

Team Member Engagement Survey

Results Overview



Overall Measures

Overall I Enjoy My Job at MSPD	Strongly Agree	Strongly Agree and Agree
Poker	68.90%	93.40%
Mutuels	68.80%	93.80%
Banquets	68.80%	93.80%
Dial-a-Bet	58.80%	94.10%
Beverage	58.40%	96.40%
Surveillance	55.60%	94.40%
Retail	54.50%	100.00%
Slots	52.70%	89.10%
Transportation	52.60%	98.20%
Player's Club	51.70%	93.10%
Property	51.20%	94.10%
Table Games	50.60%	93.80%
Security	46.40%	93.80%
Cage	44.30%	95.70%
Timbers Buffet	43.40%	90.09%
Player Development	38.50%	100.00%
EVS	32.10%	91.10%
EDR	20.00%	86.70%
Count	15.40%	76.90%

I Would Recommend as a Great Place to Work	Strongly Agree	Strongly Agree and Agree
Poker	62.90%	91.90%
Transportation	58.90%	97.30%
Beverage	59.60%	95.80%
Banquets	56.30%	93.80%
Mutuels	50.00%	93.80%
Property	47.30%	90.30%
Table Games	46.60%	89.60%
Player's Club	44.80%	82.80%
Security	43.20%	88.30%
Dial-a-Bet	41.20%	94.10%
Cage	39.10%	89.90%
Surveillance	38.90%	83.30%
Player Development	38.50%	92.30%
Slots	34.50%	80.00%
Retail	27.30%	90.90%
Timbers Buffet	26.70%	86.70%
EDR	26.70%	86.70%
EVS	24.50%	83.00%
Count	15.40%	61.50%

Overall Measures

Provides a Fun and Friendly Environment	Strongly Agree	Strongly Agree and Agree
Banquets	75.00%	93.80%
Transportation	56.10%	95.60%
Mutuels	50.00%	93.80%
Poker	49.20%	85.20%
Beverage	47.00%	93.40%
Player Development	46.20%	92.30%
Security	42.30%	85.60%
Property	42.20%	89.80%
Player's Club	41.40%	86.20%
Timbers Buffet	39.60%	88.50%
Table Games	38.20%	90.70%
Slots	36.40%	76.40%
Cage	36.20%	89.90%
Dial-a-Bet	35.30%	94.10%
EDR	33.30%	93.30%
Surveillance	33.30%	83.30%
Retail	27.30%	90.90%
EVS	20.80%	84.90%
Count	0.00%	84.60%

I am Proud to Work at MSPD	Strongly Agree	Strongly Agree and Agree
Banquets	75.00%	93.80%
Poker	66.10%	90.30%
Beverage	62.70%	95.80%
Mutuels	62.50%	93.80%
Transportation	57.00%	89.50%
Property	51.70%	90.00%
Slots	50.90%	80.00%
Surveillance	50.00%	88.90%
Cage	49.30%	92.80%
Timbers Buffet	49.00%	86.70%
Player's Club	48.30%	93.10%
Dial-a-Bet	47.10%	94.10%
Table Games	46.10%	88.30%
Security	44.10%	88.30%
Player Development	38.50%	100.00%
Retail	36.40%	100.00%
EDR	35.70%	92.90%
EVS	31.50%	83.30%
Count	15.40%	69.20%

Overall Measures Summary

- Poker, Beverage and Banquets ranked in the top 5 in every overall measure
- EVS, EDR and Count Operation ranked in the bottom 5 in every overall measure
- Transportation scored within the top six consistently in overall measures

Category: Leadership

- Retail scored the top in 8 out of 9 questions in the Leadership category
- In addition, Banquets and Dial-a-Bet scored consistently in the top 3 in the questions surrounding their leadership
- Dial-a-Bet and Retail were not in the top 3 in any overall measure, perhaps indicating a strong engagement with their personal leadership but less engagement with the property as a whole
- Transportation scored relatively well in Leadership as well having been around the top 6 in each question; which reflects engagement with Leadership and the Property Overall

Category: Leadership

My Dept.'s Mgmt Team Creates a Work Environment that Helps Me Do My Job	Strongly Agree	Strongly Agree and Agree
Retail	63.60%	100.00%
Dial-a-Bet	52.90%	88.20%
Banquets	50.00%	93.80%
Mutuels	50.00%	87.50%
Cage	44.30%	88.60%
Slots	41.80%	81.80%
Transportation	40.70%	92.00%
Player Development	38.50%	84.60%
Player's Club	37.90%	86.20%
Security	37.50%	88.40%
Property	33.40%	81.30%
Timbers Buffet	33.30%	74.70%
Beverage	31.50%	81.20%
Surveillance	27.80%	83.30%
EVS	27.80%	72.20%
Table Games	24.20%	77.90%
Poker	17.70%	74.20%
Count	16.70%	41.70%
EDR	13.30%	73.30%

My Dept.'s Mgmt Team Shares Information About the Organization	Strongly Agree	Strongly Agree and Agree
Retail	54.50%	100.00%
Player Development	46.20%	76.90%
Banquets	43.80%	87.50%
Mutuels	43.80%	87.50%
Player's Club	37.90%	72.40%
Dial-a-Bet	35.30%	88.20%
Cage	34.30%	78.60%
Security	34.20%	81.10%
Slots	32.70%	70.90%
Beverage	31.70%	89.00%
Timbers Buffet	28.60%	78.60%
Property	27.80%	77.10%
Transportation	27.40%	79.60%
EVS	23.20%	82.10%
Table Games	20.80%	73.20%
Surveillance	17.60%	64.70%
EDR	13.30%	66.70%
Poker	11.30%	48.40%
Count	0.00%	30.80%

My Dept.'s Mgmt Team Provides Fair and Equitable Treatment Towards Me	Strongly Agree	Strongly Agree and Agree
Retail	63.60%	90.90%
Banquets	62.50%	87.50%
Dial-a-Bet	58.80%	88.20%
Player Development	46.20%	92.30%
Cage	42.90%	82.90%
Transportation	42.10%	85.10%
Security	41.10%	86.60%
Slots	40.00%	83.60%
Player's Club	37.90%	86.20%
Mutuels	37.50%	81.30%
Timbers Buffet	37.40%	70.70%
EVS	35.70%	81.50%
Property	34.10%	80.40%
Beverage	31.90%	84.30%
Surveillance	27.80%	83.30%
EDR	26.70%	86.70%
Table Games	22.80%	75.10%
Poker	21.00%	74.20%
Count	15.40%	53.80%

Category: Leadership

My Dept.'s Mgmt Team is Sincere When Talking with Me	Strongly Agree	Agree	Strongly Agree and Agree
Retail	72.70%		100.00%
Banquets	62.50%		93.80%
Dial-a-Bet	58.80%		88.20%
Cage	54.30%		87.10%
Transportation	49.60%		92.90%
Slots	49.10%		83.60%
Security	46.40%		87.50%
Mutuels	43.80%		100.00%
Timbers Buffet	43.40%		77.80%
Player Development	38.50%		84.60%
Property	37.30%		81.00%
Player's Club	34.50%		72.40%
Beverage	31.30%		78.00%
EVS	29.10%		76.40%
Surveillance	27.80%		77.80%
Table Games	25.10%		77.00%
Poker	21.00%		69.40%
EDR	20.00%		80.00%
Count	15.40%		38.50%

My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job	Strongly Agree	Agree	Strongly Agree and Agree
Banquets	68.80%		87.50%
Dial-a-Bet	58.80%		94.10%
Player's Club	55.20%		89.70%
Retail	54.50%		100.00%
Slots	52.70%		90.90%
Cage	51.40%		92.90%
Transportation	50.90%		90.40%
Mutuels	43.80%		100.00%
Security	43.80%		86.60%
Timbers Buffet	43.30%		75.30%
Property	39.80%		85.10%
Surveillance	38.90%		83.30%
Player Development	38.50%		84.60%
Beverage	38.00%		89.20%
Table Games	30.60%		85.20%
EVS	28.60%		82.10%
Poker	27.40%		83.90%
EDR	26.70%		66.70%
Count	15.40%		46.20%

My Supervisor Values My Opinion	Strongly Agree	Agree	Strongly Agree and Agree
Retail	63.60%		100.00%
Banquets	56.30%		87.50%
Player's Club	51.70%		89.70%
Cage	45.70%		74.30%
Security	44.10%		76.60%
Slots	43.60%		83.60%
Transportation	42.10%		76.30%
Dial-a-Bet	41.20%		82.40%
Surveillance	38.90%		83.30%
Player Development	38.50%		69.20%
Mutuels	37.50%		81.30%
Property	33.20%		73.50%
Timbers Buffet	31.30%		64.60%
Poker	27.40%		64.50%
Beverage	27.30%		69.70%
EVS	26.40%		75.50%
Table Games	21.90%		70.40%
EDR	20.00%		60.00%
Count	15.40%		46.20%

Category: Leadership

My Supervisor Shows a Real Interest in My Personal Well-Being and Job Satisfaction	Strongly Agree	Strongly Agree and
Retail	63.60%	100.00%
Banquets	56.30%	87.50%
Dial-a-Bet	52.90%	88.20%
Player's Club	48.30%	82.80%
Transportation	44.70%	85.10%
Timbers Buffet	44.00%	74.00%
Slots	42.60%	87.00%
Security	40.50%	76.60%
Cage	40.00%	80.00%
Property	34.80%	75.20%
Surveillance	33.30%	77.80%
Player Development	33.30%	58.30%
EVS	32.70%	78.20%
Beverage	32.50%	76.50%
EDR	26.70%	60.00%
Poker	25.80%	72.60%
Mutuels	25.00%	87.50%
Table Games	22.80%	67.40%
Count	8.30%	58.30%

