



## NEW TEAM MEMBER ORIENTATION

Welcome to the Tohono O’odham Gaming Enterprise! All new and prospective Team Members are required to attend a Gaming License Orientation and after receiving a gaming license, attend the New Team Member Orientation. On this page, you will find the information you need to prepare for your scheduled orientation.

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### **GAMING LICENSE ORIENTATION**

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#### **Where and When to Go**

The Human Resources Department will contact you to confirm the day, time and location that you are scheduled to attend. Please note that the day, time and location is subject to change at the discretion of Human Resources, or the Tohono O’odham Gaming Office.

This background investigation is conducted by the Tohono O’odham Gaming Office (TOGO). The process may last all day, or until late afternoon. All prospective new hires are expected to be present for the entire duration of the orientation. You may purchase lunch in our Employee Dining Room if the orientation runs through the lunch hour.

If you are unable to attend your scheduled Gaming License Orientation, it is imperative that you contact the Human Resources Department by calling: 520-342-2100, between 8 a.m. and 5 p.m., Monday through Friday.

#### **Where to Park**

Please park in the designated Team Member parking areas any time you are on property for work or any other business-related purpose.

Tucson Property: **[SEE MAP HERE](#)**

Sahuarita Property: **[SEE MAP HERE](#)**



## What to Bring

Below is a list of required documentation that must be provided at your scheduled background investigation appointment.

Identification required for licensing application process: [All documents must be legible]

- Birth Certificate
- Driver's license or state identification card (photo ID is mandatory)
- Social security card - (must not be laminated,) or
- Two verification letters from Social Security Administration must be submitted if you DO NOT have a social security card; one letter must state your name and social security number.
- Military Discharge Papers (DD-214)
- Tribal Identification Card (all tribes); exception with tribes who do not issue Tribal ID cards
- Current Resident Alien Card (if applicable)
- Current Naturalization Certificate (if applicable)

NOTE: The Tohono O'odham Gaming Office is the final determinant for issuing a gaming license; regardless of any licenses or certifications you may possess in, or outside the State of Arizona.

Information required on questionnaires:

- Residential History (containing exact addresses where you have lived) for the last 10 years
- Employment History (name of businesses, addresses, telephone numbers, and names of supervisors) for the last 10 years
- Family Members (names, relationships, addresses, birth dates)
- Five personal references (names, addresses and current telephone numbers)
- Education (names and cities of schools attended: High School and any advance education and/or training). Provide copies of college degrees or professional licenses.
- Previous gaming licenses/employment in the gaming industry
- Civil Court Actions (type of court, city, state, date, plaintiff or defendant, nature of case, outcome of case, civil judgments, tax liens, child support, etc.)
- Criminal Background (All arrests; charges; indictments; convictions) cases since your 18th birthday must be disclosed; regardless if dismissed by the court and/or decline of prosecution; federal; state; municipal; tribal courts; city; state; date; original charge. List each separate charge(s) stated in your complaint/ final charge sentence: Submit police and court documentation. You must disclose the information even if you were not physically arrested.



NOTE: A “Failure to Appear Warrant” is a criminal charge.

- Bankruptcy (type of court, city, state, date)
- Complete Financial History (name of creditors, account numbers, date of original loans, original debt amounts, current balances on all checking accounts, savings accounts, mortgages, auto loans, furniture loans, student loans, credit cards, etc.)
- Listing of all assets (homes, rental properties, cars, boats personal property, IRA’s, 401K’s, etc.)
- Federal & State Tax Records: Individuals offered the position of Director, Manager, Supervisor, or positions in Poker and Blackjack are required to provide their 3-year tax filings for Federal and State to TOGO.

Please ensure that all copies of required documentation are legible.

The Tohono O’odham Gaming Office (TOGO) is here to assist you in the process of obtaining a gaming license and become part of the Tohono O’odham Gaming Enterprise family. If you need assistance as you are compiling the required documentation and have questions, please call the TOGO Investigations Department at 520-648-4100.

The Tohono O’odham Gaming Office (TOGO) will notify the Human Resources Department about the status of your background investigation. The Human Resources Department will then contact you to inform you of the outcome.

