

Heather Plaza, Compliance Officer The Palace Poker Casino

My name is Heather Plaza and I am the youngest daughter of Catherine Aganon, an owner of the Palace Poker Casino. I have been married for 17 years. My husband and I have two beautiful sons, ages 11 and 13.

I was raised in Hayward, California and grew up knowing about The Palace Poker Casino from my grandmother, Katherine Bousson, and from my mother. I feel great pride knowing that I am a part of a successful business that my grandmother started so many years ago and that my mother has been so instrumental in. There was never any pressure or obligation placed on my siblings or me to join the family business, but we knew we would always be welcome if we ever had the desire. I am the newest member of our family to join the business.

After I graduated high school I left California to attend Arizona State University where I graduated with a Bachelor of Science Degree in Justice Studies. During college, I was selected for an internship at the Arizona Attorney General's Office. During my time at the Arizona Attorney General's Office I also obtained my paralegal certification and subsequently worked as a paralegal.

It was my pleasure to join my sister, Tami, and brother, Rich, in the family business and to assist my mother so that she can stop working so hard and enjoy life more.

My role in The Palace Poker Casino is the Compliance Officer. With my education and background I believe I am the right person to work closely with the City of Hayward and the State of California to ensure that we follow all of the rules and regulations and remain in compliance at all times.

Tami Box, Controller, Human Resources

The Palace Poker Casino

My name is Tami Box and I am the Controller and one of the two Human Resource Managers at the Palace Poker Casino. I have been with the palace Poker Casino since 2008.

I was raised in Hayward, California and graduated from Hayward High School. Prior to coming to work in the Family Business, I started a career in the Title and Escrow industry back in 1989. I was a Branch Manager and Asst. Vice President for Chicago Title Company in Brentwood, CA.

Catherine Aganon, my mother has always wanted her children to join the Family business but wanted us to do it when we were ready. Katherine Bousson, my grandmother has been the owner of this business since the 1960's. It wasn't always easy but she kept at it with the dreams of what it could become and what she could build for her family. She always wanted and hoped the legacy would live on through our family even after her demise.

Back in 2008, Chuck Blanchard, my Uncle died suddenly. At that time, he was handling the day to day operations along with my mother and Grandmother. Shortly after his death my Grandmother's health started to deteriorate. I knew then that this was the right time. I knew that my Grandmother and Mother needed someone that could not only handle this, but take over immediately. I made the decision to join the ranks in the family business with my Grandmother, Mother and Aunt.

My job duties are to handle the day to day operations of Accounts Payable and Receivable, and Co-Manage the Human Resources Department. I also file all Federal, State, and City Tax Payments and Assist my mother in all City and State Correspondence. I attend continuing educational seminars to keep all of my certifications current and up to date. I also attend Gaming Conventions each year to continue knowledge of all upcoming State Legislature Gaming Laws as well.

As a Business located in Hayward, we are proud to support our City by donating to The Hayward Police Department Events such as Toy Drives and Charity Poker Tournaments, The Hayward Education Foundation, The 100 Club of Alameda County and various events sponsored by our City Council.

I could not be any more dedicated to the future of this Business and its continued Success and am very excited for the opportunity to follow in my Grandmother and Mother's footsteps one day.

RICHARD BOX, ASSISTANT ASIAN GAMING DIRECTOR, KEY EMPLOYEE

My name is Richard Box, the son of Catherine Aganon. I am the Assistant Asian Gaming Director of the Palace Poker Casino along with being a Key Employee. I have been with the Palace Poker Casino since 2011.

Prior to coming to work in the family business, I was in the United States Army for 10 years. During my time in the military, I was deployed to Bosnia, Saudi Arabia, and two tours in Iraq. During those deployments I was faced with many challenges and led troops on Missions where I was responsible for upwards of over 100 men and women.

Between leaving the military and joining the family business, I went to school and earned an Associates degree in Auto Mechanics and also earned my ASE Master's Mechanic certification. I then worked as a lead mechanic for both Toyota and Cadillac and later as a civilian mechanic at Fort Lewis.

In 2011, I began working in the family business. My duties are to ensure the California games are run in accordance with State gaming laws and that we follow all rules and regulations pertaining to the permitted games. I manage the entire Casino floor as a Key Employee when needed. I am responsible for advertising and marketing, which includes looking for ways to increase business and continue to build Customer loyalty. I attend Seminars and Gaming Conventions annually to make sure I am updated on all State Legislation pertaining to all aspects of the gaming industry. My focus is to carry on the family legacy and continue to grow the business with the help of my two sisters in the best way possible.