My Supervisor Leads By Example in the Way S/he Treats Guests	Strongly Agree	Strongly Agree and
Retail	81.80%	100.00%
Dial-a-Bet	58.80%	100.00%
Player's Club	58.60%	86.20%
Banquets	56.30%	93.80%
Slots	52.70%	89.10%
Transportation	52.60%	97.40%
Cage	51.40%	94.30%
Timbers Buffet	45.50%	92.90%
Property	39.10%	86.80%
Player Development	38.50%	76.90%
Security	38.10%	88.50%
Mutuels	37.50%	93.80%
Beverage	34.50%	92.70%
EVS	32.70%	89.10%
Surveillance	27.80%	44.40%
Table Games	27.60%	82.20%
Poker	26.20%	83.60%
EDR	20.00%	66.70%
Count	15.40%	46.20%

My Supervisor Leads by Example in the Way S/he Treats Team Members	Strongly Agree	Strongly Agree and
Retail	81.80%	100.00%
Dial-a-Bet	58.80%	94.10%
Player's Club	58.60%	89.70%
Banquets	50.00%	87.50%
Slots	47.30%	81.80%
Transportation	43.00%	87.70%
Cage	40.60%	84.10%
Timbers Buffet	39.40%	76.80%
Player Development	38.50%	69.20%
Security	37.20%	78.80%
Property	35.30%	79.10%
Mutuels	31.30%	87.50%
EVS	30.90%	80.00%
Surveillance	27.80%	72.20%
Beverage	27.70%	80.10%
Table Games	26.70%	76.60%
Poker	25.80%	74.20%
EDR	20.00%	66.70%
Count	15.40%	30.80%

Category: Guest Relations

- Retail again scored as one of the top departments in this category, indicating that they believe they are getting all the right guest service information and practices
- Player Development, Slots and Timbers Buffet scored highly in this area in contrast to the previous two areas, indicating their belief that they are providing superior service, even though they might not feel engaged in other areas of the company

Category: Guest Relations

I am Allowed to Make Decisions to Solve Problems for My Guests	Strongly Agree	Strongly Agree and Agree
Player Development	69.20%	100.00%
Retail	63.60%	100.00%
Slots	61.80%	89.10%
Player's Club	55.20%	86.20%
Timbers Buffet	51.50%	96.00%
Transportation	48.70%	92.00%
Security	45.90%	93.70%
Surveillance	44.40%	72.20%
Banquets	43.80%	100.00%
Beverage	41.00%	85.50%
Cage	37.10%	82.90%
Property	36.50%	76.20%
Count	33.30%	58.30%
Mutuels	31.30%	75.00%
Dial-a-Bet	25.00%	62.50%
EVS	24.10%	79.60%
Poker	22.60%	45.20%
Table Games	19.90%	52.20%
EDR	13.30%	66.70%

I Regularly Receive Guest Feedback in Order to Do a Better Job	Strongly Agree	Strongly Agree and Agree
Player Development	46.20%	76.90%
Retail	45.50%	72.70%
Timbers Buffet	32.30%	73.70%
Banquets	31.30%	68.80%
Player's Club	31.00%	65.50%
Security	26.40%	64.50%
Transportation	26.30%	65.80%
Slots	25.50%	69.10%
Mutuels	25.00%	62.50%
Property	22.40%	62.00%
Beverage	22.30%	68.70%
Cage	21.70%	60.90%
Poker	19.40%	59.70%
Table Games	16.90%	54.00%
EVS	16.70%	68.50%
Surveillance	16.70%	38.90%
Dial-a-Bet	12.50%	75.00%
EDR	6.70%	46.70%
Count	0.00%	46.20%

Category: Information Analysis

- Retail, Timber Buffet, Transportation, Dial-a-Bet, and Banquets scored high in this area indicating that they feel informed to complete their respective duties
- 4 out of those 5 areas also scored the Leadership category very well perhaps indicating that their Leadership is providing them with everything they need to know to feel comfortable completing their work

Category: Information Analysis

I Get All the Important Information to Do My Job	Strongly Agree	Strongly Agree and Agree
Timbers Buffet	56.00%	88.00%
Retail	54.50%	100.00%
Transportation	53.50%	93.00%
Dial-a-Bet	52.90%	88.20%
Banquets	50.00%	93.80%
Security	46.40%	87.50%
Slots	45.50%	83.60%
Cage	44.30%	90.00%
Mutuels	43.80%	87.50%
Beverage	42.80%	91.60%
Player's Club	41.40%	72.40%
Property	39.90%	85.80%
Player Development	38.50%	100.00%
EDR	33.30%	86.70%
Poker	30.60%	77.40%
Table Games	27.80%	80.20%
EVS	25.00%	94.60%
Count	23.10%	61.50%
Surveillance	22.20%	83.30%

I Get the Information I Need to Know About How My Organization is Doing	Strongly Agree	Strongly Agree and Agree
Retail	45.50%	100.00%
Timbers Buffet	45.50%	77.80%
Banquets	43.80%	93.80%
Transportation	42.50%	87.60%
Dial-a-Bet	41.20%	88.20%
Security	38.70%	85.60%
Player Development	38.50%	92.30%
Mutuels	37.50%	87.50%
Beverage	35.50%	86.10%
Slots	35.20%	75.90%
EDR	33.30%	73.30%
Property	31.80%	77.20%
Cage	31.40%	71.40%
EVS	25.00%	76.80%
Player's Club	24.10%	79.30%
Poker	22.60%	64.50%
Table Games	21.60%	67.20%
Surveillance	16.70%	72.20%
Count	0.00%	61.50%

Category: Human Resources

- Security scored highly on some of the softer questions in this area (my department cares, opportunities to grow), but lower on the benefits side; in addition security was middle of the road on other previous measures, perhaps indicating that they like the people and the environment, but may not like the job itself, the pay or the benefits
- Banquets scored top in 6 out of 7 questions in this category, indicating that they enjoy the job, the opportunity, the work/life balance and the benefits of that particular job

Category: Human Resources

My Department Cares About Me	Strongly Agree	Strongly Agree and Agree
Retail	54.50%	100.00%
Security	40.20%	75.00%
Player's Club	37.90%	79.30%
Dial-a-Bet	35.30%	88.20%
Slots	34.50%	74.50%
Surveillance	33.30%	66.70%
Transportation	32.50%	79.80%
Timbers Buffet	32.30%	70.70%
Cage	31.40%	81.40%
Banquets	31.30%	87.50%
Player Development	30.80%	61.50%
Property	29.50%	74.80%
Mutuels	25.00%	81.30%
Beverage	24.70%	75.30%
Poker	24.20%	72.60%
Table Games	23.20%	70.20%
EVS	19.60%	69.60%
Count	15.40%	38.50%
EDR	13.30%	73.30%

In the Last Year, I Have Had Opportunities at Work to Learn and Grow	Strongly Agree	Strongly Agree and Agree
Banquets	50.00%	87.50%
Retail	45.50%	90.90%
Security	39.60%	80.20%
Player's Club	37.90%	65.50%
Slots	36.40%	81.80%
Table Games	35.90%	86.40%
Property	33.90%	79.20%
Poker	33.90%	72.60%
Surveillance	33.30%	88.90%
Cage	33.30%	76.80%
Beverage	32.70%	79.40%
Transportation	32.50%	77.20%
Timbers Buffet	31.30%	65.70%
Player Development	30.80%	76.90%
Count	30.80%	53.80%
Dial-a-Bet	23.50%	82.40%
EDR	20.00%	66.70%
EVS	16.10%	75.00%
Mutuels	12.50%	87.50%

I Have Opportunities to Advance with Mohegan Sun at Pocono Downs	Strongly Agree	Strongly Agree and Agree
Banquets	62.50%	81.30%
Player's Club	41.40%	79.30%
Slots	40.00%	80.00%
Security	35.10%	80.20%
Table Games	34.00%	82.00%
Poker	33.90%	77.40%
Beverage	33.70%	77.10%
Transportation	33.30%	72.80%
Property	31.40%	75.60%
Timbers Buffet	29.30%	66.70%
Dial-a-Bet	25.00%	62.50%
Retail	20.00%	90.00%
EDR	20.00%	73.30%
Cage	20.00%	67.10%
EVS	19.60%	71.40%
Count	15.40%	76.90%
Player Development	15.40%	53.80%
Surveillance	11.10%	44.40%
Mutuels	6.30%	62.50%

Category: Human Resources

I Feel the Amount of Work I am Expected to do is Reasonable	Strongly Agree	Strongly Agree and Agree
Banquets	56.30%	93.80%
Retail	54.50%	100.00%
Beverage	48.20%	93.40%
Dial-a-Bet	47.10%	100.00%
Transportation	45.60%	96.50%
Security	43.60%	88.20%
Poker	41.90%	98.40%
Property	38.00%	88.00%
Table Games	37.40%	91.70%
Slots	36.40%	83.60%
Surveillance	33.30%	100.00%
Timbers Buffet	32.00%	79.00%
Player Development	30.80%	92.30%
Cage	27.10%	78.60%
Player's Club	24.10%	62.10%
Count	23.10%	53.80%
Mutuels	18.80%	93.80%
EVS	16.10%	67.90%
EDR	13.30%	66.70%

Working in My Department Provides me with a Good Work/Life Balance	Strongly Agree	Strongly Agree and Agree
Banquets	50.00%	81.30%
Dial-a-Bet	47.10%	100.00%
Retail	45.50%	81.80%
Surveillance	44.40%	94.40%
Beverage	41.00%	90.40%
Security	40.50%	80.20%
Player's Club	34.50%	72.40%
Transportation	33.30%	79.80%
Mutuels	31.30%	93.80%
Property	30.30%	78.10%
Slots	29.10%	65.50%
Timbers Buffet	28.30%	75.80%
Cage	25.70%	71.40%
Poker	24.20%	79.00%
Table Games	23.70%	72.50%
Player Development	15.40%	69.20%
EVS	10.70%	71.40%
Count	7.70%	46.20%
EDR	6.70%	80.00%

