



HTM*3180 Casino Operations Management

Summer 2020

Section: DE01

School of Hospitality, Food and Tourism Management

Credit Weight: 0.50

Course Details

Calendar Description

This course examines the application of business management principles and procedures within casinos. Major topics include: the global and Canadian casino industries, regulation and control, casino accounting and statistics, casino marketing, security and surveillance, human resources, customer service, and specific casino operational management components.

Pre-Requisite(s): (1 of BUS*2090, HROB*2090, HROB*2100, ACCT*2230)

Co-Requisite(s): None

Restriction(s): This is a Priority Access Course. Some restrictions may apply during some time periods. Please contact the department for more information. Students must be legal age of 19 or over.

Method of Delivery: Online

Final Exam

There is no final exam in this course

Instructional Support

Instructor

Alison Crerar

Email: acrerar@uoguelph.ca

Telephone: (519) 824-4120 & 58710

Office: Macdonald Stewart Hall (MACS), Room 206

Alison came to University of Guelph to study Applied Human Nutrition and liked the Guelph area so much she decided to stay. She joined the School of Hospitality, Food and Tourism Management as the food lab coordinator and instructor, helping students understand the scientific reactions that happen during cooking. In that time, she has obtained her Master's degree and has extended her passion for teaching to Fanshawe College and Conestoga College.

Teaching Assistant(s)

Name: TBA

Email: TBA

Learning Resources

Recommended Textbook

Title: Casino Operations Management

Author(s): Kilby, J., Fox, J., and Lucas, A.F.

Edition / Year: Second Edition / 2006

Publisher: John Wiley and Sons

ISBN: 9780470073643

Course Website

[CourseLink](#) (powered by D2L's Brightspace) is the course website and will act as your classroom. It is recommended that you log in to your course website every day to check for announcements, access course materials, and review the weekly schedule and assignment requirements.

<https://courselink.uoguelph.ca>

Ares

For this course, you will be required to access course reserve materials through the University of Guelph McLaughlin Library. To access these items, select **Ares** on the navbar in CourseLink. Note that you will need your Central Login ID and password in order to access items on reserve.

For further instructions on accessing reserve resources, visit [How to Get Course Reserve Materials](#).

If at any point during the course you have difficulty accessing reserve materials, please contact the e-Learning Operations and Reserve Services staff at:

Tel: [519-824-4120](tel:519-824-4120) ext. 53621

Email: libres2@uoguelph.ca

<http://www.lib.uoguelph.ca/find/find-type-resource/course-reserves-ares/how-get-course-reserve-material>

Learning Outcomes

Course Learning Outcomes

Casino Operations Management is a business course designed to examine casino operations. The course covers such topics as gaming history, regulation and control, sociological impacts of gaming, marketing, financial management, electronic and table games in casinos, and the future of casinos in Canada and globally. Such topics as food and beverage, entertainment, event management and customer service within the casino environment are also addressed.

By the end of this course, you should be able to:

1. Explain the historical framework of the development of the global and Canadian Gaming and Casino Industries;

2. Develop and demonstrate an understanding of gaming and casino industries terminology and its application;
 3. Develop and demonstrate an understanding of gaming systems and procedures;
 4. Identify and describe the operating characteristics of electronic and table gaming;
 5. Analyze and explain the organizational structure and staffing models of a casino;
 6. Identify and describe the functional relationships among the departments in a casino;
 7. Describe the functions of various casino departments in relation to the guest service cycle;
 8. Develop an appreciation of the complexities and multiplicity of casino management; and
 9. Realize the value of exchanging views on a wide range of topical gaming industry related issues.
-

Teaching and Learning Activities

Course Structure

In this course you will have the opportunity to use a variety of learning methods. Each unit will have readings for you to complete on a specific topic. These readings will be from the prescribed text, the course reader and possibly on the Internet. To aid in your understanding and comprehension of the subject material there are learning activities, discussion activities, a group research project and a comprehensive essay. The **Discussions** are an essential component of this course and is a virtual space where you can discuss topics with each other and as a class. You will find this to be a useful tool to get to know and interact with your classmates.

