

“This is, without a doubt, the friendliest casino in the U.S. Every employee smiles and greets you – every time. I have not ever experienced this at any other casino. We have visited Harrah’s Gulf Coast a lot over the last ten years, and their friendliness is one of the reasons we continue to return.” – Linda T. January 6, 2018

I often share stories of our outstanding team members through these monthly letters. I do this for a very purposeful reason. My colleagues and I recognize that none of our success would be possible without the unrelenting dedication to which members of our team approach their jobs every day. And their jobs, while different from one individual’s to the next, all come together to help us achieve one goal. That goal is to ensure that you feel at home when you walk through our doors, and to guarantee that you have a fun, memorable experience with us every time.

Each of our 750 team members have a unique story to tell; stories about their personal experiences, and about how they’ve collectively touched the lives of neighbors in our community, and the millions of guests who have walked through our doors in the last 25 years. Whether we’re sharing that Executive Chef, Jeffrey Jenkins personally organized a food drive for the less fortunate, or that Security Officer, John Thomas stayed hours after the end of his shift to aid and help a guest track down and install a car part needed to get their vehicle up and running; these are the stories and experiences we seek to share. And in an effort to capture and bring them to light, you will begin to see team member features outside of these monthly letters. We’ll bring these to you in various local and regional magazines, billboards, radio commercials, and several online digital platforms. They will serve to highlight the many faces of Harrah’s Gulf Coast, and their share-worthy narratives.

My fellow-team members and I would like to extend an invitation for you to also share your experiences with us. You can tell your story by visiting our Facebook page or by personally contacting me at ksmith@harras.com. I look forward to welcoming you back to our resort and casino, and to creating many more shareworthy experiences.

Sincerely,
Kennedy Smith
Vice President of Marketing and Hospitality
Harrah’s Gulf Coast