

Beauty propels us.





DELILAH AT WYNN LAS VEGAS

The Cultivation of Luxury.



Our brand has become synonymous with a unique and elevated level of guest experiences offered in the most luxurious of settings. Resorts where comfort is paramount, and restaurants are as stimulating to the eye as to the palate. Places where no detail is considered too small, and no guest request is regarded as too grand.

Yet the foundation of our business is not the fine linens, the unique entertainment or the crystal chandeliers.

The foundation of our business is our people, plain and simple.

Our people are capable of making you feel the most welcome, the most comfortable, the most appreciated you have ever felt. It is the bedrock of our belief system: Only people can make people happy.

How? Why? That is what this book is about. It is about the shared core values that each and every member of the Wynn Resorts team embodies. It is about what makes each employee recognize they are an owner of this enterprise and act accordingly.

This book is not about a company. It is about a collection of people joined by a common purpose.

Craig Billings
CEO Wynn Resorts, Ltd.



The ascendancy
of our *success*.

Artistry

Progressive

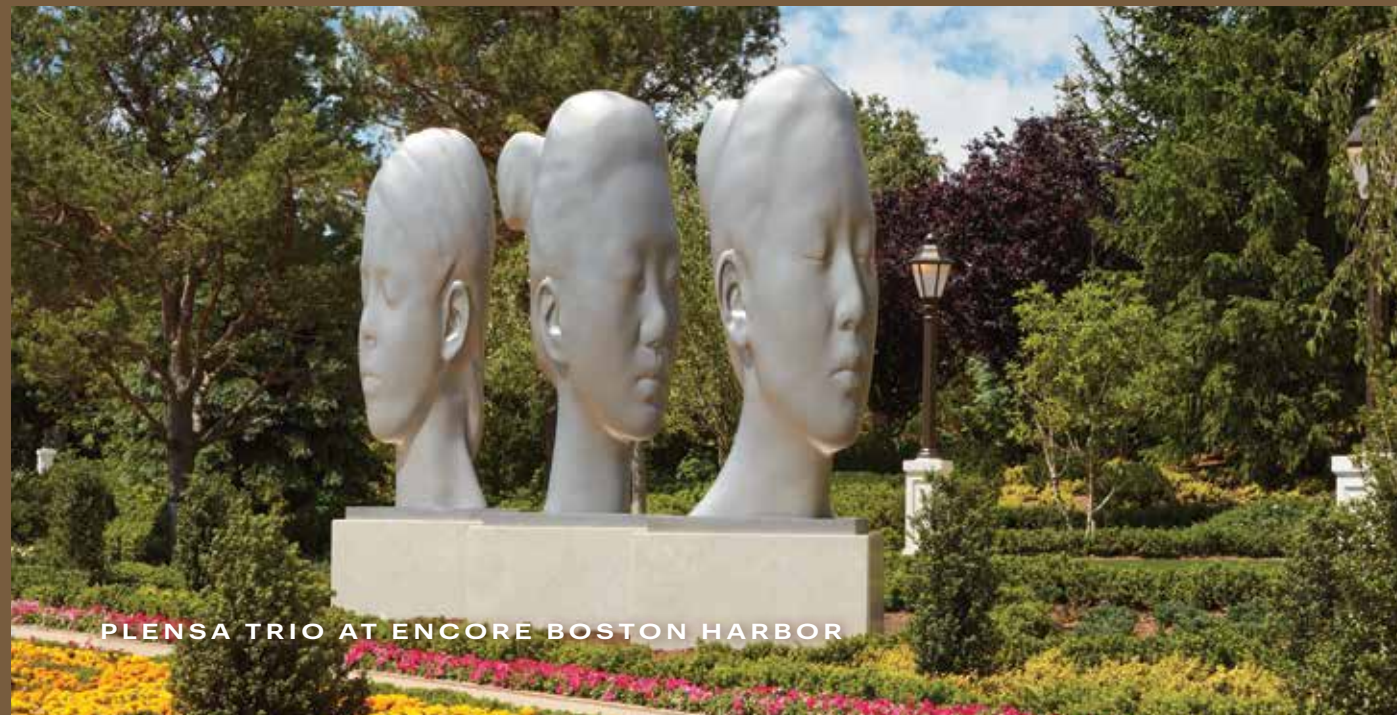
Service-Driven

Excellence

Curating *artistry*
is one of our guiding principles.



