

**Testimony Against**  
**HB0017—Internet Gaming -Authorization and Implementation**

Before The Ways and Means Committee  
of The Maryland House of Delegates  
Monday, February 10, 2025

Submitted by  
Heidi Zimmermann, Banquet Server, and Bartender  
at the Horseshoe Casino Baltimore

Good morning, Chairwoman Atterbeary, Vice Chair Wilkens and members of the House Ways and Means Committee.

My name is Heidi Zimmerman. I work at Horseshoe Baltimore Casino as a banquet server and Brew Brothers bartender.

I have worked in the hospitality industry for 17 years in a wide variety of venues. I joined the team at the Horseshoe Baltimore in 2015. Before the Covid19 Pandemic we had a busy banquet schedule at the Casino. Myself and the other banquet servers earned an hourly wage plus guaranteed gratuity thanks to our Union contract.

You don't have a regular schedule with Banquet work, it is completely driven by events. This was fine for me. My kids were grown, and I liked the variety and enjoyed working with all of the different customers. When banquet business was slow, I picked up bartender shifts at the public bars in the Casino.

When my co-workers and I came back after the Pandemic shut down, we did not have the same banquet business. I started working more bartender shifts.

As a tipped worker in a casino, the money I make is mostly in tips. 80% or more of my income comes from the tips paid to me by the customers. Some shifts I make more than other shifts depending on the number of people who come in.

This is also true for the thousands of other tipped workers in Maryland's Casinos. Slot attendants, Dealers, Cage Cashiers, all of the food and beverage servers.

The math is easy. There is no disagreement that iGaming will cause a reduction in foot traffic at the Casinos. Less customers means less people to serve, which equals less tips, which means less income for Casino workers and less jobs for Maryland. It is important that you realize that for each of the thousands of Maryland Casino jobs, there is a family that depends on that person to pay rent, put food on the table, buy school supplies, clothing and shoes.

Our Banquet business is really just recovering from the Pandemic. I speak for all of my co-workers when I say please do not take another bite out of our customer base by legalizing iGaming in Maryland. Give HB17 an Unfavorable reading.

Thank you.