

KENOTES

The Ohio Lottery newsletter for KENO
bars, taverns, restaurants and clubs



The Return
of Happy Hour





For Starters

Intralot terminal service issues

1-866-710-2462

Hotline

1-800-686-4208

General retailer services

Instant ticket ordering

Claims questions

Regional Sales Offices

Region 1: Cleveland regional office

216-774-5671

Region 2: Toledo regional office

1-800-589-6442

Region 3: Dayton regional office

1-800-589-6463

Region 4: Cincinnati regional office

1-800-589-9882

Region 5: Columbus regional office

1-800-589-6445

Region 6: Athens regional office

1-800-589-6466

Region 7: Akron-Canton regional office

1-800-589-6467

Region 8: Youngstown regional office

1-800-589-6468

Region 9: Lorain regional office

1-800-589-6469

Winning Numbers line

1-800-589-6446

Website

www.ohiolottery.com

Check out:

**Happy Hour KENO
Fridays and Saturdays
in November**

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**KENO Million Dollar
Club**
See the list of FY2015
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Compulsive gambling can be treated. If you or someone you know has a gambling problem, call the Problem Gambling Helpline at 1-800-589-9966.

Welcome to Kenotes

a publication for bars, taverns, restaurants and clubs selling the Ohio Lottery KENO game.

We've turned the corner with football, the season's changing colors and race to the end of the year – or so it seems. As your patrons come for a visit, let them know that the Ohio Lottery's popular *Keno* Happy Hour promotion returns on Fridays and Saturdays in November.

The Ohio Lottery has fun opportunities for customers throughout the season -- and then something new planned for early 2016. Check out the upcoming twist planned for *Keno*. We think you'll like it!

Our bars, taverns, restaurants and clubs do a great job selling Lottery games, and this month we salute our latest *Keno* Million Dollar Club members. These retailers reached \$1-million in *Keno* sales this past fiscal year. See what establishments made the list for central and southern Ohio. We'll return back in our next issue to recognize new *Keno* Million Dollar Club members from northern Ohio.

Our bars, taverns, restaurants and clubs are doing a good job with other games too, like EZPLAY® progressive and countdown games. Have fun with our EZPLAY® jackpots and all our games, sharing the excitement of playing and making your customers' experience a happy one.

Enjoy the season's best!

Keno Million Dollar Club member: Average Joe's Pub & Grill, Columbus.



That's Amanda, the Pub's bartender.





HERE'S
TO THE
WINTER WEEKEND
HAPPY HOUR
PROMOTION

Get one
FREE \$1 3-spot play
with every **\$5 KENO** single-ticket purchase

Every Friday and Saturday
Nov. 6 thru Nov. 28
from 5 to 7 p.m.



WINTER WEEKEND

HAPPY HOUR

P R O M O T I O N

Happy Hour KENO: Coming this Winter

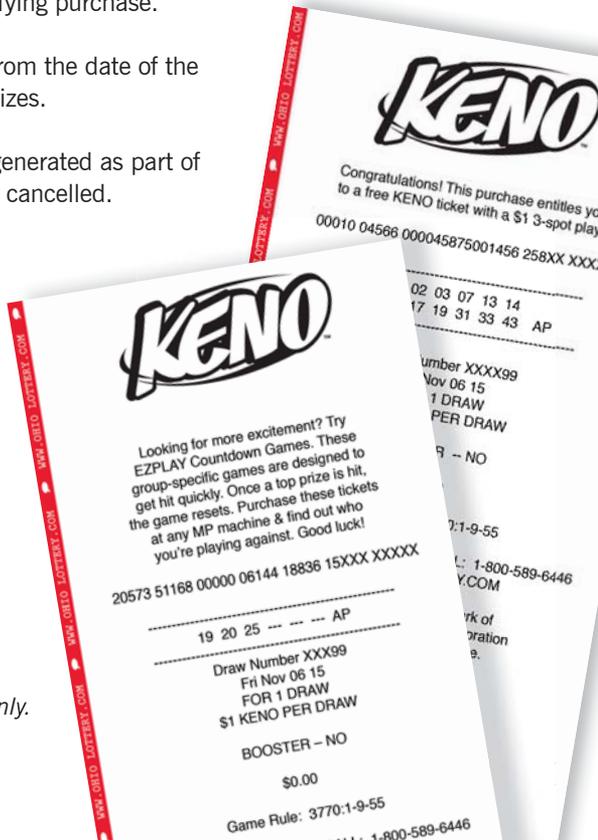
Mark your calendar! Happy Hour fun returns from 5 p.m. to 7 p.m. every Friday and Saturday in November. During the month, every \$5 worth of Keno purchased on a single ticket provides customers with extra Keno play. What's this month's special? A \$1 3-spot play for free. The free, auto pick ticket is automatically generated after the qualifying purchase.