The concepts and issues of this course are presented in the following twelve units:

- Unit 01: Introduction & History of the Gaming Industry
- Unit 02: Global Casino Industry
- Unit 03: Canadian Casino Industry
- Unit 04: Regulation & Control of the Canadian Casino Industry
- Unit 05: Sociological Impact of Gaming
- Unit 06: Casino Operations Management
- Unit 07: Electronic & Table Games
- Unit 08: Security & Surveillance within Casinos; Casino Design & Management; & Recruitment & Training
- Unit 09: Casino Accounting and Statistics

- Unit 10: Casino Services: Food & Beverage; Entertainment & Event Management; & Customer Service
- Unit 11: Casino Marketing
- Unit 12: Future of the Casino Industry & Revision

Schedule

It is strongly recommended that you follow the course schedule provided below. The schedule outlines what you should be working on each week of the course and lists the important due dates for the assessments. By following the schedule, you will be better prepared to complete the assessments and succeed in this course.

Unit 01: Introduction & History of the Gaming Industry

Week 1 - Thursday, May 7 to Sunday, May 17

Readings

- Course website: Unit 01 Commentary
- Ares
 - Fitz, E., and MacLaurin, T. (2002). Introduction to the Gaming Industry
 - Lakey, J. (2001, October 6). You Bet: We Are A Nation of Gamblers, A Province of Players. *The Record, Waterloo Region*
- Optional (Textbook: Ch. 1, pp. 1- 12)
-

Activities

- Familiarize yourself with the course website by selecting **Start Here** on the navbar.
- Review **Outline** and **Assessments** on the course website to learn about course expectations, assessments, and due dates.
- Discussion Activity 1

Assessments

- Begin **Assignment 1: Introduce Yourself (Discussions)**
Opens: Thursday, May 7 at 12:01 am ET
Closes: Sunday, May 31 at 11:59 pm ET

Unit 02: Global Casino Industry

Week 2 - Monday, May 18 to Sunday, May 24

Readings

- Course website: Unit 02 Commentary

Activities

- Discussion Activity 2

- Learning Activity: Singapore Integrated Reports
- Learning Activity: Urbino

Assessments

- Continue **Assignment 1: Introduce Yourself (Discussions)**
Opens: Thursday, May 7 at 12:01 am ET
Closes: Sunday, May 31 at 11:59 pm ET
- Begin **Assignment 2: Casino Visit** (by visiting a casino)
Due: Sunday, June 21 at 11:59 pm ET
- Begin **Assignment 4: Research Project** (by selecting a research topic)
Topic Approval Submission due Sunday, May 31 by 11:59 pm ET

Unit 03: Canadian Casino Industry

Week 3 – Monday, May 25 to Sunday, May 31

Readings

- Course website: Unit 03 Commentary
- Ares:
 - MacLaurin, T., and Fitz, E. (2002). Gaming in Canada
 - Statistics Canada. (September 2011). *Perspectives On Labour And Income*, Catalogue No. 75-001-X
 - Azmier, J.J. (2001). *Gambling in Canada 2001: An Overview (Gambling in Canada Research Report No. 13)*
 - Stevens, R., and Beristain, M. (2004). Canadian Guide To Gaming Industry Resources. *Reference Services Review* 32(3): 320-328

Activities

- Discussion Activity 3
- Learning Activity: Gaming News Canada

Assessments

- **Assignment 1: Introduce Yourself (Discussions)**
Opens: Thursday, May 7 at 12:01 am ET
Closes: Sunday, May 31 at 11:59 pm ET
- Continue **Assignment 2: Casino Visit**
Due: Sunday, June 21 at 11:59 pm ET

- Submit **Assignment 4: Topic Approval Submission** to **Dropbox**
Due: Sunday, May 31 by 11:59 pm ET