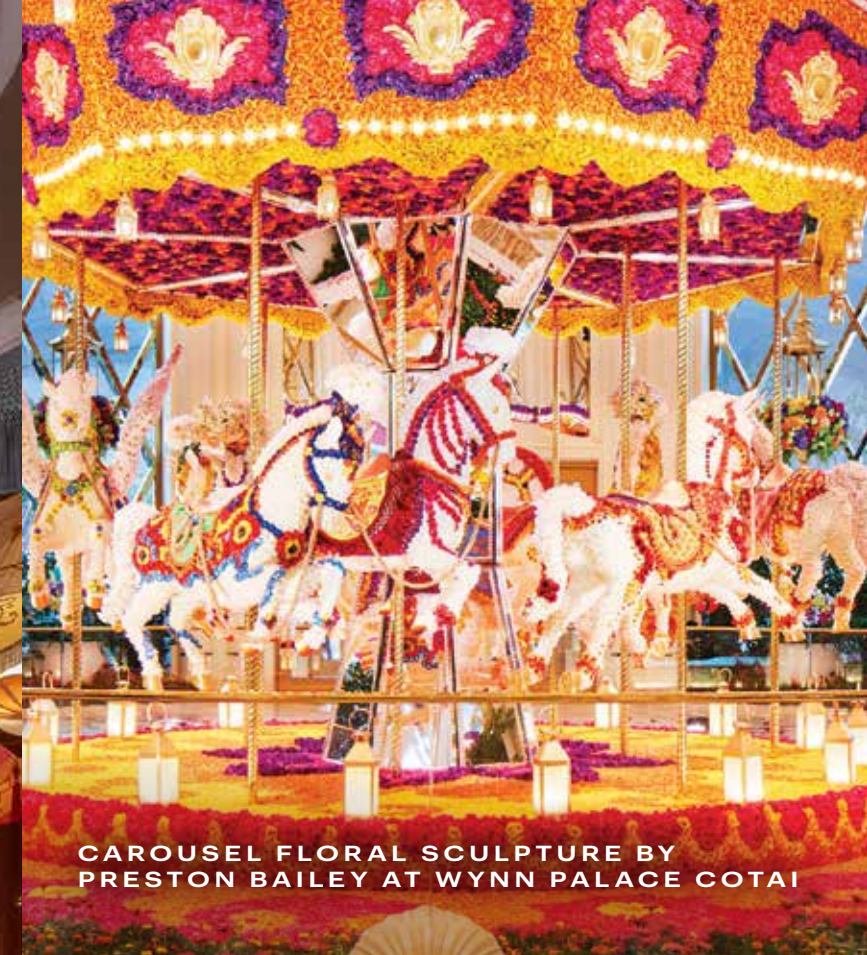
6 THE SPA AT ENCORE LAS VEGAS



PLENSA TRIO AT ENCORE BOSTON HARBOR



OVERLOOK LOUNGE AT WYNN LAS VEGAS



CAROUSEL FLORAL SCULPTURE BY
PRESTON BAILEY AT WYNN PALACE COTAI

Ours is a curated collection of guest experiences that prize artistry and champion craftsmanship, while also celebrating the inherent connection between employee and guest, company and community. This commitment has resulted in Wynn Resorts being recognized by Forbes Travel Guide as the highest-rated independent hotel company in the world since 2013.



Wynn

Encore

Innovation is what
we bring to create
world-class destinations.

A location does not make a destination; rather, a world-class attraction creates the destination. Our progressive mindset enables us to continue evolving what it means to be a world-class destination. From forward-thinking architectural design to elevated amenities, we strive to outdo ourselves with each new resort we envision.

Our legendary service is based upon a simple truth:
Only people make people happy.

Across every Wynn destination, we create a culture of respect, gratitude and personal responsibility to ensure that all guests enjoy an unforgettable service experience. Service is an art, one we practice with the same meticulous attention to detail that characterizes every facet of our resorts.





Forbes

Excellence is its own reward,
but we appreciate the recognition.

Since 2013, Wynn has earned more *Forbes Travel Guide* Five-Star Awards than any other independent hotel company in the world.



