

# Casino Management

Program Code 101097

## Associate Degree - Two Years

## Native American Gaming-Casino Management

Offered at the Green Bay campus. For information: (920) 498-5444

Toll-free: (800) 422-NWTC, ext. 5444.

[Visit the Casino Management web site](#)

### Program Description

The Casino Management program prepares students to operate and manage the dynamics of the gaming industry including direct customer interaction, regulatory compliance, and security/surveillance/maintenance aspects of both electronic and table games. Specific applications of the ethical, psychological and socio-cultural impacts associated with gaming as a form of recreation and entertainment will be analyzed.

### Program Outcomes

- Communicate effectively in written and verbal forms.
- Value diversity in the workplace.
- Perform mathematical calculations for business applications.
- Apply management processes and techniques to the gaming industry, including: planning, organizing, staffing, budgeting, controlling and evaluation.
- Integrate responsibility, accountability, and authority in human resource issues.
- Analyze current business practices/issues and their application to gaming industry.
- Demonstrate positive workplace attributes for personal/career success.
- Understand the historical base and contemporary issues in tribal/gaming laws.
- Ensure gaming regulations are adhered to, followed, and reported.
- Apply legal and ethical principles to personal and professional behaviors.

### Requirements for Program Entry

- Completed application.
- High school transcript or equivalent (such as an HSED or GED® Transcript).
- NWTC Academic Skills Assessment or equivalent (See Academic Skills Assessment section for details and equivalents).
- Good writing and communication skills.
- Strong organizational skills.
- Students should have mastered basic math skills. For a description of basic math, see the Basic Education section of this catalog.

### Note

Several of the Casino Management classes are offered online. Please call (920) 498-5573 for more information.

### Employment Potential

A graduate of this program will have the potential for employment in the following areas:

**Casino Operations Specialist:** Responsible for providing leadership and overseeing daily operations in a casino gaming operation environment.

**Gaming Security Officer:** Ensure a safe and enjoyable environment on the floor for customers and employees, perform day to day operations of gaming protection duties, responsibilities and tasks.

**Mid-Level Gaming Operation Management:** Supervision of officers and/or operators, schedule day to day assigned duties, ensure gaming regulations are adhered to, followed and reported.

**Gaming Surveillance Operator:** Observe and report breaches of security and gaming operations to proper personnel.

**With additional education and/or work experience, graduates may find other leadership opportunities within gaming employment.**

### Casino Management Certificates

Students who complete courses in the Casino Management Associate Degree are also eligible for certificates. Each semester qualifies students to receive a certificate:

- **First Semester:**  
Foundations of Gaming Leadership
- **Second Semester:**  
Gaming Customer Relationships Management
- **Third Semester:**  
Gaming Operations Certificate
- **Fourth Semester:**  
With the addition of two courses (10-504-131) Professional Communications and (10-504-118) Protective Services-Technical Reporting, students receive the Gaming Security and Surveillance Certificate.

### Curriculum

The Casino Management Associate Degree is a two-year program. Upon graduation, a student will have completed 66 credits. Courses may be taken in any order; however, below is a suggested timeline.

#### First Semester

Catalog No.	Description	Credits
10-109-185	Gaming Regulations	3
10-109-187	Intro to Casino Operations	3
10-196-164	Supervisors-Personal Skills	3
10-196-189	Team Building/Prob Solve	3
10-196-191	Supervision	3
10-801-195	Written Communication	3
<b>Semester Total</b>		<b>18</b>

#### Second Semester

10-102-158	Business-Intro	3
10-103-121	Micro: Word-Intro	1
10-103-131	Micro: Excel-Intro	1
10-103-141	Micro: Access-Intro	1
10-104-191	Customer Service Mgmt	3
10-109-186	Casino Marketing	3
10-801-196	Oral/Interpersonal Comm	3
10-804-123	Math w Business Apps	3
<b>Semester Total</b>		<b>18</b>

#### Third Semester

10-109-188	Slots Management	3
10-109-198	Table Games Management	3
10-196-193	Human Resource Mgmt	3
10-809-172	Race Ethnic & Diversity	3
10-809-195	Economics	3
<b>Semester Total</b>		<b>15</b>

#### Fourth Semester

10-504-124	Gaming Protection	3
10-504-125	Surveillance Operations	3
10-809-166	Intro to Ethics: Theory & App	3
10-809-199	Psychology Of Human Relations	3
	Elective	3
<b>Semester Total</b>		<b>15</b>
<b>Total Credits</b>		<b>66</b>

#### Suggested Electives:

10-109-192, Casino Operations-Internship  
OR  
10-109-193, Casino Operations-Field Study  
10-504-131, Professional Communication  
10-504-142, Constitutional Law  
10-504-118, Protective Services-Technical Reporting

This program is fully eligible for financial aid.