Unit 04: Regulation & Control of the Canadian Casino Industry

Week 4 – Monday, June 1 to Sunday, June 7

Readings

- Course website: Unit 04 Commentary
- Optional: Textbook: Ch. 2, pp. 13 - 33

Activities

- Learning Activity: Gaming Associations and Agencies
- Discussion Activity 4

Assessments

- Continue **Assignment 2: Casino Visit**
Due: Sunday, June 21 at 11:59 pm ET
- Continue **Assignment 4: Research Project**
Due: Sunday, July 12 at 11:59 pm ET

Unit 05: Sociological Impact of Gaming

Week 5 – Monday, June 8 to Sunday, June 14

Readings

- Course website: Unit 05 Commentary & Activities
- Ares
 - Fitz, E., and MacLaurin, T. (2002). Sociological Impact of Gaming

Activities

- Learning Activity: Ontario Problem Gambling Research Centre
- Discussion Activity 5

Assessments

- Contribute to **Assignment 3: Open-for-Discussion – Problem Gambling**
Opens: Monday, June 8 at 12:01 am ET
Closes: Sunday, June 21 at 11:59 pm ET
- Continue **Assignment 2: Casino Visit**
Due: Sunday, June 21 at 11:59 pm ET

- Continue **Assignment 4: Research Project**
Due: Sunday, July 12 at 11:59 pm ET

Unit 06: Casino Operations Management

Week 6 – Monday, June 15 to Sunday, June 21

Readings

- Course website: Unit 06 Commentary
-
- Ares
 - Fitz, E., and MacLaurin, T. (2002). Casino Operations Management and Organizational Structure
 - Johns, N., & Edwards, J.S.A. (1994). Operating Systems (Section 1 of Part 1: Hospitality Operations), and Operations Management (Section 3 of Part 1: Hospitality Operations). *Operations Management: A Resource-Based Approach/or the Hospitality Industry* (1-4, 9-12). London, UK: Cassell
 - Johns, N., & Edwards, J.S.A. (1994). Organizational Structure (Section 4 of Part 2: The Service Organization). *Operations Management: A Resource-Based Approach for the Hospitality Industry* (13-16). London, UK
 - Eade, V.H. 1996. Casino General and Administrative Organizational Chart. In International Gaming Institute (Ed.) *The Gaming Industry: Introduction and Perspectives* (p. 105). Hoboken, NY: John Wiley & Sons, Inc
 - Eade, V.H. 1996. Slots Organizational Chart. In International Gaming Institute (Ed.) *The Gaming Industry: Introduction and Perspectives* (p. 113). Hoboken, NY: John Wiley & Sons, Inc.
 - Eade, V.H. 1996. Cage Department Organizational Chart. In International Gaming Institute (Ed.) *The Gaming Industry: Introduction and Perspectives* (p. 124). Hoboken, NY: John Wiley & Sons, Inc
- Optional: Textbook: Chapter 4, pp. 43 - 60

Activities

- Discussion Activity 6

Assessments

- Contribute to **Assignment 3: Open-for-Discussion – Problem Gambling**
Opens: Monday, June 8 at 12:01 am ET
Closes: Sunday, June 21 at 11:59 pm ET

- Submit **Assignment 2: Casino Visit** to **Dropbox**
Due: Sunday, June 21 at 11:59 pm ET
- Continue **Assignment 4: Research Project**
Due: Sunday, July 12 at 11:59 pm ET

Unit 07: Electronic & Table Games

Week 7 – Monday, June 22 to Sunday, June 28

Readings

- Course website: Unit 07 Commentary
- Optional: Textbook: Ch. 7, pp. 107 - 140; Ch. 8, pp. 141 - 166; Ch. 9, pp. 176 - 191

Activities

- Learning Activity: Experience the Games
- Discussion Activity 7

Assessments

- Continue **Assignment 4: Research Project**
Due: Sunday, July 12 at 11:59 pm ET

Unit 08: Security & Surveillance within Casinos; Casino Design & Management; & Recruitment & Training

Week 8 – Monday, June 29 to Sunday, July 5

Readings

- Course website: Unit 08 Commentary
- Ares
 - Fitz, E., and MacLaurin, T. (2002). Security and Surveillance within Casinos; Casino Facility Design and Management; and Recruitment and Training
 - Gushin, F.E., & Callnin, W.J. (1999). In William R. Earlington & Judy A. Cornelius (Eds.), *The Business of Gaming: Economic and Management Issues* (241-254). Reno, NV : Institute for the Study of Gambling and Commercial Gaming.