Wynn Las Vegas
Encore Las Vegas
Wynn Tower Suites
Encore Tower Suites
The Spa at Wynn
The Spa at Encore
Wing Lei



Wynn Macau
Encore Macau
The Spa at Wynn
The Spa at Encore
Golden Flower
Mizumi
Ristorante il Teatro
Wing Lei



Wynn Palace
The Spa at Wynn Palace
Sushi Mizumi
Mizumi
Wing Lei Palace
Sichuan Moon
SW Steakhouse



Encore Boston Harbor
The Spa at Encore



Our commitment to service
is exemplified in our
behavior and actions.

- Care about everyone and everything.

- Treat everyone with respect and dignity.

- Take personal responsibility for every detail.

- Approach everything we do as if it's a work of art.

- Create unforgettable experiences.

- Always strive to be better.

Care about *everyone...*

One of our core beliefs is the importance of creating connections and supportive partnerships with the communities in which we work and live. Annually, our teams volunteer more than 37,000 hours to organizations around the world.



...and *everything*.

We are dedicated to developing and implementing sustainable practices throughout our global resorts. We've made substantial investments in solar energy solutions: 100% of the convention and exhibition space at Wynn Las Vegas is powered by solar energy. We have also pioneered battery storage technology and spent more than \$68 million in an environmental clean-up of the Encore Boston Harbor site. Taking care of our planet and our communities is as important as taking care of our guests.



Treat everyone *with dignity.*

With nearly 27,000 employees worldwide, we employ more people per guest than our peers. That's because our commitment to five-star service requires ample staff to meet the needs of our discerning guests —and we are committed to each and every one of those team members. We lead the industry in employee retention because we create opportunities for advancement through extensive educational programs that facilitate career growth.

For example, in our resort in Macau, we created four avenues for success: Executive Development Program, Leadership Effectiveness Program, Gaming Advancement Program, and Career Advancement Program. We are proud to be the employer of choice in each of our markets.





Take *responsibility.*

The Wynn culture is built on the idea of compassion, fair treatment, equal pay and valuing cultural differences. We care about our guests, our resorts and each other. Our actions define who we are as an organization, and as a team united in providing the very best in hospitality and service.

We hold ourselves to the *highest* standards.

Our commitment to excellence is revealed in everything we do.

Under the leadership of CEO Craig Billings, our focus on
financial integrity, regulatory compliance and a fair and fulfilling
workplace is second to none.



Approach everything we do as if it's *a work of art.*

The development and design of every Wynn resort is wholly meticulous in approach and execution. We thoughtfully consider all details so that the entirety of the Wynn experience leaves guests feeling important, cared for and thoroughly wowed.

Our reputation is built on this core philosophy.



