reflects capital structure post emergence, newly priced refinancing of CRC and repayment of Philadelphia debt.

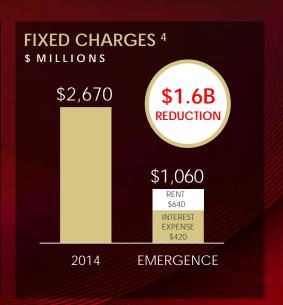


### Reduced Leverage & Cost of Capital

#### **New CEC Emergence Credit Statistics**







- . Reflects sale of CIE SMG business.
- 2014 leverage based on debt as of December 31, 2014 and 2014 Adjusted EBITDA.
- Base net leverage at emergence (before convert and capitalized lease obligation) based on debt of \$8.5 bn and 2Q FY17 LTM Adjusted EBITDA, less projected annual rent payment of \$640 mm to REIT
  in the year following emergence.
- Fixed charges at emergence assumes newly priced refinancing of CRC.



### Agenda



Solid Foundation



Focusing on the Core



Expansion Opportunities

### **Investor Value Proposition**

- Proven ManagementExecution
- Significant Presence in Growing Las Vegas
- Strongest Loyalty Program in the Gaming Industry
- Strong Free Cash Flow Profile



Network Expansion Opportunities



### Pursuing a Broad Range of Options



LAS VEGAS
REAL ESTATE
DEVELOPMENT



GLOBAL DEVELOPMENT



TRADITIONAL M&A



BRANDING AND LICENSING



### Las Vegas Real Estate Development

Developing and monetizing large underutilized commercial scale properties adjacent to the Las Vegas strip in our real estate portfolio





### Global Development Opportunities



#### **SOUTH KOREA**

Preliminary approval for foreigners-only destination received



#### **JAPAN**

Bidding environment values integrity, collaboration and partnerships, all CZR strengths



#### **BRAZIL**

Considering gaming legislation

Experience working in South America via Punta del Este joint venture

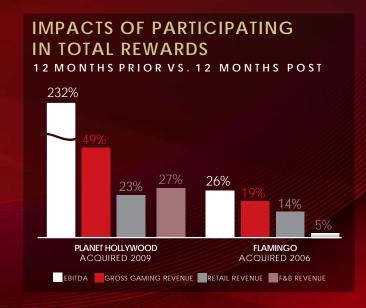


### Evaluating M&A Options

Resolution of bankruptcy and improved capital structure will enhance flexibility for M&A

### VALUE CREATION OPPORTUNITY FROM POTENTIAL FUTURE M&A

- Immediate synergies through Total Rewards
- REIT collaboration
- Leverage efficient operating model
- Consolidation of operations
- Greater diversification of portfolio





### Extending our Brand Footprint

Pursuing licensing and management partnership agreements for Caesars Entertainment branded properties



#### AN ASSET-LIGHT GROWTH VEHICLE

- Low capital-intensity option to expand our leading brands into domestic and international markets
- Ability to leverage Total Rewards network to enhance property performance and capture market share
- Pursuing domestic and global opportunities





### Appendix: Presentation of FCF

Free Cash Flow is defined as the cash generated after paying expenses required to maintain operations and is comprised of Adjusted EBITDA less (i) expected steady state capital expenditures, (ii) expected lease payments, and (iii) expected interest expense. Management believes that Free Cash Flow is a useful measure to describe the Company's financial performance and measures the Company's ability to generate additional cash from business operations. The illustrative data herein is used by management to provide meaningful financial information on a forward-looking basis by adjusting for (i) expected steady state long-term capital expenditures, which are estimated at \$425 million; (ii) expected lease payments, which assumes \$640 million rent payment to the REIT in the year following emergence; and (iii) estimated interest expense of \$440 million, which reflects the capital structure post emergence and newly priced refinancing of CRC. The Company expects capital expenditures to be higher in the short-term (\$670 million are expected for 2017 dropping to \$500 million to \$580 million a few years thereafter), but believes capital expenditures will decline over the next few years as the Company continues to capture the ADR upside opportunity available at some properties.

Free cash flow is considered a non-GAAP financial measure and should not be construed as an alternative to net income/(loss) as an indicator of operation performance or an alternative to cash flow provided by operating activities as a measure of liquidity as determined by U.S. GAAP. Because not all companies use identical calculations, the presentation of Free Cash Flow may not be comparable to other similarly titled measures of other companies.



