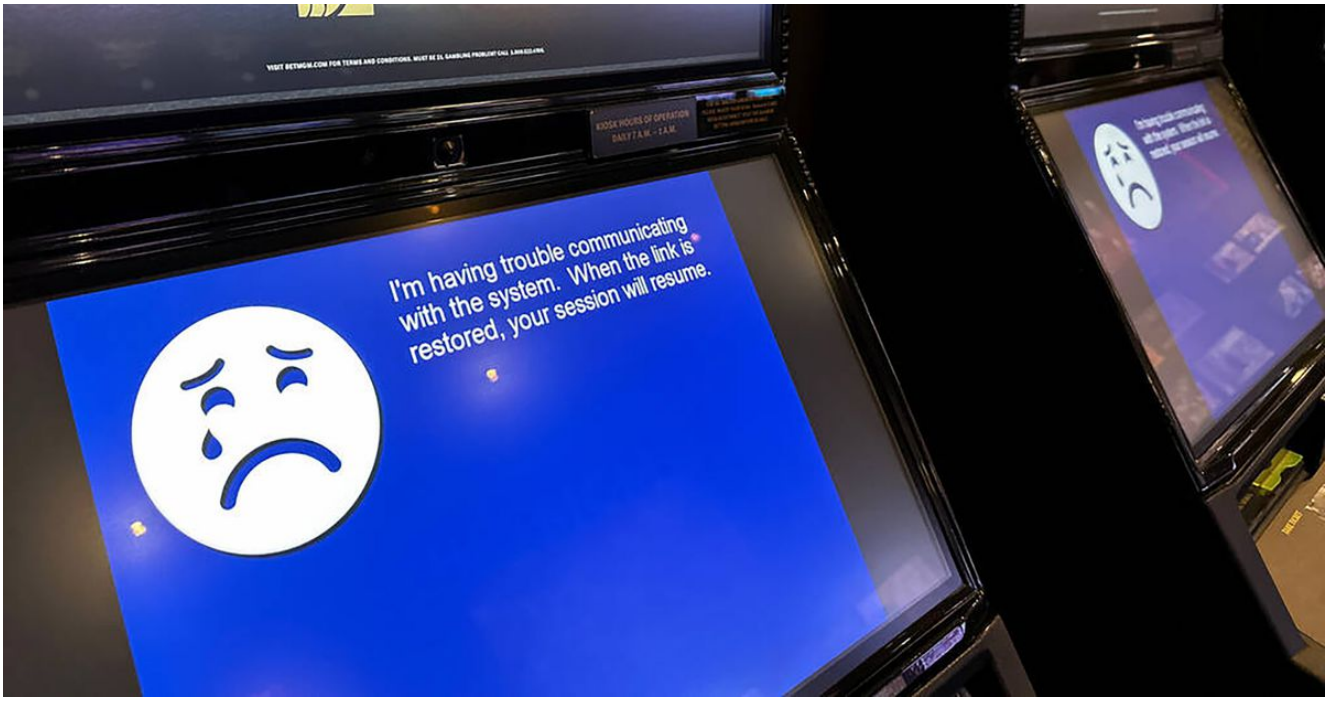
MGM Resorts are operating ‘normally’ after hacks, sort of



“We are pleased that all our hotels and casinos are operating normally,” the MGM Resorts statement read. “Our amazing employees are ready to help guests with any intermittent issues. We thank you for your patience and look forward to welcoming you soon.”

Very cool! I tooled over to the website to see if I could, hypothetically, book a room. Here’s what I got:

There is a fine art to crisis communications — and a reason why people who are good at it get paid a lot of money. Looking carefully at MGM Resorts’ statement, the company doesn’t say anything about its *website* being normal — just the hotels and casinos themselves, like the physical buildings. One might *infer* that such a statement means that everything is back to normal, but the statement carefully does not say that! A clearer statement might have also included what remained down.

“MGM Resorts properties in Las Vegas and throughout the country are back to normal operations,” MGM Resorts spokesman Brian Ahern said to *AP*. In that statement, do notice the use of the word *properties.*

https://www.theverge.com/2023/9/21/23883920/mgm-resorts-hack-recovery-hotels