

The Southern Nevada Human Resources Association Presents

# 2007 BEST PLACES TO WORK



SPECIAL SUPPLEMENT TO IN BUSINESS LAS VEGAS

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## ■ THE WORK/LIFE BALANCE AWARD >

Dear In Business Las Vegas readers,

**“Y**ou should be having fun 80 percent of the time,” is a phrase often repeated by First National Bank’s President and CEO Gary Dorris. Admittedly, we cannot claim success every day, but it is a goal we strive for at First National Bank. And while our company motto may seem noble and unrealistic to some, these words are more than lip service. It is consistent with the value we place on the dedicated individuals



**FIRST NATIONAL BANK**

whose daily efforts ensure our success. As a heritage bank, our commitment extends to both our customers and our employees.

Our company mission statement — “Empowering our employees to provide outstanding service for our customers, associates, community and shareholders by consistently offering innovative and secure financial solutions,” allows each individual to directly affect the bottom line. Although teamwork is vital, individual skills and company knowledge is too valuable to lose to the competition. Recognizing and

rewarding the special efforts of one brings even more to the team.

Employee retention has always been of concern, but today it has become critical. We must enable our employees to do their job and give them the tools to grow and succeed. At First National Bank, we provide internal training (technical, sales, managerial, etc...) and offer educational assistance. This allows our employees to gain company/industry knowledge or pursue higher education that better positions them for opportunities within the organization.

The successful integration of work and life is a juggling act. The optimum balance varies for each individual and changes with time. I believe the more fun people have at work, the less stress they will have in their personal lives. First National Bank is proud to sponsor an award that promotes Work/Life Balance.

**Bill Oakley**

First National Bank

Regional President-Southern Nevada

## Focus garners first Work/Life Balance Award

**F**ocus Property Group has been selected as the first recipient of the Work/Life Balance Award in recognition of its innovative and generous company policies that allow for and encourage a healthy balance between professional and personal lives.

The Work/Life Balance Award was created to honor a local company whose culture best exemplifies an equal appreciation for both professional and personal values. Among the personal values that were considered in selecting Focus are support for individual charitable and philanthropic efforts; diversity emphasis; paid time off for supportive community and family activities; and other considerations designed to invest in employee wellbeing,



**John Ritter**  
Focus Property Group CEO

physical and mental health and self-actualization.

Focus Property Group provides 13 paid holidays to its employees, and last year, went one step further and granted all team members a one-week sabbatical during the holiday season. The company also shuns the traditional 40-hour workweek in favor of a system that allows employees to decide for themselves how many hours they need to invest to accomplish the fundamentals of their jobs.

Besides this pro-active approach to time management, Focus also caters lunch for the entire company each day and encourages and promotes community involvement through support of numerous local charities. To date, Focus’ Community 911 program has raised more than \$3 million in monetary and in-kind contributions for local charities with team members generating more than 7,000 hours of community service.

— By Lisa McQuerrey



Dear In Business Las Vegas readers,

It's a well-known fact that employees can make or break a business. Not just key executives, but employees in the stockroom, in customer service, in billing, their managers, and all the way up to the executives. Building a workplace that is considered one of the top places to work in Las Vegas is one of the best ways to attract the best employees. Employees want to work for an employer that they view as one who cares about them, and when they are in an environment like that, they are more productive. Having these top performers on your team is what will make your business grow, and what will keep you competitive now and into the future.

CareerBuilder.com would like to salute you on your efforts to build the best place to work. We know that this will drive the growth of your business, and keep you competitive. And when it's time to grow your business even further, CareerBuilder provides you with



the most qualified job seekers and the best matching tools and technology to find them. In August, just in the Las Vegas area, CareerBuilder.com saw more than 500,000 job searches, and offered employers more than 100,000 resumes for job seekers in the Las Vegas area. CareerBuilder.com has award-winning technology to help you find the needle in the haystack, and to help your business continue to thrive.

Finding and keeping the right people is a challenge that every business must face. Overcoming this challenge is what makes a business great. Through informative job postings, exclusive search technology, the largest pool of passive job seekers, and the most robust resume database in the market, CareerBuilder.com helps provide the quality candidates needed to compete in today's market.

Thanks again for your efforts in building such great places to work, and we look forward to helping you find the right employees to continue your growth.

[www.CareerBuilder.com](http://www.CareerBuilder.com)

Dear In Business Las Vegas readers,

At Black Gaming, we recognize that a community, much like a business, is only as good as the people who comprise it. Strong, innovative leaders inspire those around them, creating a truly unique community such as Southern Nevada.

Being in the hospitality business, Black Gaming recognizes that the Players on our Team — how we refer to our employees — have the greatest impact on how our business does as a whole. In order for the team to be successful, each individual player must succeed. Therefore, we have implemented a people-focused approach to attracting and developing world-class talent to Southern Nevada.

With the right team in place, there truly are no limits. The In

Business Las Vegas honorees, as respected leaders within the community, have proven that fact to be true. These individuals have set the standard high and have challenged others within our community to rise to the task.

Congratulations go out to all honorees — you are truly the best and brightest of Southern Nevada. This community would not enjoy the strong, vibrant business climate without such innovative leaders to carry us forward.



Randy Black

Randy Black, CEO  
Black Gaming LLC

Dear In Business Las Vegas readers,

By participating in this event and publication, you have proven you are a world-class employer committed to workplace excellence, administrative effectiveness and the highest HR standards. Congratulations!

Southern Nevada businesses thrive precisely because they appreciate their human resources — the people within their companies and organizations who contribute each and every day to their incredible success and bottom line.

Extraordinary employees build extraordinary businesses like yours. We at Office Dynamics understand that, which is why we specialize in providing high-impact training to managerial, administrative and office support staff for internationally known clients like Cisco Systems, McDonald's, Sunoco, Humana, Luxxotica, Microsoft and the University of Pennsylvania.

We're proud they entrust us with training today's employees to become tomorrow's rising stars. And we're pleased that our programs have changed workplace cultures — not just for the better, but for the best.

Because we're based right here in Las Vegas, we're uniquely positioned to help local businesses take employee performance to the next level and beyond, using more than 40 interactive learning and enrichment programs, on- and off-site workshops, keynotes and motivational speeches.

And, because we're local like you, we understand and can address your special emphasis on stellar performance and service.

You're already among the best businesses in our area. If we can be of any assistance in helping you achieve new levels of success, we hope you will call upon us. Again, congratulations!