WING LEI AT WYNN LAS VEGAS



WYNN PALACE COTAI



WYNN MACAU ROTUNDA



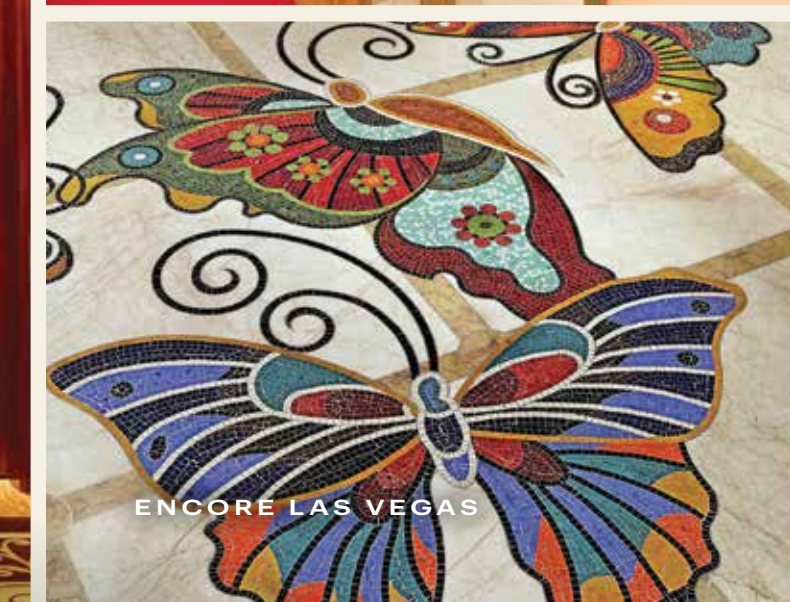
WING LEI ART AT WYNN PALACE



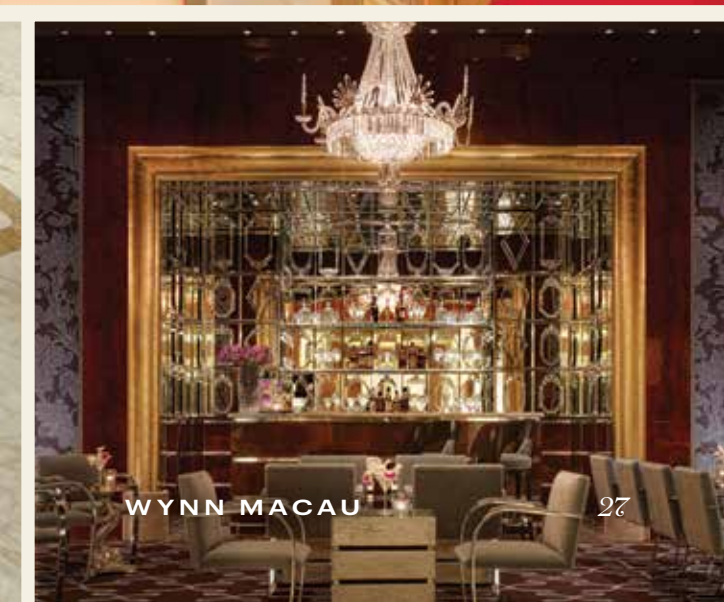
WYNN LAS VEGAS



WYNN MACAU



ENCORE LAS VEGAS



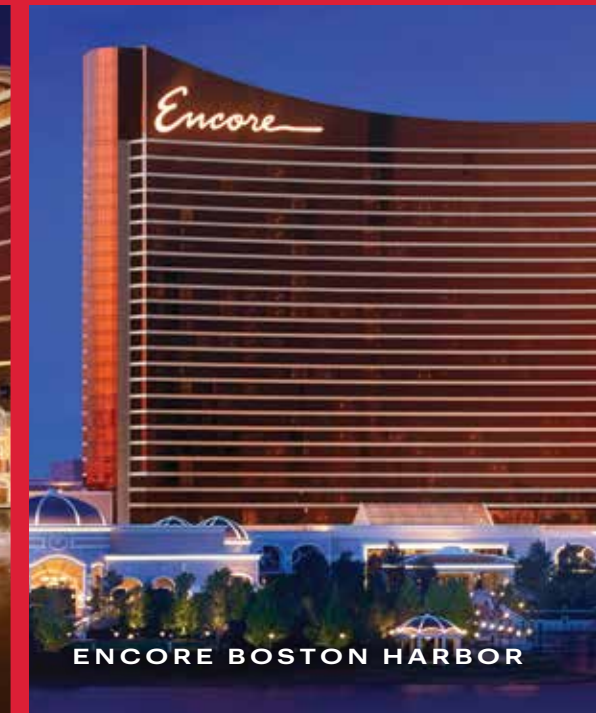
WYNN MACAU

27



Create *unforgettable experiences.*

For us, the guest experience is everything. For team Wynn, creating guest experiences is not just our pleasure, it is our life's work. We pursue excellence, and we pursue it everywhere.



When it opened, Wynn Las Vegas achieved a level of guest experience that surpassed all others. It continues to set the tone for *beauty, elegance and service* on The Strip.



Wynn Las Vegas

There's nothing in the world like Las Vegas—and there's absolutely nothing in Las Vegas like Wynn.





Wynn Las Vegas continues to set the industry's gold standard for hospitality and elegance, offering an elevated level of excellence, service and ambiance on The Strip that's simply unparalleled. From custom-designed Wynn Dream Beds in spacious, sumptuously appointed rooms and suites to upscale dining choices that include exceptional seafood at Lakeside or the glamorous dinner-and-a-show vibe of Delilah, a stay at Wynn is always nothing less than sublime.



TOWER SUITE KING AT WYNN LAS VEGAS



SALON SUITE AT WYNN LAS VEGAS



DELILAH AT WYNN LAS VEGAS



Create your world *in ours.*

We host gatherings of *every* kind.

