

## *Specializing in Native American Gaming, Hospitality and Retail*

### **About Us**

#### **Susanne Woolley, Managing Partner**

As a former executive of a Native American casino, Susanne Woolley has extensive experience in gaming and hotel operations analysis, casino licensing, sovereignty and legal issues, security/surveillance systems and insurance needs, as well as in legal oversight of vendor and entertainment contracts. Susanne additionally brings unique human resources expertise, having been responsible for all aspects of employment, including developing organizational structures and staffing requirements, recruiting executives, hiring strategic talent and the development and training of staff.

#### **Bethann Roberts, Managing Partner**

A former CEO for the division of a Fortune 100 company, Bethann Roberts has held executive positions in real estate, financial services and investments, asset management, six sigma quality, and sales and strategic development. Her high-level experience with multi-national financial institutions has led to expertise in consumer financial services, commercial real estate, loan services and quality improvement. An accomplished leader herself, Bethann's passion is to help others achieve success. Using her impressive background, Bethann has become a nationally-recognized, results-driven consultant and coach in every aspect of business management. She is a member of the Institute of Management Consultants, USA.

Legend Consulting is a full-service business management and consulting firm with a unique background in the hospitality and gaming industry. Using our experience working with Indian Nations, proven management systems and personalized service, we can assist you in every area of planning, developing and managing casino properties.

Legend Consulting provides project leadership for pre- and grand opening activities, performs both front-of-the-house and back-of-the-house operational and compliance audits, evaluates gaming operations and trains management toward enhancing customer service and employee loyalty.

Whether your gaming operation is just getting off the ground, growing by leaps and bounds or going through a significant reorganization, Legend Consulting will work with you to establish a solid operational foundation toward a maximum return on investment.

### **Our Services**

- Strategic Planning and Business Plan Development
- Gaming Operation Evaluation
- Professional Project Management
- Six Sigma Quality Improvement Consulting and Implementation
- Executive and Managerial-Level Recruitment and Retention Programs
- Management and Staff Training and Coaching
- Competitive Market Analysis and Feasibility Studies
- Employment Data Analysis
- Preparation of Compliance Manuals for Tribal Gaming Commissions
- Venue and Site Selection for New Projects
- Advice on Regulatory and Sovereignty Matters
- Internal and External Communication Development and Monitoring
- Monitoring and Reporting Systems Review and Selection
- Customer Service and Employee Loyalty Enhancement Programs
- Ongoing Professional Support and Consultation

Legend Consulting has worked with Indian gaming commissions and tribal leadership on every aspect of planning, development, operations and regulatory issues. We understand the unique and complex considerations surrounding the management of casino properties as well as convention and entertainment venues, and hotels. No matter what your casino size or operational challenge, Legend Consulting can help your business achieve success.