Joan Burge, Founder & CEO  
Member of the SNHRA  
Office Dynamics, Ltd.  
[www.OfficeDynamics.com](http://www.OfficeDynamics.com)



Joan Burge



# This year's nominees

|  |   |  |                                    |
|--|---|--|------------------------------------|
| Accountants Inc.                       | Gemstone Development                        | Mercury LDO Reprographics                  | ROEL Construction Company          |
| Alan Waxler Group Inc.                 | Geotechnical & Environmental Services Inc.  | MGM Grand Hotel                            | ScripNet                           |
| American Nevada Corporation            | GES Exposition Services Inc.                | Millenium Staffing                         | SH Architecture                    |
| Astoria Homes                          | Globe Salon                                 | Nathan Adelson Hospice                     | Sierra Health Services             |
| Black Gaming LLC                       | Greenspun Media Group                       | National Security Technologies LLC         | SK + G                             |
| Bribor LLC                             | Hilton Grand Vacations Las Vegas Strip      | Nevada Association of Latin Americans Inc. | Starbucks Coffee Company           |
| Burke & Associates                     | Hooters Casino Hotel                        | Nevada Federal Credit Union                | Station Casinos Inc.               |
| Burnett Haase Construction             | House of Blues Restaurant, Las Vegas        | Nevada Public Radio                        | Sunstone Dental Care               |
| CHSI Inc.                              | Imagine Marketing of Nevada                 | North Las Vegas Chamber of Commerce        | The Henderson International School |
| Community Bank of Nevada               | InVest Financial Solutions for Business     | Oakview Construction Inc.                  | The Payroll Company                |
| Connecting Point Technology Center     | Jerry's Nugget Casino                       | Opportunity Village ARC                    | Transworld Systems Inc.            |
| Cox Communications                     | Johnson Jacobson & Wilcox                   | Palms Casino Resort                        | TREC Investments                   |
| Cragin & Pike                          | KLAS-TV Channel 8                           | Payroll Solutions                          | Tri Delta Inc.                     |
| Custom Benefit Consultants             | Las Vegas Convention and Visitors Authority | Perini Building Company                    | TWI Group Inc.                     |
| Desert Radiologists                    | Las Vegas Kidney Clinic                     | Poggemeyer Design Group                    | UMC                                |
| Ed Vance & Associates                  | Liberty Mutual                              | Pulte Homes & The Communities of Del Webb  | University of Southern Nevada      |
| Enterprise Rent A Car                  | Lionel Sawyer & Collins                     | Quest Diagnostics                          | Wells Fargo                        |
| Ernst & Young LLP                      | Mars Retail Group                           | R & R Partners                             | WestCor Companies                  |
| Faith Lutheran Jr./Sr. High School     | Martin-Harris Construction                  | RAFI Architecture                          | Williams-Sonoma Inc.               |
| First American Title Insurance Company | McCarthy Building Companies, Inc            | Re/Max Associates                          | WorldDoc Inc.                      |
| Focus Property Group                   |   |  | WRG Design Inc.                    |
| Gatski Commercial                      |   |  |                                    |

## Past winners

|      | Nonprofit/Government                        | Micro companies                            | Small companies                       | Mid-size companies            | Large companies                  | Gaming companies               |
|------|---|--|---------------------------------------|-------------------------------|----------------------------------|--------------------------------|
| 2006 | 1 Nevada Federal Credit Union               | Custom Benefits Consultants                | Orgill/Singer and Associates          | Southwest Title Company       | Pulte Homes/Del Webb             | MGM Grand Hotel & Casino       |
|      | 2 Opportunity Village                       | Geotechnical & Environmental Services Inc. | The Tan Factory                       | TWI Group                     | Ernst & Young LLP                | Station Casinos                |
|      | 3 Nevada Public Radio                       | Consultants in Marketing                   | University of Southern Nevada         | Lionel Sawyer & Collins       | Desert Radiologists              | Palms Casino Resort            |
| 2005 | 1 Nevada Public Radio                       | Custom Benefits Consultants Inc.           | Orgill/Singer and Associates          | TWI Group Inc.                | Pulte Homes/Del Webb             | MGM Grand                      |
|      | 2 Las Vegas-Clark County Library District   | Nevada First Bank                          | Nevada First Bank                     | Centex Homes                  | Sierra Health Services           | MGM Mirage                     |
|      | 3 Las Vegas Convention & Visitors Authority | Southwest Title Company                    | Southwest Title Company               | Colonial Bank                 | Sunterra Corporation             | New York New York Hotel Casino |
| 2004 | 1 Nevada Federal Credit Union               | Houldsworth, Russo & Co..                  | Nevada First Bank                     | JMA Architecture Studio.      | Pulte Homes/Del Webb             | The Venetian                   |
|      | 2 Nevada Public Radio                       | Shred-It Las Vegas                         | Systems Research & Development        | Cintas Corp.s                 | PBS&J                            | Station Casinos Inc            |
|      | 3 Las Vegas Valley Water District           | Johnson Jacobson Wilcox                    | Vanguard Integrity Professionals Inc. | R&R Partners                  | Desert Radiologists              | MGM Grand                      |
| 2003 | 1 Las Vegas Chamber of Commere              | Johnson Jacobson Wilcox                    | Orgill/Singer & Associates Inc.       | Nevada Federal Credit Union   | GES Exposition Services          | The Venetian                   |
|      | 2 Nevada Public Radio                       | Lawrence/Kreeft & Associates               | Desert Radiologists                   | Lionel Sawyer & Collinss      | Manpower Inc. of Southern Nevada | Golden Nugget                  |
|      | 3 Opportunity Village                       | Colours Inc.                               | Credit Acceptance Corp                | Silver State Bank             | Golden Gaming Inc.               | Hotel San Remo                 |
|      | Government                                  | Nonprofit                                  | Small companies                       | Mid-size companies            | Large companies                  |                                |
| 2002 | 1 Las Vegas Clark County Library District   | Nevada Federal Credit Union                | Consultants in Marketing              | Rainbow Medical Centers       | The Venetian                     |                                |
|      | 2 Nellis Air Force Base                     | Endeavor                                   | Behavioral Healthcare Options         | Nevada Corporate Headquarters | Hotel San Remo                   |                                |
|      | 3 Las Vegas City Firefighters               | Las Vegas Chamber of Commerce              | Wieczorek & Associates                | Loomis, Fargo & Co.           | Southwest Airlines               |                                |



# Opportunity Village honored for high morale, productivity

With a commitment to serving the needs of people with intellectual disabilities, Opportunity Village ARC Inc. (OV) recruits employees who are able to perform the essential duties of the position and are able to live the mission of the organization, being caring, compassionate and dedicated to the population it serves. Special incentive and benefit programs include:

- A generous health, dental and vision benefits plan to all full-time employees upon completion of a 90-day probationary period.
- OK (opportunity knocks) Bucks recognition program that rewards employees for going above and beyond

their everyday duties. OK Bucks can be traded for items ranging from movie tickets to a two-night hotel stay.

- After one year of service, full-time OV employees are eligible to borrow \$10,000 toward the purchase of a home. For every year of service thereafter, \$2,000 of the loan is forgiven.
- Clients and employees with disabilities are eligible for an outstanding homebuyer-assistance



**Ed Guthrie**  
CEO





program, whereby they are eligible for a \$25,000 interest-free loan, with the money being paid back upon sale of the home.

OV offers an “employee of the month” and “employee of the year” program. The later receives \$1,500 and one week of paid vacation. Other annual employee events include a company picnic, in-service training days, Magical Forest tickets and discounts to special events and lo-

cal shows. Managers of each department also hold monthly events for staff recognition such as pizza parties and barbeques. Recognition programs have contributed significantly to improved employee morale.

OV strives to maintain open lines of communication with its employees through several mediums:

- The company newsletter, The Vilager, serves as an important tool in



### From the judges

The recognition programs have contributed significantly to improved employee morale. In turn, this improves employee retention and productivity.

the communication process. The newsletter features departmental articles, educational pieces, staff news and program highlights and activities within OV.

