

# Casino management

[Business](#), [Management](#)



BUSINESS Memorandum Casino employees Management Re: ID checks Attn. valued employees, Unfortunately, as many of you know, these memos can contain good news, or they can contain bad news. Sometimes they can carry a mixture of good news and bad news. This is one such memo. As many of you know, there have been incidents at the casino that have given us a lot of bad publicity. Kids from neighboring states have apparently been taking road trips to our casino, because they hear from their friends that we don't check IDs. Now the casino has been named in local newspapers, and we need to crack down on this problem.

I know that it's impossible to check everyone. But the public needs to see that we are ahead of the curve on this issue. We can't sit back and do nothing. So, the bad news is that as floor employees, you are going to have to step up your ID checks. I know that some of you will say, business is business, but we are talking about the reputation of the casino here. The good news is, that if we step up ID checks by only 25%, we'll catch a lot more minors. Our goal is to check everyone. For every employee who successfully ID checks a minor, we will be issuing a cash bonus.

Mgmt.

Mr. Bryce Foine

541 Alameda Ave.

Atlantic City, NJ

Attn. Mr. Foine,

I have some bad news for you. As you may have seen in the local paper, there was an expose on our casino and several other casinos on the same street. Apparently, kids from Pennsylvania as young as 16 have been taking

road-trips to these casinos in order to drink and gamble, and in most cases, they were successful. ID checks are not just a formality; as you know, they are vital to a casino maintaining its status and reputation. Big time gamblers are not going to want to frequent an establishment that lets young teenagers have run of the casino floor. This situation could lead to a loss in revenue for the casino, as well as legal problems.

I know that as a local business owner and a member of the town council, you are aware of the importance of casinos to our economy. In order that we continue to have the friendship of Foine Auto Parts, I am taking this proactive step to inform you that ID checks are our new top priority. We are not just talking about a significant change; we are enacting it. All floor employees have now been advised that they are to check everyone coming in the doors for ID, and that there will be cash bonuses for catching these minors who are trying to sneak into our casino and ruin our reputation.

Sincerely,

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