## Reconciliation Of Non-GAAP Information: Q2 2017 LTM Adjusted EBITDA

#### CAESARS ENTERTAINMENT CORPORATION SUPPLEMENTAL INFORMATION

RECONCILIATION OF NET INCOME/(LOSS) ATTRIBUTABLE TO CAESARS ENTERTAINMENT CORPORATION TO LTM PROPERTY EBITDAR AND LTM ADJUSTED EBITDA

(In millions)	(1) Six Months Ended June 30, 2017		Six Months Ended June 30, 2016		(3) Year Ended December 31, 2016		(3)-(2)+(1) LTM June 30, 2017	
Net income/(loss) attributable to company	\$	(1,988)	\$	(2,385)	\$	(3,569)	\$	(3,172)
Net income/(loss) attributable to non-controlling interests		38		68		822		792
Net income from discontinued operations		-		(58)		(3,380)		(3,322)
Income tax (benefit)/provision		103		10		27		120
Restructuring of CEOC and other (a)		1,873		2,263		5,758		5,368
Interest expense		289		301		599		587
Income/(loss) from operations		315		199		257		373
Depreciation and amortization		198		215		439		422
Other operating costs (b)		15		42		89		62
Corporate expense		73		81		166		158
CIE stock-based compensation		-		43		189		146
Property EBITDAR	\$	601	\$	580	\$	1,140	\$	1,161
Corporate expense		(73)		(81)		(166)		(158)
Stock-based compensation expense (c)		15		24		40		31
Other items (d)		20		28		56		48
Adjusted EBITDAR, CEC	\$	563	\$	551	\$	1,070	\$	1,082
Adjusted EBITDAR Margin, CEC		28.7%		28.4%		27.6%		27.7%
Adjusted EBITDAR, CEOC (e)	\$	553	\$	595	\$	1,140	\$	1,098
Adjusted EBITDAR Margin, CEOC		25.4%		26.4%		25.1%		24.6%
Adjusted EBITDAR, CEC + CEOC	\$	1,116	\$	1,146	\$	2,210	\$	2,180
Adjusted EBITDAR Margin, CEC + CEOC		27.0%		27.3%		26.3%	-	26.1%
Rent expense		-						
Adjusted EBITDA, CEC + CEOC	\$	1,116	\$	1,146	\$	2,210	\$	2,180
Adjusted EBITDA Margin, CEC + CEOC		27.0%		27.3%		26.3%		26.1%



## Reconciliation Of Non-GAAP Information: 2014 Adjusted EBITDA

## CAESARS ENTERTAINMENT CORPORATION SUPPLEMENTAL INFORMATION RECONCILIATION OF NET INCOME/(LOSS) ATTRIBUTABLE TO CAESARS ENTERTAINMENT CORPORATION TO LTM PROPERTY EBITDAR AND LTM ADJUSTED EBITDAR

(In millions)	:	2014	
Net income/(loss) attributable to company	\$	(2,783)	
Net income/(loss) attributable to non-controlling interests		(83)	
Net income from discontinued operations		143	
Income tax (benefit)/provision		(596)	
Restructuring of CEOC and other (a)		95	
Interest expense		2,669	
Income/(loss) from operations		(555)	
Depreciation and amortization		658	
Impairments of goodwill		695	
Impairments of tangible and intangible assets		299	
Other operating costs (b)		203	
Corporate expense		232	
CIE stock-based compensation		49	
EBITDA attributable to discontinued operations		(7)	
Property EBITDAR	\$	1,574	
Corporate expense		(232)	
Stock-based compensation expense (c)		45	
Other items (d)		75	
Adjusted EBITDAR	\$	1,462	
Adjusted EBITDA Margin	-	18.4%	
Rent Expense			
Adjusted EBITDA	\$	1,462	
Adjusted EBITDA Margin		18.4%	



## Reconciliation Of Non-GAAP Information: Q2 2017 LTM Net Revenue

### CAESARS ENTERTAINMENT CORPORATION SUPPLEMENTAL INFORMATION RECONCILIATION OF NET REVENUES TO CAESARS ENTERTAINMENT CORPORATION