- Quarterly in-service training enhances the communication between senior management, mid-level management and line-level staff and includes fun team-building exercises for everyone involved.



**Leonard Wilson Jr.**  
HR Director

To further refine its benefit programs, annual OV staff satisfaction surveys are distributed. The surveys provide management with insight into what types of programs, benefits and events are most appealing to employees.

### Opportunity Village ARC Inc.

8076 W. Sahara Ave., Suite A, Las Vegas

CEO: Ed Guthrie

HR Director: Leonard Wilson Jr.

Industry: Not-for-profit

Primary service: Community training and employment services for individuals with disabilities

Employees: 277

Approx annual revenue: \$20 million



# Nevada Public Radio

Nevada Public Radio (NPR) provides 100 percent employer-paid health, dental, vision, life, long-term disability and EAP premiums for employees. Employees also have the opportunity to voluntarily cover dependents (including domestic partners) through payroll deduction and a before tax flex plan. Additionally, employees have the option of participating in a flexible reimbursement plan for medical care. Other benefits include:

- A 403(b) program with a two percent match. After two years an employee is fully vested and is enrolled in the seven percent employer-paid 403(b) Thrift Plan.
- NPR provides a monthly accrual of vacation, two weeks of annual sick time and 11 paid holidays.
- Mutual of America investment counselors are regularly on site to assist employees with retirement and investment planning needs.



**Cynthia M. Dobek**  
HR Director

AFLAC coverage is one of KNPR's voluntary programs. The company is continually looking for ways to better its existing benefits package to enhance the quality of life and build a better community for



**Florence M.E. Rogers**  
CEO



**From the judges**

Nevada Public Radio provides a comfortable environment for its employees, new equipment and furnishings, bright colors, a spacious kitchen and garden-like courtyard with local artists' works gracing the walls and stating their commitment to local cultural development.

its dedicated employees. Employees enjoy complimentary coffee and each birthday is recognized with a cake celebration. NPR also gets high marks for its family-friendly environment.

Employees may combine sick leave and personal time when they need blocks of time off. The company provides paid maternity leave and offers flex-time to help working parents meet family obligations.

*The Las Vegas-Clark  
County Library District  
thanks its caring,  
capable and  
committed staff.*



## Nevada Public Radio

1289 Torrey Pines Drive, Las Vegas

CEO: Florence M. E. Rogers

HR Director: Cynthia M. Dobek

Industry: Radio broadcast

Primary service: Public radio

Employees: 30

Approx annual revenue: \$3.7 million

# Nevada Federal Credit Union

Nevada Federal Credit Union (NFCU) is a member-owned, not-for-profit cooperative.

Recognizing that there is no "one size fits all" approach to employee benefits, NFCU offers four health plans with five designs and four levels of coverage.

During the past five years, NFCU has absorbed more than 98 percent of health insurance cost increases for its employees. Health-care coverage includes:

- Medical, dental (including children's orthodontia) vision, pharmacy, company-paid long-term and short-term disability and life insurance.
- Section 125 Plan and voluntary long-term care coverage.

Additional featured benefits provided by NFCU include free, confidential counseling services, discounted health club membership, discounts at select merchants and retailers, free and reduced-cost banking services and tuition reimbursement. Advanced employee training, leadership and management development programs are also available. In 2006 NFCU facili-

tated nearly 29,000 hours of employee training seminars and programs.

## Nevada Federal Credit Union

2645 S. Mojave Rd., Las Vegas

CEO: Brad Beal, President

Industry: Financial services

Primary service: Financial services

Employees: 300

Approx annual revenue: N/A



NEVADA FEDERAL  
CREDIT UNION

### From the judges

Employee morale is boosted by an Intranet full of information including current events, policies and procedures, and even a chat room with President/CEO Brad Beal known as "Chat with Brad."

● Profit sharing and 401(k) with a 50 percent match up to the first eight percent an employee contributes.

NFCU also offers an extended illness bank that allows em-

ployees to transfer earned but unused paid time off hours at three times the amount he or she transfers. The company also provides highly-subsidized child and adult/elder care.

"Are you sick and tired of working for bean counters?"

*I may not be an accountant, but I believe I'm the perfect person to run a firm full of them. I've worked to give FAL a culture that's welcoming, nurturing and most importantly, fun. Join us and not only will you have an opportunity to work with a number of prestigious clients, you'll find a balance between life and work that's both professionally fulfilling and personally rewarding.*

- Ronnie Sloan, President, FAL



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# LVCVA's employee benefits get high marks from judges

**L**as Vegas Convention and Visitors Authority (LVCVA) deals with visitors from around the globe and understands that customer service can make or break the experience. LVCVA maintains its reputation as a “best place to work” by valuing its employees through communication, recognition, education, wellness and fun. Company turnover is less than nine

percent, with more than 10 percent of its full-time employees achieving 20 or more years of service.

LVCVA recently received the 2007 National Psychologically Healthy Workplace Award in the Government/Military/Educational Institution Category and a 2007 Best Practices honor for its Las Vegas Authority Academy. The organization believes that the best way to find out

what employees need is to ask them. Regular “Coffee With the President” meetings are held to discuss LVCVA’s direction, and employee input is valued. Other important elements of employee communication include:

- An open-door policy with the company’s leadership team
- A strong relationship with its union
- Regular employee update meet-



ings

● Use of cross-departmental teams to generate new ideas for improving LVCVA culture

LVCVA utilizes a weekly company newsletter, a one-page “flash bulletin,” an intranet and “team site” web-sites per department. Employees are also invited to expansion plan presentations and board meetings.

In addition to its emphasis on internal communication, LVCVA offers

employees and their dependents 100 percent company-paid health insurance premiums that include medical, dental and vision coverage. The company also of-



**From the judges**

The LVCVA knows that the best way to find out what employees need is to ask them. An open-door policy exists with all of our leadership team.

fers voluntary pet insurance and is launching long-term dependent care coverage. Also available are on-site wellness fairs, weight management programs and Employee Assistance Program (EAP) services.

To promote a work/life balance, LVCVA hosts financial fitness fairs where employees can meet with representatives from local financial institutions. The Authority has also adopted a personal time off (PTO) policy to replace vacation and sick



leave programs. Twelve paid holidays are also recognized each year.

In an effort to promote team spirit, LVCVA utilizes an Employee Recreation Committee to host fun events such as:

- Valentine's Day pie-eating contest
- Easter Eggstravaganza egg hunt



**Debra L. Kent**  
HR Director

- International/unity luncheon
- Halloween costume contest

The company also hosts an annual Sausage Bash company picnic and a children's holiday party. In addition, LVCVA employees are treated to nights at Area 51s baseball games, participate in Corporate Challenge and support local charities.

LVCVA encourages continuing education and hosts a number of employee recognition programs. In addition, the company provides employees with numerous opportunities for professional and personal growth.



## Las Vegas Convention & Visitors Authority

3150 Paradise Rd., Las Vegas

CEO: Rossi Ralenkotter, President/CEO

HR Director: Debra L. Kent

Industry: Special district, local government

Primary service: Attracts visitors by promoting Las Vegas as the world's most desirable destination for leisure and business travel.

Employees: 518 full-time, 466 part-time

Approx annual revenue: N/A

# University Medical Center

University Medical Center (UMC) staff members are provided the opportunity to participate directly in student and new employee training, development and orientation through formal mentor training programs. These programs are designed to acknowledge tenured staff by allowing them to expand their participation in UMC's recruitment and retention efforts.