Activities

- Learning Activity: Casino Observations
- Discussion Activity 8

Assessments

- Continue **Assignment 4: Research Project**
Due: Sunday, July 12 at 11:59 pm ET

Unit 09: Casino Accounting and Statistics

Week 9 – Monday, July 6 to Sunday, July 12

Readings

- Course website: Unit 09 Commentary
- Optional: Textbook: Ch. 5, pp. 61- 83; Ch.6, pp. 83 - 105; Ch.10, pp.193 - 205; Ch. 11, pp. 207- 218; Ch. 12, pp. 219 - 239; Ch. 13, pp. 241 - 254; Ch. 19, pp. 357- 376

Activities

- Discussion Activity 9

Assessments

- Submit **Assignment 4: Research Project to Dropbox**
Due: Sunday, July 12 at 11:59 pm ET

Unit 10: Casino Services: Food & Beverage, Entertainment & Event Management, & Customer Service

Week 10 – Monday, July 13 to Sunday, July 19

Readings

- Course website: Unit 10 Commentary
- Ares
 - Fitz, E., and MacLaurin, T. (2002). Food and Beverage, Entertainment and Event Management and Customer Service
 - Macomber, D.M. (1999). Target Guest Entertainment Experience Delivery System, pp.1-8
 - Nazarechuk, A. (2000). How to Attract and Service the Asian Player, pp. 1-3
 - Galletti, S. (2002). Chinese Culture and Casino Customer Service (June 2002), pp. 1-16

Activities

- Discussion Activity 10

Assessments

- Contribute to **Assignment 5: Open-for-Discussion – Marketing**
Opens: Monday, July 13 at 12:01 am ET
Closes: Sunday, July 26 at 11:59 pm ET

Unit 11: Casino Marketing

Week 11 – Monday, July 20 to Sunday, July 26

Readings

- Course website: Unit 11 Commentary
- Ares
 - Macomber, D.M. (2002). Preparing a Marketing Plan, pp. 1-27
 - Watson, Lisa & Kale, Sudhir. (2003). Know When to Hold Them: Applying the Customer Lifetime Value Concept to Casino Table Gaming
- Optional: Textbook: Ch. 14, pp. 255 - 282; Ch. 15, pp. 283 - 300; Ch. 16, pp. 301- 318

Assessments

- Contribute to **Assignment 5: Open-for-Discussion – Marketing**
Opens: Monday, July 13 at 12:01 am ET
Closes: Sunday, July 26 at 11:59 pm ET

Unit 12: Future of the Casino Industry & Revision

Week 12 – Monday, July 27 to Friday, July 31

Readings

- Course website: Unit 12 Commentary
- Ares
 - Ministry of Tourism and Recreation. (2002). Travel Activities and Motivation Survey: Interest In Casino Gambling Profile Report (May 2001), pp. 1-30

Activities

- Discussion Activity 12
- Summary of Course

Assessments

The grade determination for this course is indicated in the following table. A brief description of each assessment is provided below. Select **Content** on the navbar to locate **Assessments** in the table of contents panel to review further details of each assessment. Due dates can be found under the Schedule heading of this outline.

Table 1: Course Assessments

Assessment Item	Weight
Assignment 1: Introduce Yourself	10%
Assignment 2: Casino Visit	35%
Assignment 3: Open-for-Discussion – Problem Gambling	10%
Assignment 4: Group Research Project	35%
Assignment 5: Open-for-Discussion – Marketing	10%
Total	100%

Assessment Descriptions

Assignment 1: Introduce Yourself

For Assignment 1, please introduce yourself in the Introduce Yourself discussion thread. The aim of this assignment is to become engaged with your classmates and get to know one another. This will be helpful for future assignment discussions. A minimum of 3 sentences must be given, quality is being graded.

