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INTRODUCTION



THE HUMAN FACTOR

“You can design and create and build the most wonderful place in the world. But it takes people to make the dream a reality.”

Walt Disney





GUEST-CENTRICITY

- Focus on Quality vs. Quantity
- Recruiting
- Onboarding
- Training
- Coaching/Development
- Employee Recognition
- Gratitude



WHO WE ARE!

2018-19 NBA COACH OF THE YEAR

Mike Budenholzer

2018-19 NBA EXECUTIVE OF THE YEAR

Jon Horst

2018-19 & 2019-20 NBA MVP

Giannis Antetokounmpo

2019-20 NBA DEFENSIVE PLAYER OF THE YEAR

Giannis Antetokounmpo

MOST WINS IN NBA REGULAR SEASON

2018-19 & 2019-20

2021 NBA ALL-STAR GAME MVP

Giannis Antetokounmpo

2020-21 NBA WORLD CHAMPIONS

2020-21 FINALS MVP

Giannis Antetokounmpo

NATIONAL BROADCASTING

20+ Nationally televised games every season on ABC, ESPN and TNT

3

**NBA TEAM MERCH
OVERALL**

Milwaukee Bucks

2

NBA JERSEYS SOLD
Giannis Antetokounmpo



STAGE 2.0 DEFINITION

SERVICE the action of helping or doing work for someone

CULTURE proper way to behave within the organization.

**CULTURE IS WHAT IS
ACCEPTED AND REPEATED!**





SERVICE

**Ensure each guest feels like a VIP
Very Individual Person**

TEAMWORK

**I will share my spirit with guests
and my teammates**

ATTITUDE

**Bring passion, energy, and innovation
to your work**

GREATNESS

**Commitment to creating the best
arena experience at every event**

EXTRA MILE

**I will always look for opportunities
to WOW guests**



ATTITUDE



EXTRA MILE



360-DEGREES GUEST-CENTRIC CULTURE

R RESPECT

A AND

V VALUE

E EVERYONE





“People will forget what you said, people will forget what you did,
but people will never forget how you made them feel.”

Maya Angelou





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THANK YOU!