UMC supports mentorship programs for nursing and other health care professional students, interns and new employees. These efforts also include career-path mentoring for employees who want to expand their horizons into administration or alternate careers, and UNLV healthcare administration undergraduates.

UMC prides itself on offering a highly competitive salary and benefits packages. Some elements in-



## From the judges

UMC supports mentorship programs for nursing and other health care professional students, interns, and new employees. Mentoring at UMC also includes career path mentoring for employees desiring to expand their horizons into administration or alternate careers.

clude:

- Sign-on and retention bonuses
- Liberal vacation accruals
- Salary increases based on merit and cost of living adjustments

As a member of the Public Employee Retirement

System, UMC employees enjoy a 100 percent employer-paid pension fund and have the opportunity to participate in a Deferred Compen-



**Kathleen Silver**  
CEO

sation Plan. Standard benefits include health, dental and vision coverage, tuition reimbursement and numerous educational and career enhancement opportunities.

In November 2006, UMC

launched a new Employee Education and Development Training Center. This state-of-the-art facility includes six classrooms and a computer-training lab. The medical center's commitment to education includes clinical training, management and supervisory training, leadership development, language courses, revenue-cycle improvements and many other job-related topics.

UMC encourages employees to support community organizations through volunteer efforts. The center offers a number of venues for morale building, hosting several annual events including:

- A holiday gala
- Summer picnic
- Participation in Corporate Challenge and golf tournaments

UMC also boasts an Employee of the Month program. In addition to morale-boosting fun activities, UMC has committed to a culture of participative governance. Bringing decision making to the lowest and most appropriate level is vital to UMC's shared Employee of the Month program governance model.

## Gives to the community. Receives a fresh perspective.

### KNPR listener.

"KNPR provides comprehensive information about what's going on in the world and Southern Nevada, in a balanced and interesting way."

### Fran Smith

*Executive Director,  
Volunteer Center  
of Southern Nevada*



**Your World of Information**



## University Medical Center of Southern Nevada (UMC)

1800 W. Charleston Blvd., Las Vegas

CEO: Kathleen Silver

HR Director: John Espinoza

Industry: Health care

Primary service: Health care

Employees: 4,000

Approx annual revenue: N/A



# OUR LUCKY NUMBERS



Station Casinos and its **14,500** team members have been recognized by Fortune® Magazine as a Fortune **100** Best Companies To Work For.

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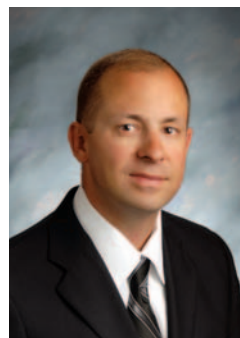




# Custom Benefit Consultants strives to reach high goals

The strategic planning and corporate vision of Custom Benefit Consultants Inc. (CBC) has been established under a basic premise that the company cannot sustain itself and achieve its goals without helping its employees achieve theirs.

CBC attributes its 600 percent growth over the past six years to its employees. Each year, corporate leaders develop company goals based on the CBC business plan and growth model. Each employee establishes individual goals that support his or her department. The company's compensation structure rewards workers for performance.



**Kenneth W. Bahl**  
HR Director

Inside sales staff have a two-step bonus structure that promotes teamwork and individual performance.

CBC boasts a comprehensive employee benefits plan:

- 100 percent of employees' medical, dental, vision, life insurance and short-term disability coverage is paid by the company.
- 401(k) and pre-tax flexible spend-

ing accounts are offered.

- Voluntary benefits, including additional life insurance and long-term disability, are available to those who wish to participate.

CBC was founded by working mothers and takes its work/life balance seriously. The company offers flexible work schedules and work-from-home options while encouraging continuing education and professional development. CBC employs an interactive training program for all employees and pays for licensure, certifications and other forms of professional development. Time off is offered for vacation, medical leave, bereavement and





### From the judges

CBC deploys an interactive training program with all employees, and has formal programs in place that pay for licensure, certifications, and other forms of professional development.

parties. The company hosts regular internal contests and celebrations, holiday parties and events such as camping excursions and tailgate parties. To celebrate the compa-

jury duty.

In addition to its benefits and compensation structures, CBC conducts both serious and "gag" awards programs, peer recognition, holiday and corporate



**Robin Sylvia**  
CEO

night company-paid cruise to Baja Mexico.

In an effort to encourage volunteerism, CBC created its own internal philanthropy program called Colleagues Benefiting Children. Through the program, CBC volun-

ny's 10th anniversary, this year's festivities include time aboard Royal Caribbean's Monarch of the Seas. Each employee and their significant other will enjoy a four-day, three-

teered to support or provided direct donations to many organizations including March of Dimes, Ronald McDonald House and World Vision Organization. This year, CBC will celebrate its anniversary by holding a mixer and fundraiser with a goal of raising \$20,000 for the United Health Foundation.

### Custom Benefit Consultants Inc.

7660 W. Cheyenne Ave., Suite 109, Las Vegas

CEO: Robin Sylvia

HR Director: Kenneth W. Bahl

Industry: Insurance

Primary service: Insurance benefits

Employees: 30, 17 in Las Vegas

Approx annual revenue: \$3 million

# Geotechnical & Environmental Services

Until recently, residential development accounted for more than half of Geotechnical & Environmental Services Inc.'s (GES) workload. Currently, while many of the company's clients and competitors have experienced massive layoffs and reorganization due to the slowdown in the residential building sector, GES has embraced the challenge.

To date, the company has kept all staff on board working full-time hours, developed cross-training programs and has paid for staff members to get the necessary certifications to grow in the geotechnical and environmental industry.

Two years ago, GES implemented an entry-level program to train, educate and do its part in creating a necessary skill set for its indus-



**From the judges**

Everyday, the staff comes to work with a single goal in mind — to serve clients to the best of their abilities by performing at a consistently high level and with a degree of expertise expected.

try. Since that time, the company has introduced and trained more than 30 people. The program has helped the company achieve an 80 percent retention rate, nearly unheard of in the industry.

In addition to training, GES has



**Shawna Beacom**  
HR Director

adopted a mentoring system that pairs engineering interns with experienced professional engineers, a step that helps interns obtain their engineering license. Other key HR initiatives:

- Staff members formally meet with supervisors once a month to outline a clear career path with specific goals and objectives.
- Health, dental vision and life insurance plans are offered at no cost to employees, with optional dependant coverage available as needed.
- Athletic club membership and flextime scheduling are offered to eligible employees.

The company also provides low-interest home loans, scholarship opportunities, free uniform cleaning and training/education cost reimbursement.

On a lighter note, the company has developed innovative ways to recognize employees and celebrate successes. GES hosts regular raffle prize drawings, encourages employees to recognize one another for outstanding contributions, and hosts numerous regular employee events including barbecues, holiday parties and potlucks.

GES collectively participates in supporting community organizations, sporting events and birthday celebrations.



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## Geotechnical & Environmental Services Inc.

