

**Robinson & Associates Announces Client Service Manager  
For Implementation of Advocate Development System**

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Robinson & Associates, Inc., a global customer service consulting firm to the gaming industry, has announced the appointment of Jennifer Privitera as manager of client service.

Privitera is responsible for implementation of the company's new Advocate Development System (ADS) and also is the liaison with clients that sign up for the program. She starts Jan. 2, 2006.

Robinson & Associates implements ADS in combination with the methodology of its Advocate Index™ and best business practices to help casinos create guest advocates and chart a course for growth and profitability. Advocate Index is a number that indicates the extent to which properties have guests who are willing to be advocates.

Privitera brings more than 15 years of experience in business administration and customer service to her position with the company. She worked for Robinson & Associates previously as operations manager and has returned after completing a master's degree in business administration and human resources management from Keller Graduate School of Management, a division of DeVry University in Phoenix. She also

has a bachelor's degree in psychology from Arizona State University. Privitera is a Phoenix resident.

“Jennifer’s strong educational background in human resources and business management and her direct experience in business administration and customer service will be valuable assets for our company,” says Martin R. Baird, chief executive officer of Robinson & Associates. “We are delighted to have her on our management team.”

Located in Annapolis, Maryland, Robinson & Associates may be reached by phone at 480-991-6420, by e-mail at mbaird@casinocustomerservice.com or via its Web sites at [www.affiliateindex.com](http://www.affiliateindex.com) and [www.casinocustomerservice.com](http://www.casinocustomerservice.com). Robinson & Associates is a member of the Casino Management Association and an associate member of the National Indian Gaming Association.

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