Players have 180 days from the date of the drawing to claim their prizes.

Remember: All tickets generated as part of the promotion cannot be cancelled.

Free 3-spot play
→

For illustrative purposes only.



Retailer Spotlight: Evergreen Tavern, Ashland

Former pharmacy manager **Ben Steiner** wanted a new challenge and the chance to work for himself. So four-and-a-half years ago, Ben purchased Evergreen Tavern in Ashland. He runs the business with his wife **Krista** and a handful of employees. The business, which seats 40, has been in operation for more than 50 years.

Making Lottery games work

Ben calls *Keno* “our bread and butter” as the most popular Lottery game among regulars, who also occasionally try EZPLAY® Games. He says that Lottery is a “nice profit center,” considering the small amount of space needed to sell games.

“It’s something fun for them to do,” Ben says.

What’s unique about Evergreen Tavern?

The tavern has a drive thru too, where it sells beverages, food and Lottery. The tavern has a small, covered patio, and offers a limited menu of appetizers and a steak burger – a tavern staple.

Recent Lottery initiative

Ben says that he felt his business, located between a golf course and a nursing home, faded a bit into the background with people passing by. So, when his sales representative **Jenny Madison** suggested Evergreen Tavern take advantage of some updated Lottery branding for the exterior of his building, he was all for it.

“It kind of helps us stand out,” says Ben. “Brightens it up.”



Sales representative
Anne Hardin talks
with Ben about the
latest happenings at
Evergreen Tavern.

Ben Steiner enjoys the new Lottery look on several Evergreen Tavern windows.



Business philosophy

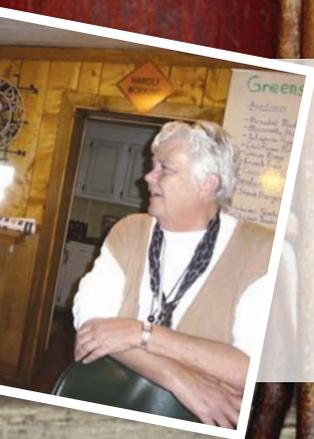
When customers are ready to play Keno, Ben and his staff are ready too, and help people who want to know how to play.

“We make sure to ask how much they want to play, how much they want to spend and walk them through the process,” he says.

“We keep consistent hours, products and services,” says Ben. “We just like to keep steady growth Lottery wise.”

Advice

Ben knows the importance of cashing winning tickets. He suggests retailers use the Lottery's cash advance opportunity when it's needed.



Requesting a cash advance:

A retailer can receive a cash advance if the store's cashes exceed sales by \$1,000 or more on the week-to-date report. Notify your regional office before 10 a.m. to get the cash advance credited to your account the same day.

The FY15 Class of the KENO Million Dollar Club

This year, 185 retailers reached the \$1-million mark in *Keno* sales since joining the Ohio Lottery. This month, we're recognizing the bars, taverns, restaurants and clubs in central and southern Ohio that reached that landmark. We'll recognize retailers in the rest of the state in an upcoming issue. Congratulations all!

Athens Region, Southeast Ohio

Norwood Tavern, Marietta
Shade on State Street, Athens
The End Zone Pizzeria, Ironton
VFW Post #5108, Marietta

Cincinnati Region, Southwest Ohio

52 Bar, Cincinnati
Alley 21, Hillsboro
Al's Bar & Restaurant, Cincinnati
Angilo's Pizza, Cincinnati
Babe's Café, Cincinnati
Bargo's Grill & Tap, Cincinnati
Back Porch Saloon, Hamilton
Bill's Open Door Café, Middletown
Bramble Patch, Cincinnati
Bucketheads, Cincinnati
By Golly's, Milford
Champions Grille, Cincinnati
Cruise Inn, Cincinnati
Eli's Sports Bar and Grill, Fairfield
Eli's Sports Bar and Grill, Hamilton
Fraternal Order of Orioles #193, Middletown
Fricker's Mason #128, Cincinnati
Greenies, Milford
Hamilton Lodge #36, Hamilton
Holy Grail Tavern & Grille, Cincinnati
J Taps Sports Bar, Cincinnati



(Left to right) Mary and Roger Eddy, owners of Norwood Tavern, Marietta.