## **Please Note**

- Some courses have prerequisites (listed at the end of each course description, if applicable) that need to be taken prior to enrolling in those courses.
- Many courses are offered via our Flexible Learning Options (online, accelerated, ITV, video, weekend, and self-paced) and may be taken in any order as long as prerequisites are met. To find out which program courses are offered through Flexible Learning Options, go to [www.nwtc.edu](http://www.nwtc.edu) or consult a counselor, (920) 498-5444.
- Descriptions of courses not found on this page can be found in the back of this catalog.

## **Course Descriptions**

*These courses provide an opportunity for students to develop the knowledge, skills, and understanding required for employment in this field.*

### **10-102-158 BUSINESS-INTRODUCTION**

...organization/management process of human resources, production, operations, marketing, distribution, and finances; risk management; ethics/legalistic management; international business; accounting, computers, and data processing.

### **10-103-121 MICRO: WORD-INTRODUCTION**

...word processing basics including creating, revising, formatting, and printing; sections, tabs, multiple-page numbering; manipulating text; creating headers/footers; creating and formatting tables, graphics, creating charts; applying styles; and merging documents. Requires Windows experience.

### **10-103-131 MICRO: EXCEL-INTRODUCTION**

...creating a worksheet, enhancing worksheet appearance, moving and copying data, using formulas and functions, creating charts and using clip art. Requires Windows experience.

### **10-103-141 MICRO: ACCESS-INTRODUCTION**

...creating and modifying database tables, compacting a database, managing records, defining table relationships, creating queries, calculations, and aggregate functions, sorting, and using form and report wizards. Requires Windows experience.

### **10-104-191 CUSTOMER SERVICE MANAGEMENT**

...develop professional telephone etiquette, explore customer service work environments, identify and analyze customer service failures, resolve problems cost effectively, set complaint policies, and develop communication techniques to handle complaining customers.

### **10-109-185 GAMING REGULATIONS**

...provides an in-depth look at regulatory systems used in gaming; information on regulatory framework, Indian Gaming regulations, and Federal Governments involvement in this relationship.

**10-109-186 CASINO MARKETING** ...an in-depth study of gaming marketing techniques used in gaming both locally and nationwide. Emphasis on casino marketing department, staffing, organization, duties and procedures.

### **10-109-187 INTRODUCTION TO CASINO**

**OPERATIONS** ...management techniques used in gaming. Emphasis on casino organization, staffing, labor/management relations both for the mid-level casino supervisor and the casino executive.

### **10-109-188 SLOTS MANAGEMENT**

...emphasis on casino organization, staffing and labor/management relations both for the mid-level casino supervisor and the casino executive. Practical application of technicians, floor, shift managers duties is stressed.

### **10-109-198 TABLE GAMES MANAGEMENT**

...basic understanding of rules and regulations for roulette, slots, blackjack and Caribbean stud games and understanding the various personnel roles, duties and their functions.

### **10-196-164 SUPERVISORS-PERSONAL SKILLS**

...time management, stress, and related challenges to a supervisor, personal planning, emotional intelligence, effective communication, and assertiveness.

### **10-196-189 TEAM BUILDING/PROBLEM SOLVING**

...benefits and challenges of group work, necessary roles in a team, stages of team development, different approaches to problem solving, consensus, data acquisition, analysis, developing alternative solutions, implementation and evaluation.

### **10-196-191 SUPERVISION**

...application of strategies and transition to a contemporary front-line leadership role including day-to-day operations, analysis, delegation, controlling, staffing, leadership, problem solving, team skills, motivation, and training.

### **10-196-193 HUMAN RESOURCE MANAGEMENT**

...impacts of EEOC, writing job descriptions, recruitment, selection, conducting job interviews, orientation, developing policies and procedures, training, performance, counseling and development, and compensation and benefit strategies.

### **10-504-124 GAMING PROTECTION**

...basic gaming sheets, slots and table games, observe suspicious activity and breaches of policy procedure.

### **10-504-125 SURVEILLANCE OPERATIONS**

...basic understanding of camera systems and operations, policy and procedures for the various geographical areas of the casino and observation techniques.