The Value of Benefits is Better Than What I Would Receive Elsewhere	Strongly Agree	Strongly Agree and Agree
Banquets	43.80%	68.80%
Poker	42.40%	74.60%
Beverage	36.80%	67.50%
Dial-a-Bet	35.30%	70.60%
Surveillance	33.30%	61.10%
Mutuels	31.30%	75.00%
Transportation	30.10%	54.90%
Property	29.40%	63.40%
Table Games	28.70%	60.80%
Retail	27.30%	90.90%
Slots	27.30%	65.50%
Security	27.30%	59.10%
Count	25.00%	41.70%
Timbers Buffet	24.70%	56.70%
Cage	20.30%	65.20%
EVS	18.20%	67.30%
Player's Club	14.30%	39.30%
EDR	7.10%	71.40%
Player Development	0.00%	75.00%

Category: Human Resources

I am Satisfied with the Benefits I Receive from Mohegan Sun at Pocono Downs	Strongly Agree	Strongly Agree and Agree
Banquets	43.80%	68.80%
Poker	37.10%	79.00%
Beverage	36.40%	67.90%
Dial-a-Bet	35.30%	76.50%
Surveillance	33.30%	77.80%
Count	30.80%	53.80%
Transportation	30.70%	52.60%
Property	29.50%	65.00%
Timbers Buffet	29.30%	59.60%
Table Games	28.10%	64.50%
Slots	27.30%	67.30%
Mutuels	25.00%	68.80%
Security	25.00%	56.30%
Cage	22.90%	60.00%
EVS	21.40%	67.90%
Retail	18.20%	72.70%
Player's Club	17.20%	44.80%
EDR	6.70%	80.00%
Player Development	0.00%	84.60%

Category: Process Management

- Slots again seemed to score higher in this category, just as it had done in the Guest Relations category, which indicates that they feel they have a strong grasp of Guest Service and their work processes – more process driven vs. engagement/emotional driven

Category: Process Management

I Have Access to Information about the Quality of My Guest Service	Strongly Agree	Strongly Agree and Agree
Retail	36.40%	81.80%
Beverage	31.90%	83.10%
Security	31.80%	82.70%
Transportation	31.60%	79.80%
Timbers Buffet	31.60%	73.50%
Banquets	31.30%	75.00%
Slots	29.10%	61.80%
Player's Club	27.60%	82.80%
Property	24.00%	71.20%
Dial-a-Bet	23.50%	58.80%
EVS	19.60%	87.50%
Mutuels	18.80%	68.80%
Table Games	17.30%	66.10%
Surveillance	16.70%	44.40%
Count	15.40%	38.50%
EDR	13.30%	60.00%
Cage	13.00%	63.80%
Poker	12.90%	53.20%
Player Development	7.70%	76.90%

I Have Input into My Work Processes	Strongly Agree	Strongly Agree and Agree
Player's Club	41.40%	75.90%
Security	39.60%	80.20%
Timbers Buffet	38.40%	76.80%
Slots	36.40%	81.80%
Beverage	33.70%	83.10%
Banquets	31.30%	87.50%
Count	30.80%	53.80%
Dial-a-Bet	29.40%	70.60%
Property	28.20%	77.10%
EVS	27.80%	87.00%
Retail	27.30%	100.00%
Transportation	27.20%	85.10%
Player Development	23.10%	92.30%
Surveillance	22.20%	83.30%
Cage	21.70%	73.90%
Mutuels	18.80%	87.50%
Table Games	16.00%	65.40%
Poker	14.50%	58.10%
EDR	13.30%	86.70%

My Supervisor Supports Me in My Work	Strongly Agree	Strongly Agree and Agree
Dial-a-Bet	56.30%	93.80%
Player's Club	55.20%	89.70%
Slots	49.10%	94.50%
Transportation	46.50%	91.20%
Retail	45.50%	100.00%
Timbers Buffet	45.50%	80.80%
Security	44.10%	85.60%
Banquets	43.80%	93.80%
Beverage	40.40%	89.80%
Surveillance	38.90%	94.40%
Property	38.40%	86.40%
Cage	37.70%	91.30%
EVS	36.40%	85.50%
Mutuels	31.30%	93.80%
Player Development	30.80%	84.60%
Table Games	29.30%	84.30%
EDR	26.70%	66.70%
Poker	24.60%	82.00%
Count	23.10%	46.20%

Category: Business Results

- This was the one category where Surveillance seemed to score high compared to the other categories where it struggled
- The department seems to view its time as well spent and that they don't have many obstacles technically to doing their job
- Banquets and Retail again scored highly in this area

Category: Business Results

My Department Uses My Time and Talents Well	Strongly Agree	Strongly Agree and Agree
Retail	45.50%	100.00%
Player's Club	41.40%	72.40%
Surveillance	38.90%	88.90%
Banquets	37.50%	87.50%
Transportation	33.30%	85.10%
Timbers Buffet	33.30%	76.80%
Security	32.70%	75.50%
Beverage	31.30%	84.90%
Slots	30.90%	80.00%
Player Development	30.80%	92.30%
Property	27.90%	80.60%
Cage	27.10%	78.60%
Mutuels	25.00%	93.80%
Dial-a-Bet	23.50%	94.10%
Count	23.10%	69.20%
Table Games	19.90%	74.40%
EVS	19.60%	85.70%
Poker	18.00%	85.20%
EDR	0.00%	80.00%

My Department Removes Things that Get in the Way of Progress	Strongly Agree	Strongly Agree and Agree
Banquets	31.30%	81.30%
Dial-a-Bet	29.40%	88.20%
Surveillance	27.80%	66.70%
Retail	27.30%	81.80%
Security	26.60%	67.90%
Beverage	26.50%	77.10%
Slots	25.50%	63.60%
Mutuels	25.00%	75.00%
Timbers Buffet	24.20%	60.60%
Transportation	21.90%	77.20%
Cage	21.70%	68.10%
Property	20.80%	65.90%
Poker	17.70%	53.20%
Player's Club	17.20%	55.20%
Table Games	14.20%	55.80%
EVS	10.90%	69.10%
Player Development	7.70%	76.90%
EDR	0.00%	66.70%
Count	0.00%	46.20%

Summary of All Categories

- Retail and Dial-a-Bet scored high in categories that were individualized to their department and low in categories about the organization as a whole
- Slots scores seemed driven more by the belief that they have successful processes and outcomes, then by feeling engaged with the culture or with their leadership
- Beverage scored relatively well in all categories, seeming to have the most well-rounded engagement
- Banquets also seemed to score near the top in almost every category

Team Member Engagement Survey Results

DEPARTMENT RESULTS AND INDICATORS

Property

Property	Strongly Agree	Strongly Agree & Agree	Neither	Disagree	Strongly Disagree
I am Proud to Work at MSPP	51.70%	90.00%	8.20%	1.40%	0.50%
Overall I Enjoy My Job at MSPP	51.20%	94.10%	4.10%	1.60%	0.20%
I Would Recommend as a Great Place to Work	47.30%	90.30%	7.00%	2.30%	0.50%
Provides a Fun and Friendly Environment	42.20%	89.80%	7.80%	2.00%	0.50%
Get All the Important Information to Do My Job	39.90%	85.80%	8.20%	5.20%	0.80%
My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job	39.80%	85.10%	10.10%	2.90%	1.90%
My Supervisor Leads By Example in the Way S/he Treats Guests	39.10%	86.80%	9.80%	2.30%	1.00%
My Supervisor Supports Me in My Work	38.40%	86.40%	9.40%	2.60%	1.60%
Feel the Amount of Work I am Expected to do is Reasonable	38.00%	88.00%	6.50%	3.50%	2.00%
My Dept.'s Mgmt Team is Sincere When Talking with Me	37.30%	81.00%	12.60%	4.70%	1.80%
I am Allowed to Make Decisions to Solve Problems for My Guests	36.50%	76.20%	15.90%	5.40%	2.60%
My Supervisor Leads by Example in the Way S/he Treats Team Members	35.30%	79.10%	13.40%	5.10%	2.40%
My Supervisor Shows a Real Interest in My Personal Well-Being and Job Satisfaction	34.80%	75.20%	16.50%	5.20%	3.10%
My Dept.'s Mgmt Team Provides Fair and Equitable Treatment Towards Me	34.10%	80.40%	10.80%	5.70%	3.10%
In the Last Year, I Have Had Opportunities at Work to Learn and Grow	33.90%	79.20%	13.80%	5.40%	1.70%
My Dept.'s Mgmt Team Creates a Work Environment that Helps Me Do My Job	33.40%	81.30%	11.10%	5.40%	2.30%
My Supervisor Values My Opinion	33.20%	73.50%	17.20%	5.80%	3.50%
Get the Information I Need to Know About How My Organization is Doing	31.80%	77.20%	15.30%	6.10%	1.50%
Have Opportunities to Advance with Mohegan Sun at Pocono Downs	31.40%	75.60%	14.30%	6.20%	3.90%
Working in My Department Provides me with a Good Work/Life Balance	30.30%	78.10%	12.30%	6.50%	3.20%
My Department Cares About Me	29.50%	74.80%	16.40%	5.70%	3.20%
I am Satisfied with the Benefits I Receive from Mohegan Sun at Pocono Downs	29.50%	65.00%	23.80%	7.50%	3.80%
The Value of Benefits is Better Than What I Would Receive Elsewhere	29.40%	63.40%	24.90%	7.70%	4.00%
Have Input into My Work Processes	28.20%	77.10%	14.70%	6.30%	1.90%
My Department Uses My Time and Talents Well	27.90%	80.60%	11.00%	5.90%	2.60%
My Dept.'s Mgmt Team Shares Information About the Organization	27.80%	77.10%	14.60%	5.80%	2.50%
Have Access to Information about the Quality of My Guest Service	24.00%	71.20%	18.80%	8.40%	1.60%
Regularly Receive Guest Feedback in Order to Do a Better Job	22.40%	62.00%	27.90%	7.90%	2.20%
My Department Removes Things that Get in the Way of Progress	20.80%	65.90%	23.20%	8.00%	2.90%
Legend					
Overall Questions					
Leadership					
Guest Relations					
Information Analysis					
Human Resources					
Process Management					
Business Results					