Elegantly appointed spaces accommodate large conventions as well as intimate think-tank sessions. A dedicated meetings concierge realizes your vision. State-of-the-art technology facilitates communication, while expansive terraces allow nature to inspire infinite ideas. Pillar-free ballrooms and meeting spaces are powered by 100% renewable energy. Our system of effortless event planning for guests, combined with beauty that ignites the imagination, is why Wynn is one of the most desirable meetings destinations in the world.

Wynn
LAS VEGAS

Simply put,
entertainment should
always *amaze*.

At Wynn Las Vegas, the performance space is as compelling as what appears onstage, including the Lake of Dreams, the headliners in the intimate Encore Theater, or the biggest DJs in the world at XS, the most successful and longest-running nightclub in Las Vegas.



One of the most acclaimed destinations in the world, Wynn Macau spared no expense in creating a *magical place* where guests could bask in artistry and impeccable service.



Here, *service* knows no bounds.







SUITE AT WYNN MACAU



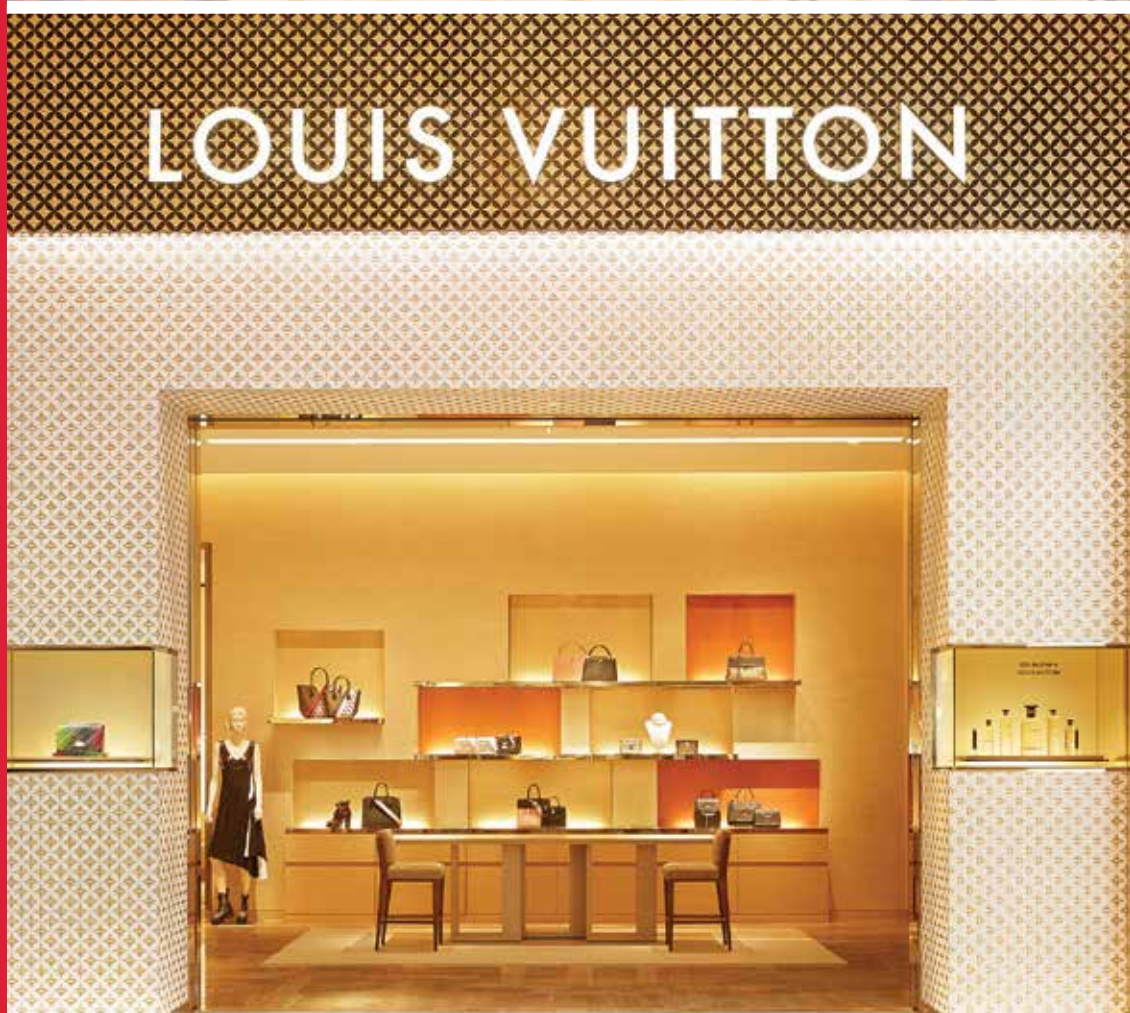
WING LEI MAIN DINING ROOM

Macau's first real integrated resort, Wynn Macau raised the benchmark for guest experience in the city. The resort's successful blend of vibrancy and grandeur, anticipatory service and splendid amenities has resulted in eight *Forbes Travel Guide Five-Star Awards*, a first for any destination in the world. Exclusive to Wynn Macau is its signature public entertainment, including the Tree of Prosperity, the Dragon of Fortune and the Performance Lake, which amaze guests as they stroll the resort.



Name-dropping is *encouraged*.

Integral to every Wynn resort destination is an enviable shopping offering. Wynn Macau is no different. Thirty of the world's most celebrated brands line the resort's 59,000-sq.ft shopping esplanade.



With every new resort, Wynn sets a *higher standard* for hospitality. Wynn Palace might be our crowning achievement thus far.



Magnificence *inspired*
by nature's beauty.





Imagine soaring into the air over dancing fountains, then setting down gently amid a beautiful garden. That's one of the experiences to be enjoyed upon arrival at Wynn Palace Cotai. Inside, antiques and tapestries lend a royal ambiance, while floor-to-ceiling windows in the standard Palace Rooms offer a pristine view of the Cotai skyline. Wynn Palace is a study in elegance, and has earned a coveted seven illustrious Forbes Travel Guide Five-Star Awards for its hotel, spa and restaurants.