Assignment 2: Casino Comparison

This assignment provides an opportunity to analyze the casino industry remotely by picking a ‘bricks and mortar’ Casino and an online ‘Casino’. The bricks and mortar casino that you choose must have table games, slots, and other services such as restaurants (a Resort Casino would be best to choose) such as Fallsview Casino, Casino Rama (in Ontario) or even check out a casino in Las Vegas (MGM, Treasure Island) .

The assignment consists of three parts: 1) choose a bricks and mortar Casino (preferable Casino Resort) and an online gambling / casino website; 2) using the Casino comparison guidelines / questions provided on Courselink create a Casino Observation Comparison Table / Chart; and 3) answer the questions provided in the assignment about the casinos you researched.

Assignment 3: Open-for-Discussion – Problem Gambling

This assignment requires you to actively participate in the **Discussions** based on the questions provided in the **Assessments** (found in the Table of Contents in CourseLink).

Assignment 4: Group Research Project

Each group will select a topic to research that relates to casino operations management. Group members must coordinate all activities and responsibilities to ensure continuity of subject matter and equitable distribution and delegation of tasks. A private forum has been set up in the **Discussions** for each group.

Assignment 5: Open-for-Discussion – Marketing

This assignment requires you to actively participate in the **Discussions** based on the questions provided in the **Assessments** (found in the Table of Contents in CourseLink).

Course Technologies and Technical Support

CourseLink System Requirements

You are responsible for ensuring that your computer system meets the necessary [system requirements](#). Use the [browser check](#) tool to ensure your browser settings are compatible and up to date. (Results will be displayed in a new browser window).

<http://spaces.uoguelph.ca/ed/system-requirements/>

<https://courselink.uoguelph.ca/d2l/systemCheck>

Technical Skills

As part of your online experience, you are expected to use a variety of technology as part of your learning:

- Manage files and folders on your computer (e.g., save, name, copy, backup, rename, delete, and check properties);
- Install software, security, and virus protection;
- Use office applications (e.g., Word, PowerPoint, Excel, or similar) to create documents;
- Be comfortable uploading and downloading saved files;
- Communicate using email (e.g., create, receive, reply, print, send, download, and open attachments);
- Navigate the CourseLink learning environment and use the essential tools, such as **Dropbox**, **Discussions**, and **Grades** (the instructions for this are given in your course);
- Access, navigate, and search the Internet using a web browser (e.g., Firefox, Internet Explorer); and

- Perform online research using various search engines (e.g., Google) and library databases.

Course Technologies

CourseLink

Distance Education courses are offered entirely online using CourseLink (powered by D2L's Brightspace), the University of Guelph's online learning management system (LMS). By using this service, you agree to comply with the [University of Guelph's Access and Privacy Guidelines](#). Please visit the D2L website to review the [Brightspace privacy statement](#) and [Brightspace Learning Environment web accessibility standards](#).

<http://www.uoguelph.ca/web/privacy/>

<https://www.d2l.com/legal/privacy/>

<https://www.d2l.com/accessibility/standards/>

Technical Support

If you need any assistance with the software tools or the CourseLink website, contact CourseLink Support.

CourseLink Support

University of Guelph

Day Hall, Room 211

Email: courselink@uoguelph.ca

Tel: 519-824-4120 ext. 56939

Toll-Free (CAN/USA): 1-866-275-1478

Walk-In Hours (Eastern Time):

Monday thru Friday: 8:30 am–4:30 pm

Phone/Email Hours (Eastern Time):

Monday thru Friday: 8:30 am–8:30 pm

Saturday: 10:00 am–4:00 pm

Sunday: 12:00 pm–6:00 pm

Course Specific Standard Statements

Acceptable Use

The University of Guelph has an [Acceptable Use Policy](#), which you are expected to adhere to.