7150 Placid St., Las Vegas

CEO: Gregory P. DeSart, Owner/President

HR Director: Shawna Beacom

Industry: Engineering

Primary service: Geotechnical and environmental engineering

Employees: 42

Approx annual revenue: \$5 million



# Millennium Staffing & Management Services

**M**illennium Staffing & Management Services Inc. has a unique philosophy of including all of its employees in the planning and implementation of company reward systems. Employees are compensated based on achieving their individual goals which are attained via training, empowerment and a solid work/life balance.

Benefits offered for internal employees include:

- Health insurance
- Life insurance
- Vacation
- Paid sick days, holidays and personal days
- 401(k) with immediate match
- Monthly bonuses and commissions
- Tuition reimbursement
- Annual bonuses

Millennium Staffing also offers



## From the judges

Millennium Staffing is a company built of team players who are dedicated to their jobs and families alike. It has an atmosphere that appreciates and values each individual's opinion and ideas to keep the company successful and to help it grow.

on-going skill-based and computer training, matches employees' personal charitable donations and hosts company-wide events such as luncheons, birthday celebrations and holiday parties. Professional association dues and fees are paid by the company and flexible schedules and job-sharing options are available to assist employees with other life responsibilities.

In addition to the range of benefits Millennium offers its full-time em-

ployees, it also provides substantial benefits for temporary employees, including health and life insurance, short-term disability, 401(k), a vacation plan and computer training and résumé assistance. In addition, the company works with its temporary personnel to create schedules that allow them a desired work/life balance.

## Millennium Staffing & Management Services Inc.

8230 W. Charleston Blvd., Las Vegas  
7150 Placid St., Las Vegas

CEO: Donna Lattanzio and Jennifer DeHaven,  
Co-owners

HR Director: Michelle Gianopoulos

Industry: Staffing

Primary service: Temporary and direct hire placements

Employees: 18

Approx annual revenue: \$10.5 million

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# McCarthy Building Companies: A safe, fun place to work

McCarthy Building Companies is 100 percent employee owned. As such, McCarthy management shares even the most confidential information with all employees. Unlike other companies where access to detailed financial and strategic planning information is reserved for a select few, McCarthy believes this approach empowers “partners” with a clear understanding of where the company is heading. Information-sharing vehicles include:

- A copy of the company’s annual business plan
- Employee participation in strategic plan development.

- Intranet with complete financial details
- All-company, biannual meetings where company performance is openly discussed
- Open forums with the opportunity to discuss any issue with senior management
- Frequent job site visits and informal interaction with top management in small group settings

McCarthy is also vigilant in protecting the safety and health of everyone who comes in contact with one of its projects. The company’s proactive safety program includes monitoring and tracking both McCarthy and





### From the judges

A family atmosphere and commitment to empowering employees through training, performance planning and information sharing all have helped make McCarthy an outstanding employer.

subcontractor activities. In February 2007, McCarthy's southwest region set a new company safety record by going more than a million man hours without a recordable injury. The company has a formal safety department that goes beyond

the standards of the Occupational Safety and Health Administration. Some safety initiatives include:

- Safety and job-skills training programs
- Motivation and recognition programs that encourage and recognize safe work
- Mentoring of new hires on workplace safety practices



**Michael D. Bolen**  
CEO/Chairman



**Jan Kraemer**  
HR Director

- Weekly "Toolbox Talks" to discuss significant safety topics in depth

McCarthy also supports the communities in which it operates through its McCarthy Heart Hats Program, a community outreach effort dedicated to encouraging, supporting and recognizing McCarthy employees' volunteer efforts. McCarthy boasts a competitive benefits program including payment of a high percentage of employee health insurance premiums. The company contributes a minimum of nine percent of an employee's base pay to his or her retirement. Additional benefits include:

- Dental, vision and short/long-

term disability coverage

- Accident insurance
- Life insurance for full-time employees

The company provides discounted services on non-traditional and cosmetic and medical treatments, assistance with daycare/eldercare needs, fertility services, adoption assistance and maternity leave. The company also offers job-sharing, flex-time and telecommuting scheduling options.

In addition to its benefits, McCarthy provides on-going training and educational opportunities, tuition reimbursement, formal performance planning and in-depth recourses for education and information sharing.

### McCarthy Building Companies

2340 Corporate Circle Dr., Suite 125,  
Henderson

**CEO:** Michael D. Bolen, CEO/Chairman

**HR Director:** Jan Kraemer

**Industry:** Construction

**Primary service:** General contracting

**Employees:** 3,000 (80 in Las Vegas)

**Approx annual revenue:** \$2.3 billion

# Mercury LDO Reprographics

**M**ercury LDO Reprographics has developed a comprehensive strategy that allows all of its employees to have a vested interest in the overall success of the company.

**2** Mercury's profit-sharing program was designed in such a way that it promotes shared goals and encourages employees to focus on customer service. Employees and managers are rewarded on total sales of the company, not individual shops.

The company shares monthly sales figures with employees to demonstrate the direct cause and effect of sales to their profit sharing. When bonuses are distributed, managers explain ways in which expenses, waste and the cost of accidents impact the bottom line. Once the concept was better understood, Mercury saw a decline in waste, an improvement in customer



**Maggie Allred**  
HR Director

service and an increase in overall team spirit.

In addition to its profit-sharing plan, Mercury offers a host of employee benefits:

- Medical, dental and vision coverage and the option for supplemental insurance
- Employer-paid life insurance equal to one year's salary



**MERCURY**  
**LDO** REPROGRAPHICS

## From the judges

Mercury encourages and fosters cross training, as well as supporting an employee's desire to try out and/or move to another job position.

- Optional low-premium employee-paid life insurance for spouses and children
- 401(k) with employer match
- Volunteer opportunities at Child Haven and Habitat for Humanity
- Reduced rates for employee purchase of expired company vehicles

Mercury also provides uniforms for front line employees and delivery drivers, offers immediate vacation benefits, sponsors summer and year-end holiday parties and secures corporate discounts for rental cars, cell phones and computers. In addition, the company encourages and fosters cross training and supports employee's desires to try out and/or move to other job positions.

## Mercury LDO Reprographics

3325 Pepper Lane, Las Vegas, NV

CEO: Ray Martin

HR Director: Maggie Allred, SPHR

Industry: Reprographics (blueprinting)

Primary service: Large and small format copying

Employees: 154 (75 in Las Vegas)

Approx annual revenue: \$26 million

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# Poggemeyer Design Group

**P**oggemeyer Design Group Inc. operates in a highly competitive professional market where there is often a shortage of qualified job candidates. Employees are recruited with salaries that reflect both their capabilities and their circumstances. For example, “exempt” professionals are paid overtime, though it is not required and is not the industry norm.

With an understanding that different benefits are important to different employees, Poggemeyer offers



**Kim M. Webb**  
HR Director

employees “job well done” bonuses in different forms, ranging from cash to additional paid time off. The company participates in salary surveys to stay on top of industry trends and maintain a competitive edge. Salaries are evaluated annually and are based upon performance with commensurate raises. The company considers not what the salaries and benefits cost the firm, but rather, the value of its human resources to the company.

In addition to Poggemeyer’s support for its employees, it also encourages employees to support charitable causes. The company’s commitment to community service is backed 100 percent by upper management and allows employees to participate as much and as often as they like. Most community service efforts are family friendly and encourage everyone to be a “hero.”