(In millions)		Net Revenues by Entity								
	<u>(1)</u>	(2)	(3)	<u>(1)-(2)+(3)</u>						
	Six Months Ended June 30, 2017	Six Months Ended June 30, 2016	Year Ended December 31, 2016	LTM June 30, 2017						
CERP	\$ 1,116	\$ 1,090	\$ 2,195	\$ 2,221						
CGP	856	861	1,697	1,692						
Other	(7)	(9)	(15)	(13)						
Continuing CEC	\$ 1,965	\$ 1,942	\$ 3,877	\$ 3,900						
CEOC (e)	2,173	2,256	4,541	4,458						
CEC + CEOC	\$ 4,138	\$ 4,198	\$ 8,418	\$ 8,358						
	•									



## Reconciliation Of Non-GAAP Information: Notes

Adjusted EBITDA is defined as EBITDA further adjusted to exclude certain non-cash and other items as exhibited in the above reconciliation, and is presented as a supplemental measure of the Company's performance. Management believes that Adjusted EBITDA provides investors with additional information and allows a better understanding of the results of operational activities separate from the financial impact of decisions made for the long-term benefit of the Company. In addition, compensation of management is in part determined by reference to certain of such financial information. As a result, we believe this supplemental information is useful to investors who are trying to understand the results of the Company.

Adjusted EBITDA Margin is the ratio of Adjusted EBITDA to Net Revenue and is presented for the same reasons as Adjusted EBITDA noted above.

Because not all companies use identical calculations, the presentation of Adjusted EBITDA may not be comparable to other similarly titled measures of other companies.

- a) Primarily represents CEC's estimated costs in connection with the restructuring of CEOC.
- b) Amounts primarily represent costs incurred in connection with property openings and expansion projects at existing properties, costs associated with the development activities and reorganization activities, and/or recoveries associated with such items.
- c) Amounts represent stock-based compensation expense related to shares, stock options, and restricted stock units granted to the Company's employees.
- d) Amounts represent add-backs and deductions from EBITDA permitted under certain indentures. Such add-backs and deductions include litigation awards and settlements, costs associated with CEOC's restructuring and related litigation, severance and relocation costs, sign-on and retention bonuses, permit remediation costs, and business optimization expenses.
  - e) Amounts include consolidating adjustments, eliminating adjustments and other adjustments to reconcile to consolidated CEC Property EBITDA and Adjusted EBITDA.



## Caesars - The Future of Gaming

#### INVESTOR & ANALYST EVENT

CAESARS ENTERTAINMENT CORPORATION

CHRISTIAN STUART
EXECUTIVE VICE PRESIDENT, GAMING AND INTERACTIVE ENTERTAINMENT

OCTOBER 24, 2017



## Compelling Gaming Demographics

#### **CASINO GAMERS**

# 54% MILLENNIALS 53% BOOMERS

#### **NON-CASINO GAMERS**



#### 70-80% OF THE POPULATION ARE ACTIVE IN SOME FORM OF GAMING

- "Casino" gamers convert to new games/platforms if content resonates
- "Non-Casino" gamers require new form factors and curated experiences



## We Are On A Clear Path Towards The Future Of Gaming

1

DEEPENING ENGAGEMENT

Leveraging database and mobile technology to drive more play

2

ENHANCING OUR CORE PRODUCTS

Invigorating table and slot play with new features to raise profitability

3

BROADENING OUR OFFERINGS

Launching new gaming platforms that attract broader demographics

4

TRANSFORMING THE EXPERIENCE

Testing innovative experiences to lead the evolution of the customer journey









## 1 Deepening Engagement Leverage New Offer System

#### **ESTABLISHING A UNIFIED VIEW OF THE CUSTOMER**

- Deeper knowledge of activities and preferences
- Capturing combined wallet from gaming and hospitality

## DYNAMIC SEGMENTATION

PRECISE RFINVFSTMFNT



### TRIGGERED OFFERS

CUSTOMER ACTIONS
GENERATE OFFERS



### WAVE CAMPAIGNS

UTILIZES
BUSINESS RULES



## OFFER COST REDUCTIONS

EXPIRATION LEAD TIMES DELIVERY





## 1 Deepening Engagement Driving Trips and Longer Sessions

#### DEEPENING GUEST ENGAGEMENT WITH GAMIFICATION FEATURES

- Distinctively positioned to create unique customer journeys
- Personalized challenges drove over \$8M in revenue gains in test phase
  - Badging promotions showed increased cross-market play
  - Leaderboards have proven to drive engagement



