

At Harrah's Gulf Coast, we are privileged to have more than 100 team members that have given 25 years or more of dedicated service to our resort and casino. Collectively, that's more than 2,500 years worth of hospitality and expertise greeting you when you walk through our doors. It's this level of professional service that has earned us the accolade of one of the best service providers within Caesars Entertainment and along the Gulf Coast region; and it's what enables you create unforgettable moments and true friendships at our resort during each visit.

I believe that the two most important ingredients for a truly memorable moment at our resort and casino are passion and experience. At Harrah's Gulf Coast, we are in no short supply of either. As your Total Rewards destination on the Gulf Coast, we recognize the abundance of hospitality and entertainment options within our region. We believe that what keeps loyal guests – such as you – returning to Harrah's Gulf Coast, is our impressive roster of team members with long tenure and their unmatched passion for true Southern hospitality. You've met some of these service veterans previously through these monthly letters; team members such as Kenny Taylor, Tanachai and Samlee Boonyanan, Karen and Eric Pringle and Sharon Legier. I recognize how special and unique it is to have so many team members with such a long history with our resort and casino. Quite simply, they are our differentiating factor and they are invaluable; and I hope that you have had the good fortune to meet them during one of your previous visits.

On behalf of Harrah's Gulf Coast and our more than 100 elite service providers, we look forward to welcoming you back to our resort and casino this June.

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