Poggemeyer participates with and/or sponsors various employee activities throughout the year including football and soccer teams, charitable races and bike rides, parks and recreation-sponsored events and blood drives. Employees are en-



couraged to participate and are rewarded with “blue jean days,” time off, cash bonuses and gift cards.



## From the judges

Poggemeyer’s point of view is not to look at what the salaries and benefits cost the company, but the value of human resources to the firm.

## Poggemeyer Design Group Inc.

2601 N. Tenaya Way, Las Vegas

**CEO:** Michael B. Holloway, PE, PhD,  
Managing Partner

**HR Director:** Kim M. Webb, HR Manager,  
Western Region

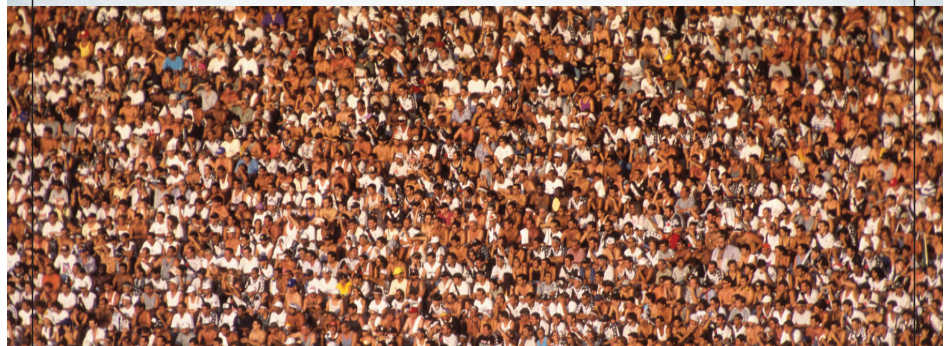
**Industry:** Engineering, landscape  
architecture

**Primary service:** Civil and structural  
engineering, surveying and landscape  
architecture

**Employees:** 265 (56 in Las Vegas)

**Approx annual revenue:** \$6 million (local)  
\$28 million (national)

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# KLAS-TV receives high marks for diversity, work/life balance

As an inclusive organization, KLAS-TV believes in diversity. The company strives to have its workforce represent the community through its diverse staff. The company also works to find creative ways to offer a solid work/life balance, despite the fact that news is a 24/7 business. To this end, KLAS offers job-sharing and work-from-home opportunities when possible.

In addition to its diversity initiatives and work/life balance efforts, KLAS strives to keep its employees informed about company happenings through several media:

- A monthly newsletter
- All-employee meetings
- Internal post office e-mail for breaking-news communication



**EYEWITNESS NEWS**

**From the judges**

KLAS believes it should strive to have its workforce represent the community, thus it continues to diversify its staff.

manager. The company also shares information with employees related to news research projects and daily viewing ratings from Nielsen Media Research.

On the lighter side, KLAS hosts an annual spring picnic, an end-of-the-year holiday party, regular em-

ployee birthday celebrations and “booster team” events throughout the year, such as Halloween and Super Bowl parties.

Employees are educated on company and news objectives from day one, utilizing new-hire orientations and one-on-one meetings with the general

employee birthday celebrations and “booster team” events throughout the year, such as Halloween and Super Bowl parties.



**William L. Thomas**  
HR Director

## KLAS-TV Channel 8

3228 Channel 8 Dr., Las Vegas

**CEO:** Emily Neilson, President and General Manager

**HR Director:** William L. Thomas

**Industry:** TV News Media

**Primary service:** Local news

**Employees:** 172

**Approx annual revenue:** \$50 million



# Focus Property Group

Focus Property Group holds a real estate portfolio with a valuation of more than \$2 billion. Compensation of Focus team members rivals the competition's maximum scales, and annual merit increases range from four to eight percent. Coupled with awarding discretionary bonuses and a deferred compensation plan, Focus team members are compensated well above the standards of real estate developers nationwide.

Other Focus perks:

- Immediate access to accrued time off, which graduates with years of service
- Vacation sell back on a dollar-for-dollar basis anytime during the course of the year
- 13 paid holidays

During the year-end holiday season of 2006, Focus management provided all team members with a

one-week paid sabbatical. Focus also hosts numerous parties and celebrations throughout the year.

In terms of core benefits, Focus provides, at no cost to employees,

the following benefits:

- Medical, dental, vision, long-term care, short- and long-term disability as well as cancer protection
- 100 percent match up to four percent of deferral for member's 401(k), including immediate vesting and quarterly enrollments
- A life insurance policy of \$25,000

Focus also caters lunch for the entire company every day in order to ensure a healthy work environment. It offers a flexible work schedule that provides employees the opportunity to successfully integrate their



Vince Zamora,  
Vice  
President  
of Human  
Resources

working life with a fulfilling family and personal life. The company does not believe in imposing a strict 40-hour workweek, but rather assumes that team members know how many hours they need to put in to get their jobs done.

Focus Property Group encourages philanthropy among its employees. To date, its Community 911 pro-

gram has raised more than \$3 million in monetary contributions and in-kind donations for local charities. Team members have generated more than 7,000 hours of community service. CEO John Ritter also established the Ritter Charitable Trust to support children and families in need in Southern Nevada.

## Focus Property Group

3455 Cliff Shadows Pkwy.,  
Suite 220, Las Vegas

CEO: John Ritter, Chairman/CEO

HR Director: Vince Zamora, Vice President of Human Resources

Industry: Real estate development

Primary service: Specializes in acquiring vacant land throughout the southwest region of the country

Employees: 130

Approx annual revenue: N/A



### From the judges

Focus does not believe in imposing a strict 40-hour workweek, and since everyone is considered a team member, they know how many hours they need to put in to get the job done.

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# Faith Lutheran Junior/Senior High School

**F**aith Lutheran Jr./Sr. High School (FLHS) is a nonprofit Christian school focusing on educational excellence in a Christian environment. The school's benefits package includes a salary comparable to that offered by the Clark County School District and includes benefits such as:

- Fully-paid health and dental coverage
- Retirement (vested after 5 years)
- Disability coverage for employees and a minimal charge for dependents
- Life insurance coverage for both employees and their dependents
- Sick days and vacation benefits
- Discounted tuition for dependents




**Susan Gentry**  
HR Director



tion for dependents

- Partial tuition reimbursement
- Faith Lutheran's human resources department has developed a wellness program that promotes a healthy lifestyle for its employees. Workers receive on-site discount-



**From the judges**

The school's family attitude attributes to the stability of the staff with a very high retention rate, with many workers staying 10, 15, 20 and even 27 years.

ed flu vaccinations and reimbursement for hepatitis B series and CPR training. Promotions include Breast Cancer Awareness Month; Walk for Health; Healthy Heart Month; healthy

cafeteria choices; on-site hearing tests and blood pressure checks. Each Christmas, the staff adopts a grandparent from a local nursing home and provides them with Christmas gifts.

## Faith Lutheran Jr./Sr. High School

2015 S. Hualapai Way, Las Vegas

CEO: Kevin M. Dunning

HR Director: Susan Gentry

Industry: School

Primary service: Education

Employees: 130

Approx annual revenue: \$12.5 million



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# Ernst & Young takes honors for recruiting, training programs

As part of its “people first” strategy, Ernst & Young ALLP (E & Y) makes an extensive effort to create a balanced, flexible environment where individuals of all backgrounds are recognized for the unique talents and perspectives they bring to the workplace. Part of this approach includes creating a culture that encourages people to succeed professionally and personally by providing readily-accessible opportunities for learning and growth.