- As a property, our percentage of strongly agree in the overall measures, directly correlates with our property composite score on a guest service level
- Better Communication seems to be overall an opportunity for the property
- In addition, team members seem to consistently seek better benefits

Poker

Poker	Strongly Agree	Strongly Agree & Agree
Overall: I Enjoy My Job at MSPD	68.90%	93.40%
I am Proud to Work at MSPD	66.10%	90.30%
Would Recommend as a Great Place to Work	62.90%	91.90%
Provides a Fun and Friendly Environment	49.20%	85.20%
The Value of Benefits is Better Than What I Would Receive Elsewhere	42.40%	74.60%
Feel the Amount of Work I am Expected to do is Reasonable	41.90%	98.40%
I am Satisfied with the Benefits I Receive from Mohegan Sun at Pocono Downs in the Last Year. I Have Had Opportunities at Work to Learn and Grow	37.10%	79.00%
Have Opportunities to Advance with Mohegan Sun at Pocono Downs	33.90%	72.60%
Get All the Important Information to Do My Job	33.90%	77.40%
My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job	30.60%	77.40%
My Supervisor Values My Opinion	27.40%	83.90%
My Supervisor Leads by Example in the Way S/he Treats Guests	27.40%	64.50%
My Supervisor Shows a Real Interest in My Personal Well-Being and Job Satisfaction	26.20%	83.60%
My Supervisor Leads by Example in the Way S/he Treats Team Members	25.80%	72.60%
My Department Cares About Me	24.60%	82.00%
Working in My Department Provides me with a Good Work/Life Balance	24.20%	72.60%
Get the Information I Need to Know About How My Organization is Doing	24.20%	79.00%
My Dept.'s Mgmt Team Provides Fair and Equitable Treatment Towards Me	22.60%	45.20%
My Dept.'s Mgmt Team is Sincere When Talking with Me	21.00%	64.50%
Regularly Receive Guest Feedback in Order to Do a Better Job	21.00%	74.20%
My Department Uses My Time and Talents Well	19.40%	69.40%
My Dept.'s Mgmt Team Creates a Work Environment that Helps Me Do My Job	18.00%	59.70%
My Department Removes Things that Get in the Way of Progress	17.70%	85.20%
Have Access to Information about the Quality of My Guest Service	17.70%	74.20%
Have Input into My Work Processes	17.70%	53.20%
My Dept.'s Mgmt Team Shares Information about the Organization	14.50%	58.10%
	12.90%	53.20%
	11.30%	48.40%
Legend		
Overall Questions		
Leadership		
Guest Relations		
Information Analysis		
Human Resources		
Process Management		
Business Results		

- Poker scored very well in overall measures indicating that the team members enjoy being at MSPD; they also scored well in the Human Resources category and scored their immediate supervisors favorably
- Areas of opportunity may be better communication between department management and the front line team members, as it seems that the lowest scores center on management's concern, sharing of information, and taking input from team members

Table Games

Table Games	Strongly Agree	Strongly Agree & Agree
Overall I Enjoy My Job at MSPD	50.60%	93.80%
I Would Recommend as a Great Place to Work	46.60%	89.60%
I am Proud to Work at MSPD	46.10%	88.30%
Provides a Fun and Friendly Environment	38.20%	90.70%
Feel the Amount of Work I am Expected to do is Reasonable	37.40%	91.70%
In the Last Year, I Have Had Opportunities at Work to Learn and Grow	35.90%	86.40%
I Have Opportunities to Advance with Mohegan Sun at Pocono Downs	34.00%	82.00%
My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job	30.60%	85.20%
My Supervisor Supports Me in My Work	29.30%	84.30%
The Value of Benefits is Better Than What I Would Receive Elsewhere	28.70%	60.80%
I am Satisfied with the Benefits I Receive from Mohegan Sun at Pocono Downs	28.10%	64.50%
Get All the Important Information to Do My Job	27.80%	80.20%
My Supervisor Leads by Example in the Way S/he Treats Guests	27.60%	82.20%
My Supervisor Leads by Example in the Way S/he Treats Team Members	26.70%	76.60%
My Dept.'s Mgmt Team is Sincere When Talking with Me	25.10%	77.00%
Working in My Department Provides me with a Good Work/Life Balance	24.20%	77.90%
My Dept.'s Mgmt Team Creates a Work Environment that Helps Me Do My Job	23.70%	72.50%
My Department Cares About Me	23.20%	70.20%
My Dept.'s Mgmt Team Provides Fair and Equitable Treatment Towards Me	22.80%	75.10%
My Supervisor Shows a Real Interest in My Personal Well-being and Job Satisfaction	22.80%	67.40%
My Supervisor Values My Opinion	21.90%	70.40%
Get the Information I Need to Know About How My Organization is Doing	21.60%	67.20%
My Dept.'s Mgmt Team Shares Information About the Organization	20.80%	73.20%
I am Allowed to Make Decisions to Solve Problems for My Guests	19.90%	52.20%
My Department Uses My Time and Talents Well	19.90%	74.40%
Have Access to Information about the Quality of My Guest Service	17.30%	66.10%
Regularly Receive Guest Feedback in Order to Do a Better Job	16.90%	54.00%
Have Input into My Work Processes	16.00%	65.40%
My Department Removes Things that Get in the Way of Progress	14.20%	55.80%
Legend		
Overall Questions		
Leadership		
Guest Relations		
Information Analysis		
Human Resources		
Process Management		
Business Results		

- Table Games scored very well in overall measures indicating that the team members enjoy being at MSPD; they also scored well in the overall Human Resource category
- Areas of concern seem to be a feeling of helplessness on an autonomy level to take care of guests, having input into work processes and receiving feedback

Retail

Retail	Strongly Agree	Strongly Agree & Agree
My Supervisor Leads By Example in the Way S/he Treats Guests	81.80%	100.00%
My Supervisor Leads by Example in the Way S/he Treats Team Members	81.80%	100.00%
My Dept.'s Mgmt Team is Sincere When Talking with Me	72.70%	100.00%
My Dept.'s Mgmt Team Creates a Work Environment that Helps Me Do My Job	63.60%	100.00%
My Dept.'s Mgmt Team Provides Fair and Equitable Treatment Towards Me	63.60%	90.90%
My Supervisor Values My Opinion	63.60%	100.00%
My Supervisor Shows a Real Interest in My Personal Well-Being and Job Satisfaction	63.60%	100.00%
I am Allowed to Make Decisions to Solve Problems for My Guests	63.60%	100.00%
Overall: Enjoy My Job at MSPD	54.50%	100.00%
My Dept.'s Mgmt Team Shares Information About the Organization	54.50%	100.00%
My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job	54.50%	100.00%
My Department Cares About Me	54.50%	100.00%
Feel the Amount of Work I am Expected to do is Reasonable	54.50%	100.00%
Regularly Receive Guest Feedback in Order to Do a Better Job	45.50%	72.70%
Get the Information I Need to Know About How My Organization is Doing in the Last Year. I Have Had Opportunities at Work to Learn and Grow	45.50%	90.90%
Working in My Department Provides me with a Good Work/Life Balance	45.50%	81.80%
My Supervisor Supports Me in My Work	45.50%	100.00%
My Department Uses My Time and Talents Well	45.50%	100.00%
I am Proud to Work at MSPD	36.40%	100.00%
Have Access to Information about the Quality of My Guest Service	36.40%	81.80%
Would Recommend as a Great Place to Work	27.30%	90.90%
Provides a Fun and Friendly Environment	27.30%	90.90%
The Value of Benefits is Better Than What I Would Receive Elsewhere	27.30%	90.90%
Have Input into My Work Processes	27.30%	100.00%
My Department Removes Things that Get in the Way of Progress	27.30%	81.80%
Have Opportunities to Advance with Mohegan Sun at Pocono Downs	20.00%	90.00%
I am Satisfied with the Benefits I Receive from Mohegan Sun at Pocono Downs	18.20%	72.70%
Legend		
Overall Questions		
Leadership		
Guest Relations		
Information Analysis		
Human Resources		
Process Management		
Business Results		

- Retail scored their supervisor and management team very high; indicating a strong engagement with their leadership
- They scored low on the overall categories in stark contrast to other departments, which may indicate a misalignment with overall company culture
- It seems Retail is most concerned with feeling there is a lack of opportunity and dissatisfaction with the benefits they are receiving

Player's Club

Player's Club	Strongly Agree	Strongly Agree & Agree
My Supervisor Leads By Example in the Way S/he Treats Guests	58.60%	86.20%
My Supervisor Leads by Example in the Way S/he Treats Team Members	58.60%	89.70%
My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job	55.20%	89.70%
I am Allowed to Make Decisions to Solve Problems for My Guests	55.20%	86.20%
My Supervisor Supports Me in My Work	55.20%	89.70%
Overall I Enjoy My Job at MSPD	51.70%	93.10%
My Supervisor Values My Opinion	48.30%	93.10%
I am Proud to Work at MSPD	48.30%	82.80%
My Supervisor Shows a Real Interest in My Personal Well-Being and Job Satisfaction	48.30%	82.80%
I Would Recommend as a Great Place to Work	44.80%	82.80%
Provides a Fun and Friendly Environment	41.40%	86.20%
I Get All the Important Information to Do My Job	41.40%	72.40%
Have Opportunities to Advance with Mohegan Sun at Pocono Downs	41.40%	79.30%
Have Input into My Work Processes	41.40%	75.90%
My Department Uses My Time and Talents Well	41.40%	72.40%
My Dept.'s Mgmt Team Creates a Work Environment that Helps Me Do My Job	37.90%	86.20%
My Dept.'s Mgmt Team Shares Information About the Organization	37.90%	72.40%
My Dept.'s Mgmt Team Provides Fair and Equitable Treatment Towards Me	37.90%	86.20%
My Department Cares About Me	37.90%	79.30%
In the Last Year, I Have Had Opportunities at Work to Learn and Grow	37.90%	65.50%
My Dept.'s Mgmt Team is Sincere When Talking with Me	34.50%	72.40%
Working in My Department Provides me with a Good Work/Life Balance	34.50%	72.40%
Regularly Receive Guest Feedback in Order to Do a Better Job	31.00%	65.50%
Have Access to Information about the Quality of My Guest Service	27.60%	82.80%
Get the Information I Need to Know About How My Organization is Doing	24.10%	79.30%
Feel the Amount of Work I am Expected to do is Reasonable	24.10%	62.10%
I am Satisfied with the Benefits I Receive from Mohegan Sun at Pocono Downs	17.20%	44.80%
My Department Removes Things that Get in the Way of Progress	17.20%	55.20%
The Value of Benefits is Better Than What I Would Receive Elsewhere	14.30%	39.30%
Legend		
Overall Questions		
Leadership		
Guest Relations		
Information Analysis		
Human Resources		
Process Management		
Business Results		