<https://www.uoguelph.ca/ccs/infosec/aup>

Communicating with Your Instructor

During the course, your instructor will interact with you on various course matters on the course website using the following ways of communication:

- **Announcements:** The instructor will use **Announcements** on the Course Home page to provide you with course reminders and updates. Please check this section frequently for course updates from your instructor.
- **Ask Your Instructor Discussion:** Use this discussion forum to ask questions of your instructor about content or course-related issues with which you are unfamiliar. If you encounter difficulties, the instructor is here to help you. Please post general course-related questions to the discussion forum so that all students have an opportunity to review the response. To access this discussion forum, select **Discussions** from the **Tools** dropdown menu.
- **Email:** If you have a conflict that prevents you from completing course requirements, or have a question concerning a personal matter, you can send your instructor a private message by email. The instructor will respond to your email within 48 to 72 hours.
- **Skype:** If you have a complex question you would like to discuss with your instructor, you may book a Skype meeting. Skype meetings depend on the availability of you and the instructor, and are booked on a first come first served basis.

Netiquette Expectations

For distance education courses, the course website is considered the classroom and the same protections, expectations, guidelines, and regulations used in face-to-face settings apply, plus other policies and considerations that come into play specifically because these courses are online.

Inappropriate online behaviour will not be tolerated. Examples of inappropriate online behaviour include:

- Posting inflammatory messages about your instructor or fellow students;
- Using obscene or offensive language online;
- Copying or presenting someone else's work as your own;
- Adapting information from the Internet without using proper citations or references;
- Buying or selling term papers or assignments;
- Posting or selling course materials to course notes websites;
- Having someone else complete your quiz or completing a quiz for/with another student;
- Stating false claims about lost quiz answers or other assignment submissions;
- Threatening or harassing a student or instructor online;
- Discriminating against fellow students, instructors, and/or TAs;
- Using the course website to promote profit-driven products or services;
- Attempting to compromise the security or functionality of the learning management system; and
- Sharing your username and password.

Submission of Assignments to Dropbox

Assignments 2 and 4 should be submitted electronically via the online **Dropbox** tool. When submitting your assignments using the **Dropbox** tool, do not leave the page until your assignment has successfully uploaded. To verify that your submission was complete, you can view the submission history immediately after the upload to see which files uploaded successfully. The system will also email you a receipt. Save this email receipt as proof of submission.

Be sure to keep a back-up copy of all of your assignments in the event that they are lost in transition. In order to avoid any last-minute computer problems, your instructor strongly recommend you save your assignments to a cloud-based file storage (e.g., Google Docs), or send to your email account, so that should something happen to your computer, the assignment could still be submitted on time or re-submitted.

It is your responsibility to submit your assignments on time as specified on the Schedule. Be sure to check the technical requirements and make sure you have the proper computer, that you have a supported browser, and that you have reliable Internet access. Remember that **technical difficulty is not an excuse not to turn in your assignment on time**. Don't wait until the last minute as you may get behind in your work.

If, for some reason, you have a technical difficulty when submitting your assignment electronically, please contact your instructor or [CourseLink Support](#).

<http://spaces.uoguelph.ca/ed/contact-us/>

Late Policy

If you choose to submit your individual assignments to the **Dropbox** tool late, the full allocated mark will be reduced by 5% per day after the deadline for the submission of the assignment to a limit of six days at which time access to the **Dropbox** folder will be closed.

Extensions will be considered for medical reasons or other extenuating circumstances. If you require an extension, discuss this with the instructor as soon as possible and well before the due date. Barring exceptional circumstances, extensions will not be granted once the due date has passed. These rules are not designed to be arbitrary, nor are they inflexible. They are designed to keep you organized, to ensure that all students have the same amount of time to work on assignments, and to help to return marked materials to you in the shortest possible time.

Obtaining Grades and Feedback

Unofficial assessment marks will be available in the **Grades** tool of the course website.

Your instructor will have grades posted online within 2 weeks of the submission deadline, if the assignment was submitted on time. Once your assignments are marked you can view your grades on the course website by selecting **Grades** from the **Tools** dropdown menu on the navbar. Your course will remain open to you for seven days following the last day of the final exam period.

University of Guelph degree students can access their final grade by logging into [WebAdvisor](#) (using your U of G central ID). Open Learning program students should log in to the [OpenEd Student Portal](#) to view their final grade (using the same username and password you have been using for your courses).

