

From the Boston Business Journal:

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## Encore Boston Harbor is down 200 employees amid 'rightsizing' efforts

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Just seven months into its operations in Everett, the Encore Boston Harbor gambling resort is already down by nearly 200 employees over the past few months, and 1,000 short of the original hiring goal it had touted.

A representative from the Wynn Resorts Ltd.-owned resort confirmed to the Business Journal this month that the resort now has 4,485 workers on staff, including both full- and part-time workers. That's down from the 4,674 workers employed by the resort as of mid-November, when a Wynn executive presented to the Massachusetts Gaming Commission about the resort. It's also a far cry from the 5,500 workers Wynn Resorts (Nasdaq: WYNN) said it needed to open the resort in June.

Rosie Salisbury, director of public relations for Encore Boston Harbor, told the Business Journal that "When we opened up this place, we needed 5,500 employees to do so. Now, we are making adjustments based on what are the actual business needs. We're constantly making adjustments and looking at every department." She did not respond questions as to whether the casino ever indeed hired the 5,500 workers it said it needed, or whether there were some positions that went unfilled.

"We are currently rightsizing our business as we continue to make adjustments to our organization based both on customer feedback and how best to meet our business needs," said Salisbury in a statement. "Should any employee become displaced, we do everything we can to provide alternate job opportunities for them within our organization."

She said that Encore Boston Harbor is still learning what its business needs are as a new business in the region.

Total employment numbers at the resort have been difficult to pin down. Encore has not said how many of the expected 5,500 jobs were filled at the time of the casino's opening, nor how many positions had been cut — or what types of positions those jobs were.

The current headcount is much closer to Wynn Resorts' original estimate that the resort would employ 4,382 employees, according to a report from the MGC. However, former Encore Boston Harbor President Robert DeSalvio in June confirmed some 4,800 "operations period workers" had been hired, with "approximately 1,000 remaining," or about 5,800 total workers, an MGC report shows.

An MGC representative said the commission doesn't get hiring figures other than those it receives from Encore in quarterly reports.

Beyond the reduction in workers from November through this month, Encore is now in the process of establishing automated beverage dispensers at the \$2.6 billion resort — which could replace some bartending positions, Encore executive Eric Kraus recently told the Boston Globe.

"Given the amount of related openings in other areas of the business, we cannot project the number of positions that will be impacted as a result of the automated beverage dispensers at this time," Salisbury said in a statement.

The resort is currently hiring for at least 74 positions, including a front office manager for the 671-room hotel, a casino service supervisor and a marketing and events manager for the food, beverage and spa operations at the resort.



IMAGE COURTESY OF ENCORE BOSTON HARBOR  
An exterior view of Encore Boston Harbor from the Mystic River by day.