- Player's Club seemed to score their immediate supervisors very highly; however they scored the department management team considerably lower
- They scored the overall measures well, indicating they enjoy being at MSPD
- Even though they scored the overall culture well, Player's Club seemed most dissatisfied with the benefits that they receive at MSPD



Player Development

Player Development		Strongly Agree	Strongly Agree & Agree
I am Allowed to Make Decisions to Solve Problems for My Guests	69.20%	100.00%	
Provides a Fun and Friendly Environment	46.20%	92.30%	
My Dept.'s Mgmt. Team Provides Fair and Equitable Treatment Towards Me	46.20%	92.30%	
My Dept.'s Mgmt. Team Shares Information about the Organization	46.20%	76.90%	
Regularly Receive Guest Feedback in Order to Do a Better Job	46.20%	76.90%	
Overall I Enjoy My Job at MSPD	38.50%	100.00%	
I am Proud to Work at MSPD	38.50%	100.00%	
Get All the Important Information to Do My Job	38.50%	100.00%	
Get the Information I Need to Know About How My Organization is Doing	38.50%	92.30%	
I Would Recommend as a Great Place to Work	38.50%	92.30%	
My Dept.'s Mgmt Team Creates a Work Environment that Helps Me Do My Job	38.50%	84.60%	
My Dept.'s Mgmt Team is Sincere When Talking with Me	38.50%	84.60%	
My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job	38.50%	84.60%	
My Supervisor Leads by Example in the Way s/he Treats Guests	38.50%	76.90%	
My Supervisor Values My Opinion	38.50%	69.20%	
My Supervisor Leads by Example in the Way s/he Treats Team Members	38.50%	69.20%	
My Supervisor Shows a Real Interest in My Personal Well-Being and Job Satisfaction	33.30%	58.30%	
Feel the Amount of Work I am Expected to do is Reasonable	30.80%	92.30%	
My Department Uses My Time and Talents Well	30.80%	92.30%	
My Supervisor Supports Me in My Work	30.80%	84.60%	
In the Last Year, I Have Had Opportunities at Work to Learn and Grow	30.80%	76.90%	
My Department Cares About Me	30.80%	61.50%	
I Have Input into My Work Processes	23.10%	92.30%	
Working in My Department Provides me with a Good Work/Life Balance	15.40%	69.20%	
Have Opportunities to Advance with Mohegan Sun at Pocono Downs	15.40%	53.80%	
Have Access to Information about the Quality of My Guest Service	7.70%	76.90%	
My Department Removes Things that Get in the Way of Progress	7.70%	76.90%	
I am Satisfied with the Benefits I Receive from Mohegan Sun at Pocono Downs	0.00%	84.60%	
The Value of Benefits is Better Than What I Would Receive Elsewhere	0.00%	75.00%	
Legend			
Overall Questions			
Leadership			
Guest Relations			
Information Analysis			
Human Resources			
Process Management			
Business Results			

- Player Development seemed very confident in their decision making responsibilities and also that they receive fair and equitable treatment from management and that management keeps them informed
- It seems their biggest concern is in regards to the benefits, advancement and opportunities, which indicates they may feel undervalued compared to their role at other companies

Cage

Cage	Strongly Agree	Strongly Agree & Agree
My Dept.'s Mgmt Team is Sincere When Talking with Me	54.30%	87.10%
My Supervisor Leads By Example in the Way S/he Treats Guests	51.40%	94.30%
My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job	51.40%	92.90%
I am Proud to Work at MSPP	49.30%	92.80%
My Supervisor Values My Opinion	45.70%	74.30%
Overall I Enjoy My Job at MSPP	44.30%	90.00%
Get All the Important Information to Do My Job	44.30%	88.60%
My Dept.'s Mgmt Team Creates a Work Environment that Helps Me Do My Job	44.30%	82.90%
My Dept.'s Mgmt Team Provides Fair and Equitable Treatment Towards Me	42.90%	84.10%
My Supervisor Leads by Example in the Way S/he Treats Team Members	40.60%	80.00%
My Supervisor Shows a Real Interest in My Personal Well-Being and Job Satisfaction	40.00%	89.90%
I Would Recommend as a Great Place to Work	39.10%	91.30%
My Supervisor Supports Me in My Work	37.70%	82.90%
I am Allowed to Make Decisions to Solve Problems for My Guests	37.10%	89.90%
Provides a Fun and Friendly Environment	36.20%	78.60%
My Dept.'s Mgmt Team Shares Information About the Organization	34.30%	76.80%
In the Last Year, I Have Had Opportunities at Work to Learn and Grow	33.30%	81.40%
My Department Cares About Me	31.40%	71.40%
Get the Information I Need to Know About How My Organization is Doing	31.40%	78.60%
Feel the Amount of Work I am Expected to do is Reasonable	27.10%	78.60%
My Department Uses My Time and Talents Well	27.10%	71.40%
Working in My Department Provides me with a Good Work/Life Balance	25.70%	60.00%
I am Satisfied with the Benefits I Receive from Mohegan Sun at Pocono Downs	22.90%	73.90%
Have Input into My Work Processes	21.70%	68.10%
My Department Removes Things that Get in the Way of Progress	21.70%	60.90%
Regularly Receive Guest Feedback in Order to Do a Better Job	20.30%	65.20%
The Value of Benefits is Better Than What I Would Receive Elsewhere	20.00%	67.10%
I Have Opportunities to Advance with Mohegan Sun at Pocono Downs	13.00%	63.80%
Have Access to Information about the Quality of My Guest Service		
Legend		
Overall Questions		
Leadership		
Guest Relations		
Information Analysis		
Human Resources		
Process Management		
Business Results		

- Cage seemed to feel a strong engagement with their management and supervisory care and concern
- It seems their biggest dissatisfier is the Human Resources category which includes the work/life balance, benefits and opportunities
- Cage might be able to benefit from more development for their team members

Count

Count	Strongly Agree	Strongly Agree & Agree
I am Allowed to Make Decisions to Solve Problems for My Guests	33.30%	58.30%
In the Last Year, I Have Had Opportunities at Work to Learn and Grow	30.80%	53.80%
I am Satisfied with the Benefits I Receive from Mohegan Sun at Pocono Downs	30.80%	53.80%
I Have Input into My Work Processes	30.80%	53.80%
The Value of Benefits is Better Than What I Would Receive Elsewhere	25.00%	41.70%
My Department Uses My Time and Talents Well	23.10%	69.20%
Get All the Important Information to Do My Job	23.10%	61.50%
Feel the Amount of Work I am Expected to do is Reasonable	23.10%	53.80%
My Supervisor Supports Me in My Work	23.10%	46.20%
My Dept.'s Mgmt Team Creates a Work Environment that Helps Me Do My Job	16.70%	41.70%
Overall I Enjoy My Job at MSPD	15.40%	76.90%
Have Opportunities to Advance with Mohegan Sun at Pocono Downs	15.40%	76.90%
I am Proud to Work at MSPD	15.40%	69.20%
Would Recommend as a Great Place to Work	15.40%	61.50%
My Dept.'s Mgmt Team Provides Fair and Equitable Treatment Towards Me	15.40%	53.80%
My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job	15.40%	46.20%
My Supervisor Values My Opinion	15.40%	46.20%
My Supervisor Leads By Example in the Way S/He Treats Guests	15.40%	46.20%
My Dept.'s Mgmt Team is Sincere When Talking with Me	15.40%	38.50%
My Department Cares About Me	15.40%	38.50%
Have Access to Information about the Quality of My Guest Service	15.40%	38.50%
My Supervisor Leads by Example in the Way S/He Treats Team Members	15.40%	30.80%
My Supervisor Shows a Real Interest in My Personal Well-Being and Job Satisfaction	8.30%	58.30%
Working in My Department Provides me with a Good Work/Life Balance	7.70%	46.20%
Provides a Fun and Friendly Environment	0.00%	84.60%
Get the Information I Need to Know About How My Organization is Doing	0.00%	61.50%
Regularly Receive Guest Feedback in Order to Do a Better Job	0.00%	46.20%
My Department Removes Things that Get in the Way of Progress	0.00%	46.20%
My Dept.'s Mgmt Team Shares Information About the Organization	0.00%	30.80%
Legend		
Overall Questions		
Leadership		
Guest Relations		
Information Analysis		
Human Resources		
Process Management		
Business Results		

- Count scored consistently lower compared to other departments in most measures
- Their higher scores seemed to be centered on the benefits received, probably because all Count Room positions are full time with benefits
- The biggest concern here is that team members don't feel there is fair treatment, sincerity or a positive example from their leadership