E & Y implements its employee-focused HR strategy

from an employee’s first day on the job, making a special effort to connect personally with its interns, recruits and newly-hired employees. Recruits and interns regularly participate in formal training and learning sessions as well as socially interactive events. E & Y has been recognized for its development environment and has been ranked third among more than 500 of the world’s leading training organizations. This marks the fifth year in a row that “Training Magazine” has placed E & Y on its Training Top 100 list.





### From the judges

Since its establishment four years ago, the office has not only succeeded professionally, but through teambuilding events, social gatherings, and community engagements. Its Las Vegas employees have also developed a strong sense of camaraderie and accomplishment.

As part of E & Y's global network, Las Vegas employees enjoy the advantages of cutting-edge technology, world-class knowledge tools, extensive learning programs and continuous counseling. Firm wide, all E & Y people have access to a one-stop, self-service global intranet called EYLeADS (for E&Y Learning and Development System). Through this system they can register for more than 1,400 learning pro-

grams, access Web-based learning, search and browse for learning experiences and events and use learning maps to develop their personal educational plan.

Ernst & Young benefits are focused on providing programs that support the varied and changing needs and priorities of its employees. The company offers a blend of both traditional and innovative benefits, including:

- Homeownership assistance
- Adoption support
- Medical, vision and dental coverage
- Dependant daycare reimbursement
- Same-sex domestic partner benefits
- 401(k) with multiple investment options
- Life, long-term care, disability, business-travel and other insurance as well as legal advice.

In addition to comprehensive training and development initiatives and benefits package, E & Y creates a solid work/life balance for its employees with:

- Company laptops and technical assistance provided to employees to create maximum flexibility
- A "Flexible Work Arrangement" initiative that offers flexible hours, reduced schedules, seasonal schedules, telecommuting, compressed workweeks and/or job sharing options
- Fulltime benefits by employees who work just 20 hours a week

E & Y offers its employees a variety of opportunities for fun, celebrating holidays and significant accomplishments. Employees also participate in charitable walks, runs and fundraising activities.



Heidi Haim  
HR Director

### Ernst & Young LLP

3800 Howard Hughes Pkwy., Suite 1450, Las Vegas

CEO: Peter Zofrea, Las Vegas Office Managing Partner

HR Director: Heidi Haim

Industry: Professional services

Primary service: Assurance and advisory business services, tax-related and transaction advisory services

Employees: 114,000 (63 in Las Vegas)

Approx annual revenue: \$18.4 billion

## Meet the Judges

**Shera Alberti-Annunzio**, M.Ed. is the assistant director for Professional Development & Certificate programs through the University of Nevada, Reno Extended Studies. She has worked with Extended Studies for the past 4 1/2 years handling programs in human resources, public management, supervisory management, nonprofit management, mediation and conflict resolution, and the newly named Osher Lifelong Learning Institute. In addition to program development and management, Shera has eight years of grant writing experience and previously owned her own company, ATD Consulting Inc., for 10 years. She has been a member of Northern Nevada Human Resources Association for the past three years. She is also a member of the Reno-Sparks Chamber of Commerce Leadership Youth and adult advisory committees.

**Mindi L. Brenner** is the director of human resources for United Construction Company in Reno. Mindi joined United Construction in April 2005 and has been dedicated to providing the company with information on the most up-to-date programs and initiatives to streamline work efficiency as well as providing comprehensive reviews of employee benefits and compensation packages to retain and attract new employees. Her approach is untraditional for the construction industry. Mindi has more than 20 years of progressive human resources experience in various industries, including legal, ship repair, manufacturing, education, hospitality and construction. She serves on a variety of committees, including roles on a local and national level for the Human Resources Forum for the Associated General Contractors (AGC), the Association of Building Contractors (ABC) and its apprentice program, and the chair of the College Relations Committee.

### About the Southern Nevada Human Resources Association

The Southern Nevada Human Resources Association (SNHRA) is the premier professional association for human resource professionals in the region.

SNHRA has nearly 600 members representing more than 400 organizations. SNHRA provides a wide variety of professional development and networking opportunities for human resource professionals in the Las Vegas Valley.

The organization's objectives are:

1. To provide opportunities for persons engaged in human resource management to discuss their current challenges and to provide a medium for their mutual self-improvement,

2. To work for the betterment of human resource management practices including but not limited to recruitment, employment, compensation, training, labor relations, and personnel research which are mutually beneficial to the employee and the employer,

3. To raise standards of performance in all phases of human resource management and to aid in career guidance within the educational systems of the Las Vegas area.

To apply for membership, log on to [www.SNHRA.org](http://www.SNHRA.org) or contact Denyse Wortham at (702) 362-0388.



# ROEL Construction Co.

ROEL Construction Co. hires for the long term, based on a person's character as well as the skills they possess. The company offers extensive training that encourages advancement from within the company. Special training programs include new-hire orientation and "ROEL University," which consists of a customized eight-course leadership program that is mandatory for all ROEL managers and managers in training.

ROEL offers a generous benefits package with a 401 (k), profit sharing, fully-paid employee medical and dental insurance and a flexible spending plan. Employees also receive two to four weeks vacation, sick leave, superintendent leave, 10 paid holidays, long-term disability and life insurance. In addition, other benefits include an employee assistance program, a 529 plan and



## From the judges

ROEL hires for the long term, based on a person's character as well as the skills they possess. It offers extensive training and encourage advancements and promotions from within the company.

tuition reimbursement. Every ROEL employee is eligible for free financial planning services through a certified financial planner. Other benefits include:

- Temporary housing and re-

location services

- Company vehicles for employees who frequently drive to and from jobsites

- Flexible work schedules

ROEL also prides itself on its diversity initiatives. The company's



**Amy Hoxsey**  
HR Director

HR department regularly reviews employee statistics, feedback, suggestions and exit interviews and uses that information to continually improve the company. ROEL believes that cultural diversity is not only necessary, but is a great asset to the company as a whole.

Active in the communities in which it operates, ROEL supports organizations including YWCA, the American Cancer Society and March of Dimes. The company also hosts several employee events each year, including a formal holiday party, Employee Appreciation Day and numerous impromptu celebrations.

## ROEL Construction Co.

4170 S. Decatur Blvd., Suite A1, Las Vegas

CEO: Wayne Hickey

HR Director: Amy Hoxsey

Industry: Construction

Primary service: General contracting

Employees: 301 (15 in Las Vegas)

Approx annual revenue: \$20 million



# Quest Diagnostics



**Salutes**



**2007 BEST  
PLACES  
TO WORK**



**Nominees**



# Desert Radiologists

The physician-owners of Desert Radiologists understand the financial and employee-morale impact of a high rate of turnover. As such, they strongly support their human resources department in its effort and choose to provide the kind of work environment that allows for high retention rates. The company provides the following employee benefit plans:

- Employer-paid health, vision and dental insurance and prescription coverage for employees and their dependents
- Employer-paid life insurance and long-term disability coverage
- Voluntary participation in flexible spending accounts, short-term disability, supplemental life insurance, long-term care insurance and 401(k)

Desert Radiologists also offers a profit sharing program. In 2006, the average employee profit sharing was 10 percent.