## **NEW TEAM MEMBER ORIENTATION**

Team Members who successfully pass the background investigation process are qualified to receive a gaming license. Once the Human Resources Department receives notice of the new Team Member’s licensing passing status from TOGO, they will schedule the Team Member for New Team Member Orientation (NTMO).

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## Where and When to Go

Typically, NTMO is scheduled for Monday and Tuesday 8:00 am- 5:00 pm; however, the Human Resources Department has the discretion to change days based on unusual circumstances that may arise. You will be contacted of the exact date, time, and location.

## Where to Park

Please park in the designated Team Member parking areas any time you are on property for work or any other business-related purpose.

Tucson Property: [\*\*SEE MAP HERE\*\*](#)

Sahuarita Property: [\*\*SEE MAP HERE\*\*](#)

## What to Expect

Your New Team Member Orientation will be the start of your employment and will span over a period of two-three days, depending on your job title.

### Days One and Two

Team Members who attend this orientation will:

- Receive their Team Member badge and uniform
- Have their Team Member photo taken
- Complete administrative paperwork
- Attend workshops; modules include:
  - Human Resources overview of benefits
  - Underage Gaming and Alcohol Awareness
  - Policies and Procedures
  - Workplace Safety
  - Respect in the Workplace
  - S.P.I.R.I.T. Branded Service Culture (I am Smiling and welcoming, I am Prepared to WOW, I am engaging, I am Ready for fun, I explore possibilities, I take time to Thank)

### Day Three

Team Members in specific departments and job titles will be required to attend a third day of orientation.

Modules:

- Food Handlers (Typically scheduled 8am to 10 am)  
All Team Members with duties involving food and food equipment must attend.
- Training for Intervention Procedures (TiPS) Alcohol service training and certification (Typically scheduled 10am-4pm. At times, due to various reasons, classes may extend beyond 4pm)



## **Department On-the-Job Training**

Once you've completed the required NTMO courses, you will be released to your respective departments to begin your on-the-job training. You will receive a schedule from your department when you are in NTMO. Typically, your departmental training begins immediately after NTMO.

## **What to Bring**

### **REQUIRED DOCUMENTATION FOR NEW TEAM MEMBER ORIENTATION DAY:**

- Two forms of Identification. This is necessary for the I-9 document. For acceptable forms of identification please see attached documentation.
- Documentation for Valid Immigration Status, if applicable.
- Copy of Driver's License, if applicable.
- Emergency Contacts. Include the following information: names, addresses and phone numbers.
- Educational Documents.
  - o If applicable, an official High School diploma, or a GED certificate
  - o An Associate's Degree or a Bachelor's Degree must be provided at time of New Team Member Orientation. Official transcripts may be provided in lieu of a diploma or GED certificate. An Associate's Degree or a Bachelor's Degree however, must be in a sealed envelope from the issuing educational institute.
- Banking Information. A blank check or routing and account number. If you do not have a bank account, you may bring in an ATM card for direct deposit.

## **What to Wear**

All Tohono O'odham Gaming Enterprise Team Members are committed to presenting a professional image at all times. As a Team Member, you represent the Enterprise to the people you serve and to the people with whom you work. Your appearance is part of how you tell your guests and co-workers that you care and that their experience is important to you. Your orientation is your first day on the job and casual business attire is recommended.

Please avoid:

- Extreme grooming and make-up
- Extreme hair styles and color
- Clothing that leaves tattoos exposed
- Wearing facial jewelry; ear gauges
- Shorts, short skirts, tank tops, halter tops, flip-flops, or jeans
- Hats, caps and beanies (when inside the property)



For information and assistance with required documentation or scheduling of your orientation; please contact Human Resources.