Slots

Slots	Strongly Agree	Strongly Agree & Agree
I am Allowed to Make Decisions to Solve Problems for My Guests	61.80%	89.10%
My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job	52.70%	90.90%
Overall I Enjoy My Job at MSPP	52.70%	89.10%
My Supervisor Leads By Example in the Way S/he Treats Guests	52.70%	89.10%
I am Proud to Work at MSPP	50.90%	80.00%
My Supervisor Supports Me in My Work	49.10%	94.50%
My Dept.'s Mgmt Team is Sincere When Talking with Me	49.10%	83.60%
My Supervisor Leads by Example in the Way S/he Treats Team Members	47.30%	81.80%
I Get All the Important Information to Do My Job	45.50%	83.60%
My Supervisor Values My Opinion	43.60%	83.60%
My Supervisor Shows a Real Interest in My Personal Well-Being and Job Satisfaction	42.60%	87.00%
My Dept.'s Mgmt Team Creates a Work Environment that Helps Me Do My Job	41.80%	81.80%
My Dept.'s Mgmt Team Provides Fair and Equitable Treatment Towards Me	40.00%	83.60%
Have Opportunities to Advance with Mohegan Sun at Pocono Downs	40.00%	80.00%
Feel the Amount of Work I am Expected to do is Reasonable	36.40%	83.60%
In the Last Year, I Have Had Opportunities at Work to Learn and Grow	36.40%	81.80%
Have Input into My Work Processes	36.40%	81.80%
I Get the Information I Need to Know About How My Organization is Doing	35.20%	75.90%
I Would Recommend as a Great Place to Work	34.50%	80.00%
My Department Cares About Me	34.50%	74.50%
My Dept.'s Mgmt Team Shares Information About the Organization	32.70%	70.90%
My Department Uses My Time and Talents Well	30.90%	80.00%
Working in My Department Provides me with a Good Work/Life Balance	29.10%	65.50%
Have Access to Information about the Quality of My Guest Service	29.10%	61.80%
I am Satisfied with the Benefits I Receive from Mohegan Sun at Pocono Downs	27.30%	67.30%
The Value of Benefits is Better Than What I Would Receive Elsewhere	27.30%	65.50%
Regularly Receive Guest Feedback in Order to Do a Better Job	25.50%	69.10%
My Department Removes Things that Get in the Way of Progress	25.50%	63.60%
Legend		
Overall Questions		
Leadership		
Guest Relations		
Information Analysis		
Human Resources		
Process Management		
Business Results		

• Slots seemed to score highest on their guest service ability, seeming to believe they have autonomy to service the guest well

• It seems they have a relatively positive view of their leadership treatment towards them; however are dissatisfied in the way they are communicated with and the benefits they receive

Timbers Buffet

Timbers Buffet		Strongly Agree	Strongly Agree & Agree
Get All the Important Information to Do My Job		56.00%	88.00%
I am Allowed to Make Decisions to Solve Problems for My Guests		51.50%	96.00%
I am Proud to Work at MSPD		49.00%	86.70%
My Supervisor Leads by Example in the Way S/he Treats Guests		45.50%	92.90%
My Supervisor Supports Me in My Work		45.50%	80.80%
Get the Information I Need to Know About How My Organization is Doing		45.50%	77.80%
My Supervisor Shows a Real Interest in My Personal Well-Being and Job Satisfaction		44.00%	74.00%
Overall I Enjoy My Job at MSPD		43.40%	90.09%
My Dept.'s Mgmt. Team is Sincere When Talking with Me		43.40%	77.80%
My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job		43.30%	75.30%
Provides a Fun and Friendly Environment		39.60%	88.50%
My Supervisor Leads by Example in the Way S/he Treats Team Members		39.40%	76.80%
I Have Input into My Work Processes		38.40%	76.80%
My Dept.'s Mgmt. Team Provides Fair and Equitable Treatment Towards Me		37.40%	70.70%
My Department Uses My Time and Talents Well		33.30%	76.80%
My Dept.'s Mgmt. Team Creates a Work Environment that Helps Me Do My Job		33.30%	74.70%
Regularly Receive Guest Feedback in Order to Do a Better Job		32.30%	73.70%
My Department Cares About Me		32.30%	70.70%
Feel the Amount of Work I am Expected to do is Reasonable		32.00%	79.00%
Have Access to Information about the Quality of My Guest Service		31.60%	73.50%
In the Last Year, I Have Had Opportunities at Work to Learn and Grow		31.30%	65.70%
My Supervisor Values My Opinion		31.30%	64.60%
I Have Opportunities to Advance with Mohegan Sun at Pocono Downs		29.30%	66.70%
I am Satisfied with the Benefits I Receive from Mohegan Sun at Pocono Downs		29.30%	59.60%
My Dept.'s Mgmt. Team Shares Information About the Organization		28.60%	78.60%
Working in My Department Provides me with a Good Work/Life Balance		28.30%	75.80%
Would Recommend as a Great Place to Work		26.70%	86.70%
The Value of Benefits is Better Than What I Would Receive Elsewhere		24.70%	56.70%
My Department Removes Things that Get in the Way of Progress		24.20%	60.60%
Legend			
Overall Questions			
Leadership			
Guest Relations			
Information Analysis			
Human Resources			
Process Management			
Business Results			

- Timbers scores were a little disjointed as they didn't score one category much more highly than another; there is much varying question to question
- It seems that they view their mgmt and supervisors as caring and sincere, but feel their opinions aren't valued
- Their scoring can be indicative of the fact that they like their management, but aren't a fan of the opportunities and current situation that they find themselves in on a work level
- This is backed up by the fact that they scored most overall measures well, except recommending as a great place to work

Beverage

Beverage	Strongly Agree	Strongly Agree & Agree
I am Proud to Work at MSPD	62.70%	95.80%
Would Recommend as a Great Place to Work	59.60%	95.80%
Overall I Enjoy My Job at MSPD	58.40%	96.40%
I Feel the Amount of Work I am Expected to do is Reasonable	48.20%	93.40%
Provides a Fun and Friendly Environment	47.00%	93.40%
Get All the Important Information to Do My Job	42.80%	91.60%
Working in My Department Provides me with a Good Work/Life Balance	41.00%	90.40%
I am Allowed to Make Decisions to Solve Problems for My Guests	41.00%	85.50%
My Supervisor Supports Me in My Work	40.40%	89.80%
My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job	38.00%	89.20%
The Value of Benefits is Better Than What I Would Receive Elsewhere	36.80%	67.50%
I am Satisfied with the Benefits I Receive from Mohegan Sun at Pocono Downs	36.40%	67.90%
Get the Information I Need to Know About How My Organization is Doing	35.50%	86.10%
My Supervisor leads By Example in the Way S/he Treats Guests	34.50%	92.70%
I Have Input into My Work Processes	33.70%	83.10%
I Have Opportunities to Advance with Mohegan Sun at Pocono Downs	33.70%	77.10%
In the Last Year, I Have Had Opportunities at Work to Learn and Grow	32.70%	79.40%
My Supervisor Shows a Real Interest in My Personal Well-Being and Job Satisfaction	32.50%	76.50%
My Dept.'s Mgmt Team Provides Fair and Equitable Treatment Towards Me	31.90%	84.30%
I Have Access to Information about the Quality of My Guest Service	31.90%	83.10%
My Dept.'s Mgmt Team Shares Information About the Organization	31.70%	89.00%
My Dept.'s Mgmt Team Creates a Work Environment that Helps Me Do My Job	31.50%	81.20%
My Department Uses My Time and Talents Well	31.30%	84.90%
My Dept.'s Mgmt Team is Sincere When Talking with Me	31.30%	78.00%
My Supervisor leads by Example in the Way S/he Treats Team Members	27.70%	80.10%
My Supervisor Values My Opinion	27.30%	69.70%
My Department Removes Things that Get in the Way of Progress	26.50%	77.10%
My Department Cares About Me	24.70%	75.30%
Regularly Receive Guest Feedback in Order to Do a Better Job	22.30%	68.70%
Legend		
Overall Questions		
Leadership		
Guest Relations		
Information Analysis		
Human Resources		
Process Management		
Business Results		

- Beverage scored every overall measure high and seems relatively satisfied with the benefits and work/life balance
- Their biggest concerns where in the category of Leadership and particularly in the importance of their opinion
- In addition, it seems like they are seeking more communication in regards to Guest feedback

EDR

EDR	Strongly Agree	Strongly Agree & Agree
I am Proud to Work at MSPD	35.70%	92.90%
Provides a Fun and Friendly Environment	33.30%	93.30%
Get All the Important Information to Do My Job	33.30%	86.70%
Get the Information I Need to Know About How My Organization is Doing	33.30%	73.30%
Would Recommend as a Great Place to Work	26.70%	86.70%
My Dept.'s Mgmt. Team Provides Fair and Equitable Treatment Towards Me	26.70%	86.70%
My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job	26.70%	66.70%
My Supervisor Supports Me in My Work	26.70%	66.70%
My Supervisor Shows a Real Interest in My Personal Well-Being and Job Satisfaction	26.70%	60.00%
Overall I Enjoy My Job at MSPD	20.00%	86.70%
My Dept.'s Mgmt. Team is Sincere When Talking with Me	20.00%	80.00%
Have Opportunities to Advance with Mohegan Sun at Pococno Downs	20.00%	73.30%
My Supervisor Leads By Example in the Way S/he Treats Guests	20.00%	66.70%
My Supervisor Leads by Example in the Way S/he Treats Team Members	20.00%	66.70%
In the Last Year, I Have Had Opportunities at Work to Learn and Grow	20.00%	60.00%
My Supervisor Values My Opinion	20.00%	60.00%
I Have Input into My Work Processes	13.30%	86.70%
My Dept.'s Mgmt. Team Creates a Work Environment that Helps Me Do My Job	13.30%	73.30%
My Dept.'s Mgmt. Team Cares About Me	13.30%	73.30%
My Dept.'s Mgmt. Team Shares Information about the Organization	13.30%	66.70%
I am Allowed to Make Decisions to Solve Problems for My Guests	13.30%	66.70%
Feel the Amount of Work I am Expected to do is Reasonable	13.30%	66.70%
I Have Access to Information about the Quality of My Guest Service	13.30%	60.00%
The Value of Benefits is Better Than What I Would Receive Elsewhere	7.10%	71.40%
Working in My Department Provides me with a Good Work/Life Balance	6.70%	80.00%
I am Satisfied with the Benefits I Receive from Mohegan Sun at Pococno Downs	6.70%	80.00%
Regularly Receive Guest Feedback in Order to Do a Better Job	6.70%	46.70%
My Department Uses My Time and Talents Well	0.00%	80.00%
My Department Removes Things that Get in the Way of Progress	0.00%	66.70%
Legend		
Overall Questions		
Leadership		
Guest Relations		
Information Analysis		
Human Resources		
Process Management		
Business Results		