James' Third Base, Mason
Johnny Whisky's, Cincinnati
JW's Sports Café, Cincinnati
Linnie's Pub, Cincinnati
Lu Lu's Tap Room, Cincinnati
Maloney's Pub, Cincinnati
McCauly's, Sharonville
Montgomery Towne Tavern, Cincinnati
Northwest Lanes, Fairfield
Ole Roadhouse, Cincinnati
Pike Bar & Grill, Cincinnati
Rick's Tavern & Grille, Fairfield
Skins Place, Cincinnati
Sneaky Pete's, Fairfield
Silver Spring House, Cincinnati
Simon Says, Cincinnati
Sydni's Saloon, Cincinnati
Symme's Tavern, Fairfield
The Main Entrance, Cincinnati
Wildwood Pub, Fairfield
Willie's Sports Café, Cincinnati

Paul, manager of Sugar Mellon Club, Fairborn.



Columbus Region, Central Ohio

8 Ball Sports Bar & Billiards, Columbus
Average Joe's Pub & Grill, Columbus
BPOE Lodge 77, Circleville
Buffalo Wings & Rings, Columbus
Candle Stick Lounge, Grove City
CJ O'Malley's Irish Pub, Pataskala
Classics Sports Bar Westerville, Westerville
Coaches Bar & Grill, Columbus
DJ Corner Pub, Columbus
Donerick's Pub, Columbus
Donerick's Pub & Grill, Grove City
Donerick's Pub House, Columbus
Eagle Sticks Golf Club, Zanesville
Heritage Lounge, Reynoldsburg
Keystone Pub & Patio, Columbus
Leghorns, Heath
Lovell's Tavern, Obetz
Pastimes Pub & Grill, Worthington
Peddler Lounge, Grove City
PJ's Pub, Powell
Roosters German Village, Columbus
Roosters Lancaster, Lancaster
Roosters Marysville, Marysville
Run of the Mill Tavern, Hilliard

Dayton Region, West Central Ohio

47 Bar & Grill, Port Jefferson
Airway Billiards Bar & Grill, Dayton
Clancy's Tavern, Dayton
Dawg Pound Lounge, Sidney
Down the Pike, W Carrollton
Romer's, Bellbrook
Sparky's Lounge, W Carrollton



(Left to right) 47 Bar & Grill, Port Jefferson. Owner Kim Pflum and employee, Tammy.

Sloopy's Pub (the place to be), Columbus
The Filling Station Bar & Grill, Powell
The Jug Grille and Patio, Delaware
The Pub in Gahanna, Gahanna
Thirsty Turtle, Reynoldsburg
Timberview Golf Club, Marysville
TK's Sports Club, Columbus
Yogi's Bar & Grill, Hard Rd, Dublin
Yogi's Bar & Grill, Karric Square, Dublin



Jill (left) and Lynnsey, Coaches Bar & Grill, Columbus.



(Left to right) Jessica, Rachele, Holly (GM), Lairee and Sharron of Roosters Marysville.

Big Winners!