POOL AT WYNN PALACE COTAI



BUCCLEUCH VASES AT WYNN PALACE COTAI



THE SPA AT WYNN PALACE COTAI

A celebration of culinary arts.

Sumptuous dishes accompanied by sublime décor characterize our fine dining venues—five of which have earned Five Stars from *Forbes Travel Guide*. Our casual eateries are similarly indulgent, offering guests a choice of relaxed atmospheres or gourmet on the go.



Boston offered Wynn Resorts the opportunity to
create the first resort in America to be *fully*
integrated into the fabric of a major city.



On historic Boston Harbor,
a new era of *excellence* begins.

Encore[®]
BOSTON HARBOR





60 FERRIS WHEEL AT ENCORE BOSTON HARBOR



ENCORE BOSTON HARBOR WATER TAXI



RARE STEAKHOUSE



CHEESE MEET WINE

Wynn's signature design and exceptional level of service extend to Encore Boston Harbor, establishing a new era in an historic city which Wynn Resort's legendary quality is now combined with the rich history, culture and natural beauty of Boston, Massachusetts. The 27-story tower showcases 671 thoughtfully appointed rooms and suites, all surrounded by world-class amenities.

Encore
BOSTON HARBOR

Beyond our
exceptional
interiors.



Wynn Resorts incorporates the character of each of its locations into its offerings, rendering every resort unique in experience and style. At Encore Boston Harbor, the all-season Encore Harborwalk is open day and night, providing a breathtaking waterfront park for residents and guests to enjoy. Links to existing paths around Boston Harbor have also opened a stretch of shoreline to the public for the first time in more than a century. Stroll the manicured lawns and take in the splendid gardens, plants and sculptures by acclaimed artist Jaume Plensa.



Accolades speak of *unrivaled* success.

Our fundamental belief that service itself is an art has yielded an impressive result: Wynn Resorts is the highest-ranked hotel company in the world, outranking each and every other hotel brand.

Fortune Magazine World's Most Admired Companies list

Condé Nast Traveler Gold List Winner

Condé Nast Traveler Reader's Choice Award

U.S. News & World Report Top 10: Best Hotels in the USA

Certified Company Great Place to Work

Forbes Magazine America's Best Employers list

Travel + Leisure's Global Vision Awards for sustainable and responsible travel

Fortune Magazine Modern Board 25 list of the 25 most innovative boards of directors in the S&P 500

Forbes Magazine's Best Employers for Diversity list