- The highest scores for the EDR were the overall measures
- In comparison to other departments, EDR scored consistently lower in all measures
- Of biggest concern would first be the fact that EDR team members do not feel cared about and do not feel like their management creates a good working environment

EVS

EVS	Strongly Agree	Strongly Agree & Agree
My Supervisor Supports Me in My Work	36.40%	85.50%
My Dept.'s Mgmt Team Provides Fair and Equitable Treatment Towards Me	35.70%	81.50%
My Supervisor Leads By Example in the Way S/he Treats Guests	32.70%	89.10%
My Supervisor Shows a Real Interest in My Personal Well-Being and Job Satisfaction	32.70%	78.20%
Overall I Enjoy My Job at MSPD	32.10%	91.10%
I am Proud to Work at MSPD	31.50%	83.30%
My Supervisor Leads by Example in the Way s/he Treats Team Members	30.90%	80.00%
My Dept.'s Mgmt Team is Sincere When Talking with Me	29.10%	76.40%
My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job	28.60%	82.10%
Have Input into My Work Processes	27.80%	87.00%
My Dept.'s Mgmt Team Creates a Work Environment that Helps Me Do My Job	27.80%	72.20%
My Supervisor Values My Opinion	26.40%	75.50%
Get All the Important Information to Do My Job	25.00%	94.60%
Get the Information I Need to Know About How My Organization is Doing	25.00%	76.80%
I Would Recommend as a Great Place to Work	24.50%	83.00%
I am Allowed to Make Decisions to Solve Problems for My Guests	24.10%	79.60%
My Dept.'s Mgmt Team Shares Information About the Organization	23.20%	82.10%
I am Satisfied with the Benefits I Receive from Mohegan Sun at Pocono Downs	21.40%	67.90%
Provides a Fun and Friendly Environment	20.80%	84.90%
Have Access to Information about the Quality of My Guest Service	19.60%	87.50%
My Department Uses My Time and Talents Well	19.60%	85.70%
Have Opportunities to Advance with Mohegan Sun at Pocono Downs	19.60%	71.40%
My Department Cares About Me	19.60%	69.60%
The Value of Benefits is Better Than What I Would Receive Elsewhere	18.20%	67.30%
Regularly Receive Guest Feedback in Order to Do a Better Job	16.70%	68.50%
In the Last Year, I Have Had Opportunities at Work to Learn and Grow	16.10%	75.00%
Feel the Amount of Work I am Expected to do is Reasonable	16.10%	67.90%
My Department Removes Things that Get in the Way of Progress	10.90%	69.10%
Working in My Department Provides me with a Good Work/Life Balance	10.70%	71.40%
Legend		
Overall Questions		
Leadership		
Guest Relations		
Information Analysis		
Human Resources		
Process Management		
Business Results		

- EVS also scored typically much lower in all measures compared to other departments
- In contrast to EDR, however, EVS viewed their supervisors and managers as caring and interested in them personally
- Their biggest concerns are feeling like there is a lack of opportunity and that the amount of work is too much; they feel undervalued in the organization

Banquets

Banquets	Strongly Agree	Strongly Agree & Agree
Provides a Fun and Friendly Environment	75.00%	93.80%
I am Proud to Work at MSPD	75.00%	93.80%
Overall I Enjoy My Job at MSPD	68.80%	93.80%
My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job	68.80%	87.50%
My Dept.'s Mgmt Team is Sincere When Talking with Me	62.50%	93.80%
My Dept.'s Mgmt Team Provides Fair and Equitable Treatment Towards Me	62.50%	87.50%
I Have Opportunities to Advance with Mohegan Sun at Pocono Downs	62.50%	81.30%
I Would Recommend as a Great Place to Work	56.30%	93.80%
My Supervisor Leads By Example in the Way S/he Treats Guests	56.30%	93.80%
Feel the Amount of Work I am Expected to do is Reasonable	56.30%	93.80%
My Supervisor Values My Opinion	56.30%	87.50%
My Supervisor Shows a Real Interest in My Personal Well-Being and Job Satisfaction	56.30%	87.50%
My Dept.'s Mgmt Team Creates a Work Environment that Helps Me Do My Job	50.00%	93.80%
I Get All the Important Information to Do My Job	50.00%	93.80%
My Supervisor Leads by Example in the Way S/he Treats Team Members	50.00%	87.50%
In the Last Year, I Have Had Opportunities at Work to Learn and Grow	50.00%	87.50%
Working in My Department Provides me with a Good Work/Life Balance	50.00%	81.30%
I am Allowed to Make Decisions to Solve Problems for My Guests	43.80%	100.00%
Get the Information I Need to Know About How My Organization is Doing	43.80%	93.80%
My Supervisor Supports Me in My Work	43.80%	93.80%
My Dept.'s Mgmt Team Shares Information about the Organization	43.80%	87.50%
The Value of Benefits is Better Than What I Would Receive Elsewhere	43.80%	68.80%
I am Satisfied with the Benefits I Receive from Mohegan Sun at Pocono Downs	43.80%	68.80%
My Department Uses My Time and Talents Well	37.50%	87.50%
My Department Cares About Me	31.30%	87.50%
I Have Input into My Work Processes	31.30%	87.50%
My Department Removes Things that Get in the Way of Progress	31.30%	81.30%
I Have Access to Information about the Quality of My Guest Service	31.30%	75.00%
Regularly Receive Guest Feedback in Order to Do a Better Job	31.30%	68.80%
Legend		
Overall Questions		
Leadership		
Guest Relations		
Information Analysis		
Human Resources		
Process Management		
Business Results		

- Banquets was consistently one of the top departments in all measures
- They had the highest level of overall satisfaction and feel engaged with their department management team
- Their lowest areas is the information they receive in regards to guest service; this can be potentially due to the fact that Banquets are not as consistent in regards to daily interactions and scheduling
- It is more of an on call environment, even though most that took the survey work pretty consistent hours each week

Security

Security	Strongly Agree	Strongly Agree & Agree
Overall I Enjoy My Job at MSPD	46.40%	93.80%
My Dept.'s Mgmt Team is Sincere When Talking with Me	46.40%	87.50%
Get All the Important Information to Do My Job	46.40%	87.50%
I am Allowed to Make Decisions to Solve Problems for My Guests	45.90%	93.70%
I am Proud to Work at MSPD	44.10%	88.30%
My Supervisor Values My Opinion	44.10%	85.60%
My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job	43.80%	86.60%
Feel the Amount of Work I am Expected to do is Reasonable	43.60%	88.20%
Would Recommend as a Great Place to Work	43.20%	88.30%
Provides a Fun and Friendly Environment	42.30%	85.60%
My Dept.'s Mgmt Team Provides Fair and Equitable Treatment Towards Me	41.10%	86.60%
Working in My Department Provides me with a Good Work/Life Balance	40.50%	80.20%
My Supervisor Shows a Real Interest in My Personal Well-Being and Job Satisfaction	40.50%	76.60%
My Department Cares About Me	40.20%	75.00%
In the Last Year, I Have Had Opportunities at Work to Learn and Grow	39.60%	80.20%
I Get the Information I Need to Know About How My Organization is Doing	38.70%	85.60%
My Supervisor Leads By Example in the Way S/he Treats Guests	38.10%	88.50%
My Dept.'s Mgmt Team Creates a Work Environment that Helps Me Do My Job	37.50%	88.40%
My Supervisor Leads by Example in the Way S/he Treats Team Members	37.20%	78.80%
I Have Opportunities to Advance with Mohegan Sun at Pocono Downs	35.10%	80.20%
My Dept.'s Mgmt Team Shares Information About the Organization	34.20%	81.10%
My Department Uses My Time and Talents Well	32.70%	75.50%
I Have Access to Information about the Quality of My Guest Service	31.80%	82.70%
The Value of Benefits is Better Than What I Would Receive Elsewhere	27.30%	59.10%
My Department Removes Things that Get in the Way of Progress	26.60%	67.90%
I Regularly Receive Guest Feedback in Order to Do a Better Job	26.40%	64.50%
I am Satisfied with the Benefits I Receive from Mohegan Sun at Pocono Downs	25.00%	56.30%
Legend		
Overall Questions		
Leadership		
Guest Relations		
Information Analysis		
Human Resources		
Process Management		
Business Results		

- Security seems to have strong engagement overall and seems to feel valued by management
- It seems that their biggest concerns are in regards to the benefits that they receive from MSPD and also not getting information or the tools necessary to do a better job