March-August 2015 *KENO winners of \$6,000 and up*

3/2/15	\$10,025	David Price, Aurora	Doogan's of Aurora, Aurora
3/8/15	\$10,002	Prince Jackson, Cincinnati	Bargos Grill & Tap, Cincinnati
3/10/15	\$10,000	Billy Gibson, E Cleveland	The Room Lounge, East Cleveland
3/10/15	\$20,002	Bryan Sakach, Avon Lake	Bootlegger's Bar & Grille, Columbia Station
3/11/15	\$7,200	Steven Brantmeier, Austintown	The Pink Elephant Lounge, Youngstown
3/20/15	\$10,004	Jessica Price, N Ridgeville	Aces Grille, North Ridgeville
3/26/15	\$6,150	Jennifer Gantous, Middleburg Hts	Tony K's Bar & Grille, Berea
3/27/15	\$8,210	Dave Pardi, Columbus	Coaches Bar & Grill, Columbus
3/27/15	\$20,500	Jayne Gates, Carroll; Chad Little, Canal Winchester; James Johnson Jr, Carroll; Richard Cattran, Carroll; Ernest Ankrom, Carroll	Harrison On Kenny, Columbus
3/30/15	\$10,000	Brett Verbeck, Columbus	Georgie's Girls, Akron
4/4/15	\$8,044	Phillip Schumacher, Sagamore Hills	The Basement At Sagamore Hills, Sagamore Hills
4/4/15	\$8,200	Erice Saupe, Lewis Center; Jacob Gould, Westerville	Caribbean Jerks, Lewis Center
4/7/15	\$10,250	Rose Flichia, Columbus	Coaches Bar & Grill, Columbus
4/10/15	\$10,000	Jeff Ostermeyer, Hilliard	Lucky's Grille & Billiards, Hilliard
4/11/15	\$10,000	Barbara Harper, Seven Hills	Copper Penny Lounge, Parma Station Lounge, Belpre
4/17/15	\$8,272	Barbara Skinner, Belpre	Maple Grove Inn, Maple Heights
4/18/15	\$6,150	Howard Weist, Bedford	Wing Warehouse, Norton
4/22/15	\$6,000	Bernard Paridon, Norton	Mean Jeans, Columbus
4/22/15	\$6,000	Michael Dickman, Hilliard	S&G #36, Millbury
4/28/15	\$10,021	Mary Susan Kurfess, Bowling Green	Station House 319, Akron
5/8/15	\$10,000	Thomas Fox, Akron	Cue Stick Cafe, Marysville
5/13/15	\$10,012	Hope Burger, Irwin	UA Pub, Columbus
6/12/15	\$8,200	Jason Eisenhauer, Columbus	Brew-Stirs, West Worthington
6/19/15	\$6,007	Robert Spangler, Columbus	The Lazy Chameleon, Powell
6/19/15	\$10,000	Gary Ramsey, Powell	Larry's Food Mart, Cincinnati
7/8/15	\$11,000	Darrel Waterman, Cincinnati	Tobacco Outlet #3, Columbus
7/13/15	\$10,250	Subrena Cahill, Columbus	Stoney Hills Station, Copley
7/16/15	\$10,046	Shaon Shafer, Medina	Knuckleheads Bar & Grille, Cleveland
8/5/15	\$12,306	Marian Urvay, Garfield Hts; Julietta Jones, Parma Hts; Brenda Billingslea, Cleveland; Alex Kosiewicz, Seven Hills; Jeanette Bednarski Cimperman, Middleburg Hts; Keith Kosiewicz, Independence	
8/6/15	\$8,208	Donald Johnson Jr, Westlake	Loco Leprechaun, Westlake
8/7/15	\$16,000	Derrick Bailey, Columbus	VIP Lounge, Pickerington
8/22/15	\$8,028	Robert Fitzsimmons, Powell	Chubby's, Columbus
8/24/15	\$6,150	Barbara Williams, Findlay	Grumpy Troll Tavern, Columbus
8/26/15	\$10,000	Marilyn Funk, Marshallville	Tail Gators Sports Pub & Grille, Wadsworth





Taking Care of Business: How to print a pending ticket

When customers seek your help for a ticket purchase that doesn't print from your MP vending machine, there's a good chance you have a "pending ticket."

Pending ticket issues are most common with MP vending machines.

It usually starts with a "terminal disabled" message on the MP screen.

Reference and equipment guides available

Lottery equipment guides and references can be found under the "Retailer Resources" tab in the retailer section of the Ohio Lottery website: www.ohiolottery.com/retailers

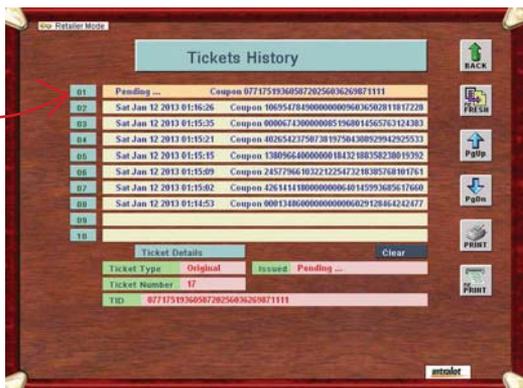
- Flip to the login screen on your MP machine.
- Sign in as a retail manager and you'll be taken to the Retail Manager Main Menu.
- Press "History" and then "Ticket History." Look for the pending transaction line. Press that line to highlight and press "Reprint" to retrieve your customer's ticket.

Michael won \$32,008 playing Going Pro at the Wild Wings in Oak Harbor.

Sally won \$13,539 playing Rock'n 777s at VFW Post #3747 in Canton.



Note pending ticket line.



It's Progressive

A new add-on game for Keno players turns the **9-spot play into a progressive jackpot**. The Ohio Lottery plans to join Georgia, Maryland and Michigan to offer progressive Keno jackpots starting at \$25,000.

Learn more in the **2016 Winter/Spring Kenotes**.



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Total copies printed: 8,400 Unit Cost: \$0.381 Publication Date: 10/15