## **Who to Contact**

Human Resources

Phone: 520- 342-2100 (M-F, 8-5)



E Los Reales Rd

E Los Reales Rd



S Nogales Hwy

Pan Tak St

Pan Tak St

Komelic St

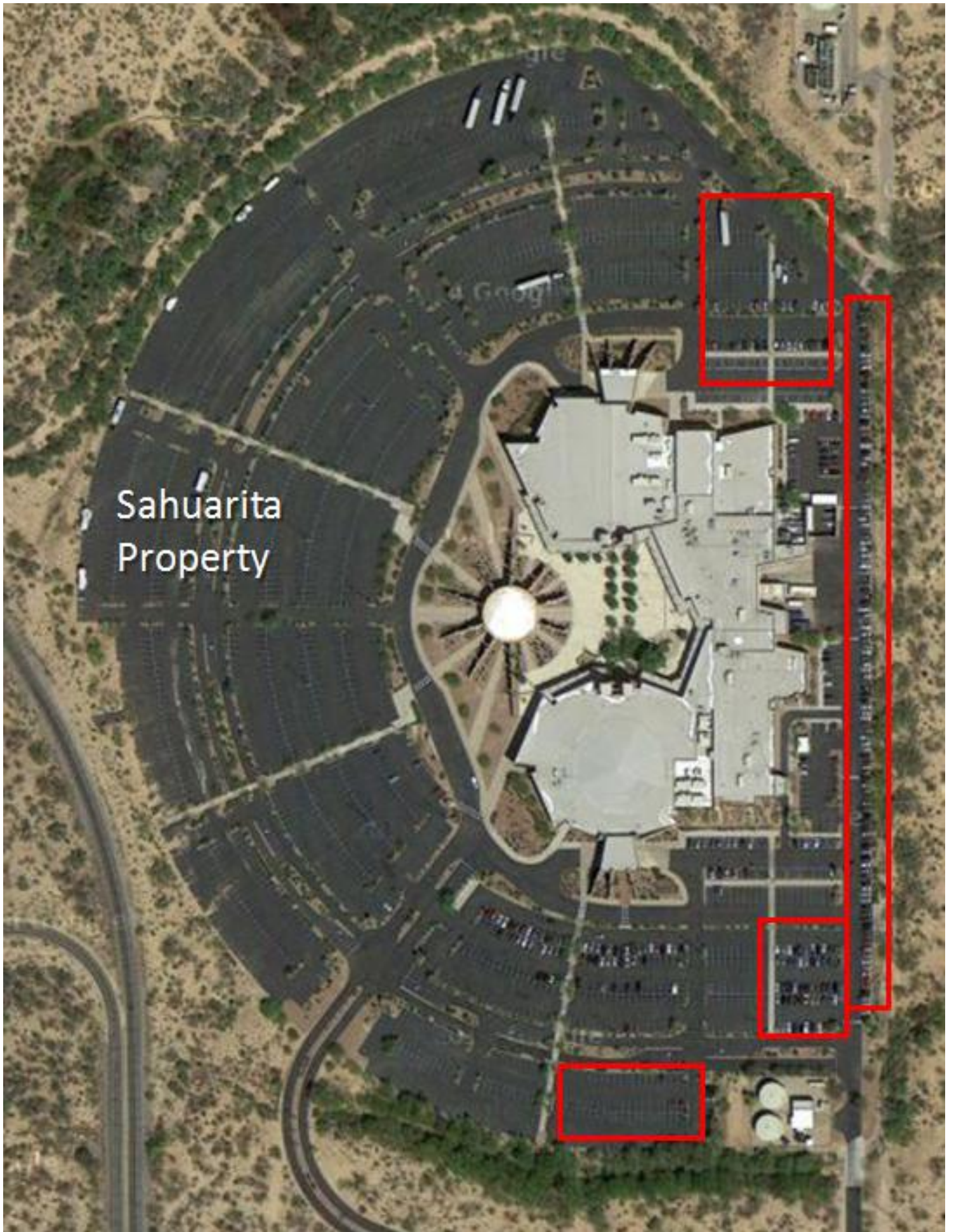
S Comobabi St

Tucson Property

Topawa Dr

Topawa Dr





Sahuarita  
Property





Human Resources



Main Casino



Team Member Parking



Guest Parking

 Team Members enter from W Glendale and N 95<sup>th</sup> Avenue