Surveillance

Surveillance	Strongly Agree	Strongly Agree & Agree
Overall I Enjoy My Job at MSPD	55.60%	94.40%
I am Proud to Work at MSPD	50.00%	88.90%
Working in My Department Provides me with a Good Work/Life Balance	44.40%	94.40%
I am Allowed to Make Decisions to Solve Problems for My Guests	44.40%	72.20%
My Supervisor Supports Me in My Work	38.90%	94.40%
My Department Uses My Time and Talents Well	38.90%	88.90%
I Would Recommend as a Great Place to Work	38.90%	83.30%
My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job	38.90%	83.30%
My Supervisor Values My Opinion	38.90%	83.30%
Feel the Amount of Work I am Expected to do is Reasonable	33.30%	100.00%
In the Last Year, I Have Had Opportunities at Work to Learn and Grow	33.30%	88.90%
Provides a Fun and Friendly Environment	33.30%	83.30%
My Supervisor Shows a Real Interest in My Personal Well-Being and Job Satisfaction	33.30%	77.80%
I am Satisfied with the Benefits I Receive from Mohegan Sun at Pocono Downs	33.30%	77.80%
My Department Cares About Me	33.30%	66.70%
The Value of Benefits is Better Than What I Would Receive Elsewhere	33.30%	61.10%
My Dept.'s Mgmt. Team Creates a Work Environment that Helps Me Do My Job	27.80%	83.30%
My Dept.'s Mgmt. Team Provides Fair and Equitable Treatment Towards Me	27.80%	83.30%
My Dept.'s Mgmt. Team is Sincere When Talking with Me	27.80%	77.80%
My Supervisor Leads by Example in the Way S/He Treats Team Members	27.80%	72.20%
My Department Removes Things that Get in the Way of Progress	27.80%	66.70%
My Supervisor Leads by Example in the Way S/He Treats Guests	22.20%	83.30%
Get All the Important Information to Do My Job	22.20%	83.30%
Have Input into My Work Processes	22.20%	83.30%
My Dept.'s Mgmt. Team Shares Information About the Organization	17.60%	64.70%
Get the Information I Need to Know About How My Organization is Doing	16.70%	72.20%
Have Access to Information about the Quality of My Guest Service	16.70%	44.40%
Regularly Receive Guest Feedback in Order to Do a Better Job	16.70%	38.90%
Have Opportunities to Advance with Mohegan Sun at Pocono Downs	11.10%	44.40%
Legend		
Overall Questions		
Leadership		
Guest Relations		
Information Analysis		
Human Resources		
Process Management		
Business Results		

- Surveillance seems overall to enjoy working at MSPD; however were considerably lower than most other departments when it came to engagement with leadership
- It seems that Surveillance is most concerned with the fact that there is a lack of advancement for them and a lack of information in regards to the organization and guest service

Mutuels

Mutuels	Strongly Agree	Strongly Agree & Agree
Overall I Enjoy My Job at MSPD	68.80%	93.80%
I am Proud to Work at MSPD	62.50%	93.80%
I Would Recommend as a Great Place to Work	50.00%	93.80%
Provides a Fun and Friendly Environment	50.00%	93.80%
My Dept.'s Mgmt Team Creates a Work Environment that Helps Me Do My Job	50.00%	87.50%
My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job	43.80%	100.00%
My Dept.'s Mgmt Team Shares Information About the Organization	43.80%	87.50%
Get All the Important Information to Do My Job	43.80%	93.80%
My Supervisor Leads By Example in the Way S/he Treats Guests	37.50%	93.80%
I Get the Information I Need to Know About How My Organization is Doing	37.50%	87.50%
My Dept.'s Mgmt Team Provides Fair and Equitable Treatment Towards Me	37.50%	81.30%
My Supervisor Values My Opinion	37.50%	81.30%
Working in My Department Provides me with a Good Work/Life Balance	31.30%	93.80%
My Supervisor Supports Me in My Work	31.30%	93.80%
My Supervisor Leads by Example in the Way S/he Treats Team Members	31.30%	87.50%
I am Allowed to Make Decisions to Solve Problems for My Guests	31.30%	75.00%
The Value of Benefits is Better Than What I Would Receive Elsewhere	31.30%	75.00%
My Department Uses My Time and Talents Well	25.00%	93.80%
My Supervisor Shows a Real Interest in My Personal Well-Being and Job Satisfaction	25.00%	87.50%
My Department Cares About Me	25.00%	81.30%
My Department Removes Things that Get in the Way of Progress	25.00%	75.00%
I am Satisfied with the Benefits I Receive from Mohegan Sun at Pocono Downs	25.00%	68.80%
Regularly Receive Guest Feedback in Order to Do a Better Job	25.00%	62.50%
I Feel the Amount of Work I am Expected to do is Reasonable	18.80%	93.80%
Have Input into My Work Processes	18.80%	87.50%
Have Access to Information about the Quality of My Guest Service	18.80%	68.80%
In the Last Year, I Have Had Opportunities at Work to Learn and Grow	12.50%	87.50%
Have Opportunities to Advance with Mohegan Sun at Pocono Downs	6.30%	62.50%
Legend		
Overall Questions		
Leadership		
Guest Relations		
Information Analysis		
Human Resources		
Process Management		
Business Results		

- Mutuels top scores were all the overall measures, which indicates an overall enjoyment of their job and the company
- It seems like they are most dissatisfied with opportunities at MSPD, which may indicate a lack of involvement or interest in the casino side of the operation

Dial-a-Bet

Dial-A-Bet		Strongly Agree	Strongly Agree & Agree
My Supervisor Leads By Example in the Way S/he Treats Guests	58.80%	100.00%	
Overall I Enjoy My Job at MSPD	58.80%	94.10%	
My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job	58.80%	94.10%	
My Supervisor Leads by Example in the Way S/he Treats Team Members	58.80%	94.10%	
My Dept.'s Mgmt Team Provides Fair and Equitable Treatment Towards Me	58.80%	88.20%	
My Dept.'s Mgmt Team is Sincere When Talking with Me	58.80%	88.20%	
My Supervisor Supports Me in My Work	56.30%	93.80%	
My Dept.'s Mgmt Team Creates a Work Environment that Helps Me Do My Job	52.90%	88.20%	
My Supervisor Shows a Real Interest in My Personal Well-Being and Job Satisfaction	52.90%	88.20%	
Get All the Important Information to Do My Job	52.90%	88.20%	
Feel the Amount of Work I am Expected to do is Reasonable	47.10%	100.00%	
Working in My Department Provides me with a Good Work/Life Balance	47.10%	100.00%	
I am Proud to Work at MSPD	47.10%	94.10%	
I Would Recommend as a Great Place to Work	41.20%	94.10%	
Get the Information I Need to Know About How My Organization is Doing	41.20%	88.20%	
My Supervisor Values My Opinion	41.20%	82.40%	
Provides a Fun and Friendly Environment	35.30%	94.10%	
My Dept.'s Mgmt Team Shares Information about the Organization	35.30%	88.20%	
My Department Cares About Me	35.30%	88.20%	
I am Satisfied with the Benefits I Receive from Mohegan Sun at Pocono Downs	35.30%	70.60%	
The Value of Benefits is Better Than What I Would Receive Elsewhere	29.40%	88.20%	
My Department Removes Things that Get in the Way of Progress	29.40%	70.60%	
Have Input into My Work Processes	25.00%	70.60%	
I am Allowed to Make Decisions to Solve Problems for My Guests	25.00%	62.50%	
Have Opportunities to Advance with Mohegan Sun at Pocono Downs	25.00%	62.50%	
My Department Uses My Time and Talents Well	23.50%	94.10%	
In the last Year, I Have Had Opportunities at Work to Learn and Grow	23.50%	82.40%	
Have Access to Information about the Quality of My Guest Service	23.50%	58.80%	
Regularly Receive Guest Feedback in Order to Do a Better Job	12.50%	75.00%	
Legend			
Overall Questions			
Leadership			
Guest Relations			
Information Analysis			
Human Resources			
Process Management			
Business Results			

- Dial-a-Bet seems highly engaged with their department leadership, as their highest scored center greatly on that category
- Similar to Mutuels, they rate opportunity low and also rate the information flow of guest service and feedback as low
- Their overall measures are relatively strong compared to other departments

Transportation

Transportation	Strongly Agree	Strongly Agree & Agree
I Would Recommend as a Great Place to Work	58.90%	97.30%
I am Proud to Work at MSPD	57.00%	89.50%
Provides a Fun and Friendly Environment	56.10%	95.60%
Get All the Important Information to Do My Job	53.50%	93.00%
Overall I Enjoy My Job at MSPD	52.60%	98.20%
My Supervisor Leads By Example in the Way S/he Treats Guests	52.60%	97.40%
My Immediate Supervisor Creates a Work Environment that Helps Me Do My Job	50.90%	90.40%
My Dept.'s Mgmt Team is Sincere When Talking with Me	49.60%	92.90%
I am Allowed to Make Decisions to Solve Problems for My Guests	48.70%	92.00%
My Supervisor Supports Me in My Work	46.50%	91.20%
Feel the Amount of Work I am Expected to do is Reasonable	45.60%	96.50%
My Supervisor Shows a Real Interest in My Personal Well-Being and Job Satisfaction	44.70%	85.10%
My Supervisor Leads by Example in the Way S/he Treats Team Members	43.00%	87.70%
Get the Information I Need to Know About How My Organization is Doing	42.50%	87.60%
My Dept.'s Mgmt Team Provides Fair and Equitable Treatment Towards Me	42.10%	85.10%
My Supervisor Values My Opinion	42.10%	76.30%
My Dept.'s Mgmt Team Creates a Work Environment that Helps Me Do My Job	40.70%	92.00%
Working in My Department Provides me with a Good Work/Life Balance	33.30%	85.10%
Have Opportunities to Advance with Mohegan Sun at Pocono Downs	33.30%	72.80%
My Department Cares About Me	32.50%	79.80%
In the Last Year, I Have Had Opportunities at Work to Learn and Grow	32.50%	77.20%
Have Access to Information about the Quality of My Guest Service	31.60%	79.80%
I am Satisfied with the Benefits I Receive from Mohegan Sun at Pocono Downs	30.70%	52.60%
The Value of Benefits is Better Than What I Would Receive Elsewhere	30.10%	54.90%
My Dept.'s Mgmt Team Shares Information About the Organization	27.40%	79.60%
Have Input into My Work Processes	27.20%	85.10%
Regularly Receive Guest Feedback in Order to Do a Better Job	26.30%	65.80%
My Department Removes Things that Get in the Way of Progress	21.90%	77.20%
Legend		
Overall Questions		
Leadership		
Guest Relations		
Information Analysis		
Human Resources		
Process Management		
Business Results		

- Transportation is another department that rates overall satisfaction highly, indicating pride and enjoyment at working at MSPD
- They were one of the higher departments when rating their supervisory and management team
- They seem most dissatisfied with having input, getting feedback and changing their work processes to see more progress