To enhance team building and build company morale, Desert Radiologists hosts a number of events for its employees each year, including a company picnic and holiday party. Employees also participate in community give-back efforts, supporting the Susan G. Komen Race



Kim Nagle  
HR Director



William P. Moore II  
CEO



## From the judges

Another way in which Desert Radiologists goes above and beyond for its employees is in its handling of employee bonuses — the company pays the taxes on all employee bonuses.

bereavement, jury duty and holidays

- “Recognition time off” as a reward incentive
- Paid time off for blood donation

for the Cure and Miracle Flights. Other perks include:

- Flexible work schedules and telecommuting
- Paid vacation, sick days,

The company hosts monthly employee recognition luncheons, offers \$100 awards through its employee suggestion program and provides a generous holiday bonus. Service awards are presented with a certificate and monetary gift to employees when they reach significant employment milestones.

## Desert Radiologists

2020 Palomino Lane, Suite 100, Las Vegas,

CEO: William P. Moore II

HR Director: Kim Nagle

Industry: Health care

Primary service: Radiology

Employees: 305

Approx annual revenue: N/A

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# Black Gaming ‘WOW’s employees with award, recognition programs

In 2005, Black Gaming, LLC reprioritized its human resources efforts with a goal of reducing turnover, increasing customer service and improving overall company profitability. Critical HR initiatives were implemented: creation of a single chain of command; establishing an organizational structure to manage three historically competing properties as one company; create tri-property employees; and standardize job descriptions, pay ranges, performance appraisals, pay incentives and HR policies across the company.

The program was branded as “WOW,” and it worked to connect an aggressive employee rewards and recognition program to HR practices. Numerous new initiatives were implemented including:

- Creation of a single HR office to better attract, screen, interview and process new applicants. Components including Job Flash HRIS and the Select Pro Behavioral Interview system helped the company identify service attitudes, work ethics and position suitability.
- Basic skills testing was done to ensure new employees were placed in positions where they could succeed.
- Tri-property job postings were initiated to prevent labor duplication and to maximize the number of opportunities for new hires.

Black Gaming also took a fresh approach to retention efforts, creating clear and concise job descriptions, performance evaluations and safe employee-feedback mechanisms. Additional avenues were created to allow employees access to new skills training. In the first quarter of 2007, overall turnover was down by 12.27 percent; 90-day turnover was down by 7.67 percent; and self-terminations were down by 22.64 percent.

Additionally, Black Gaming has



**Robert R. Black Sr.**  
CEO



## From the judges

Black Gaming prioritizes listening to their employees. It has replaced the one-size-fits all health care plan and offered employees two new options.

worked to create new compensation structures anchored on Nevada hospitality industry data. The goal is to have top performers in the top quartile of the pay scale. The new guidelines allow the company to bring new employees into pay scale with credit for prior experience. The company also replaced “one-size-fits all” health and benefits plans with the introduction of features including:

- No deductible on primary care or specialist visits
- Three-tiered pharmacy benefit

with no deductible and \$10 generic prescriptions

- Low deductible on hospitalization and procedures
- Group life and disability insurance
- An employer-sponsored clinic

This year, the company also added a generous new paid-time-off policy as well as employee discounts on property amenities. In addition, the company hired a full-time training and development director to assist in ongoing professional development opportunities.

## Black Gaming, LLC

897 W. Mesquite Blvd., Mesquite

CEO: Robert R. Black Sr.

HR Director: Diane Johnson

Industry: Gaming

Primary service: Gaming

Employees: 2,400 (15 in Las Vegas)

Approx annual revenue: \$210 million



# Hooters Casino Hotel

Hooters Casino Hotel employs 10 service standards that help define it as a company. Recruiting people who exhibit “wow factors” has been a focus for two years. The company prides itself on recruiting individuals who want to be unlike any other gaming employees in town. The property offers a variety of benefits including:

- Flexible scheduling
- Fully-paid medical insurance
- Paid time off, vacation and personal leave time
- 401 (k) plan

Hooters also offers free meals and



## From the judges

Hooters' goal is to provide an uncommon, irreverent experience for its Family Members and guests.

discounts in restaurants and on merchandise. In addition, employees have the opportunity to cross train within the

company and the option to work two different jobs within their 40-hour workweek. Hooters promotes “theme dress days” to promote the property, offers special features in its family dining room and rewards its top performers through special recognition programs.

In addition to its benefits, Hooters' employees are encouraged to access and utilize all internal communication channels, including a confidential 800 line for anonymity, utilizing a third party for dispute resolution, a suggestion box, quarterly town hall meetings and a monthly newsletter. An employee assistance program is accessible for those who need a little extra TLC and a peer review program is available to any-



**Cynthia D. Cameron**  
HR Director

one concerned with their employment status. In an effort to foster a sense of family in the property, Hooters encourages employees to participate in team sports such as bowling, softball and golf. The company also promotes internal contests with rewards for achievement. The

company's two-day Culture 101 Boot Camp sets the stage for new employees and is filled with team-building experiences.

## Hooters Casino Hotel

115 E. Tropicana Ave., Las Vegas

CEO: Michael J. Hessling, President

HR Director: Cynthia D. Cameron, Vice President

Industry: Hospitality

Primary service: Gaming/Hotel

Employees: 1,200

Approx annual revenue: \$85 million



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■ **GAMING >**

# Palms Casino Resort

The Palms Casino Resort prides itself on providing a team environment of caring for each other like family, a philosophy at the forefront of the company's human resources objectives.

Palms is committed to offering among the highest overall wages and benefits package in the Las Vegas hotel/casino market. As part of its medical, dental and vision plan offered to all full-time and part-time team members and their families, Palms has contracted with the Family Medical Center, located across the street from the property, to offer

VIP services to Palms employees at a cost of only \$5 per office visit. Other benefits include:

- Free generic prescription drugs
- Company-paid employee and dependent life insurance,

short and long-term disability

- 401(k) and a company-funded cash balance pension plan

The company also contributes four percent of each employee's annual earnings, plus interest, each year. After five years of employment, the cash balance is fully vested and continues to be funded annually until retirement. In addition, employees receive the benefit of dozens of



**Karen Brasier**  
HR Director

a tuition reimbursement program.

negotiated vendor discounts, team sponsorships and a crisis assistance program. Personal and professional development opportunities are encouraged through in-house training opportunities and

## Palms Casino Resort

4321 W. Flamingo Rd., Las Vegas

CEO: George Maloof, CEO/President

HR Director: Karen Brasier

Industry: Hospitality/Gaming

Primary service: Hospitality/Gaming

Employees: 2,100

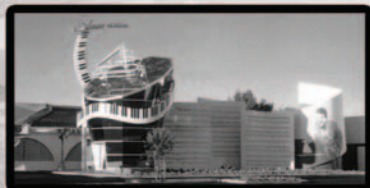
Approx annual revenue: N/A

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**PALMS**  
A MALOOF CASINO RESORT

## From the judges

The Palms offers its guests and Team Members a unique and exciting experience, and is built on a strong dedication to high quality work, and a reputation of taking care of people.





**WINNERS ALWAYS STAND  
OUT IN A CROWD.**  
(And it takes one to know one.)

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