**PROPERTIES** 



### 2 Enhancing Core Products

## New Features Are Increasing Revenue

- Launching multiple new table game side bets and proprietary products
- Investing in new slot product at a rate 30% higher than industry average

#### **NEW TABLE OFFERINGS** JANUARY - JUNE 2017 +11% +18% +8% **INCREASE IN** APPROXIMATE LIFT **INCREASED REVENUE AT SELCT** ON PROPRIETARY **VOLUME WITH** TABLES WITH NEW **GAME TRAIL IN** ADDITION OF SIDE BETS ACROSS **BACCARAT PIT PROGRESSIVES ON** LAS VEGAS **SELECT TABLES**



**SLOT INCREMENTALITY** 

**APRIL 2017 - MARCH 2018** 





#### 3 Broadening our Offerings

## Attracting New Customers

#### **VIDEOGAME GAMBLING MACHINES**

First to pilot skills-based gambling machines

Gamblit GameCo COMPETITION interactive

#### **NEW SPORTS BETTING PLATFORM**

Mobile Sports at Caesars
 Entertainment App launched
 with strong early adoption

8,700 BETS AND \$1.4M IN DEPOSITS IN OPENING WEEKS





### 4 Transforming the Experience

## Testing Innovative Experiences

#### **LEADING IN ESPORTS EVENTS**

 Highly successful tournaments held in partnership with Microsoft Xbox

> Atlantic City >1000 Spectators<sup>1</sup>

Las Vegas >850 Spectators<sup>1</sup>

#### PILOTING VIRTUAL REALITY EXPERIENCES

Encouraging results at recent events

Lake Tahoe >800 Guests

Las Vegas >750 Guests

#### **PURSUING ONLINE GAMING GROWTH**

Caesars Interactive Entertainment rejoined CEC post-emergence













# Relentlessly Focused On Continuous Improvement

INVESTOR & ANALYST EVENT

CAESARS ENTERTAINMENT CORPORATION

BRENT LESSING
SENIOR VICE PRESIDENT, CONTINUOUS IMPROVEMENT

OCTOBER 24, 2017



### Office of Continuous Improvement

DRIVING SUSTAINABLE EBITDA GROWTH WITH OUR CONTINUOUS IMPROVEMENT CULTURE WHILE IMPROVING CUSTOMER AND EMPLOYEE SATISFACTION

1

LEVERAGING DATA AND ANALYTICS

To increase engagement and revenue return

2

REENGINEERING OUR BUSINESS PROCESS

To improve productivity across the enterprise

3

IMPROVING SERVICE
AND EFFICIENCY

To enhance the customer experience





## 1 Data & Analytics Using Advanced Analysis Tools To Lift Revenue

#### ENHANCING THE VIP PLAYER CONTACT STRATEGY FOR CASINO HOSTS

- Enterprise-wide analytics launched last year to prioritize calls to VIP players
- Using statistical analysis and machine learning to prioritize calls with the highest yield
- ▶ Significant increase in trips and theo observed as casino hosts began to use new model



+6.7%

OVERALL VIP

REVENUE

IMPROVEMENT

YOY

+7.8%

REVENUE
PER VIP HOST
YOY





### <sup>2</sup> Business Processes

### Operating In A More Productive Way

#### INCREASING THE PRODUCTIVITY OF TABLE GAME OPERATIONS<sup>1</sup>

- ► Table startup and shutdown procedures optimized to reduce downtime
- Enhanced table mix and table placement in casino pits
- Significant improvement in labor productivity observed following adjustments



-3.4%
REDUCTION IN DEALER HOURS

+14.5%
DROP PER
DEALER HOUR





## 3 Service & Efficiency Improving The Customer Experience

#### REDUCING LINE WAIT TIME AT OUR ENTERTAINMENT VENUES<sup>1</sup>

- Reconfigured queue, delivery and payment processes to streamline the experience
- Increased customer satisfaction and reduced line abandonment at peak periods
- ▶ Significant improvement in transactions per hour driving increased revenue



-40%
AVERAGE GUEST WAITING TIME

+32.3%
TRANSACTIONS
PER HOUR