<https://webadvisor.uoguelph.ca>

<https://courses.opened.uoguelph.ca/portal/logon.do?method=load>

Rights and Responsibilities When Learning Online

For distance education (DE) courses, the course website is considered the classroom and the same protections, expectations, guidelines, and regulations used in face-to-face

settings apply, plus other policies and considerations that come into play specifically because these courses are online.

For more information on your rights and responsibilities when learning in the online environment, visit [Rights and Responsibilities](#).

<http://opened.uoguelph.ca/student-resources/rights-and-responsibilities>

University Standard Statements

University of Guelph: Undergraduate Policies

As a student of the University of Guelph, it is important for you to understand your rights and responsibilities and the academic rules and regulations that you must abide by.

If you are a registered **University of Guelph Degree Student**, consult the [Undergraduate Calendar](#) for the rules, regulations, curricula, programs and fees for current and previous academic years.

If you are an **Open Learning Program Student**, consult the [Open Learning Program Calendar](#) for information about University of Guelph administrative policies, procedures and services.

<https://www.uoguelph.ca/registrar/calendars/undergraduate/current/>

<http://opened.uoguelph.ca/student-resources/open-learning-program-calendar>

Email Communication

University of Guelph Degree Students

As per university regulations, all students are required to check their uoguelph.ca e-mail account regularly: e-mail is the official route of communication between the University and its students.

Open Learning Program Students

Check your email account (the account you provided upon registration) regularly for important communications, as this is the primary conduit by which the Open Learning and Educational Support will notify you of events, deadlines, announcements or any other official information.

When You Cannot Meet Course Requirements

When you find yourself unable to meet an in-course requirement due to illness or compassionate reasons, please advise your course instructor **in writing**, with your name, ID number and email contact.

University of Guelph Degree Students

Consult the [Undergraduate Calendar](#) for information on regulations and procedures for Academic Consideration.

<https://www.uoguelph.ca/registrar/calendars/undergraduate/current/c08/c08-ac.shtml>

Open Learning Program Students

Please refer to the [Open Learning Program Calendar](#) for information on regulations and procedures for requesting Academic Consideration.

<http://opened.uoguelph.ca/student-resources/open-learning-program-calendar>

Drop Date

University of Guelph Degree Students

Students will have until the last day of classes to drop courses without academic penalty. [Review the Undergraduate Calendar for regulations and procedures for Dropping Courses.](#)

<https://www.uoguelph.ca/registrar/calendars/undergraduate/current/c08/c08-drop.shtml>

Open Learning Program Students

Please refer to the [Open Learning Program Calendar](#).

<http://opened.uoguelph.ca/student-resources/open-learning-program-calendar>

Copies of Assignments

Keep paper and/or other reliable back-up copies of all assignments: you may be asked to resubmit work at any time.

Accessibility

The University of Guelph is committed to creating a barrier-free environment. Providing services for students is a shared responsibility among students, faculty and administrators. This relationship is based on respect of individual rights, the dignity of the individual and the University community's shared commitment to an open and supportive learning environment.

University of Guelph Degree Students

Students requiring service or accommodation, whether due to an identified, ongoing disability or a short-term disability should contact Accessibility Services as soon as possible.

For more information, contact Accessibility Services at 519-824-4120 ext. 56208, [email Accessibility Services](#) or visit the [Accessibility Services website](#).

accessibility@uoguelph.ca

<https://wellness.uoguelph.ca/accessibility/>

Open Learning Program Students

If you are an Open Learning program student who requires academic accommodation, please [contact the Academic Assistant to the Director](#). Please ensure that you contact us before the end of the first week of your course (every semester) in order to avoid any delays in support. Documentation from a health professional is required for all academic accommodations. Please note that all information provided will be held in confidence.

If you require textbooks produced in an alternate format (e.g., DAISY, Braille, large print or eText), please [contact the Academic Assistant to the Director](#) at least two months prior to the course start date. If contact is not made within the suggested time frame, support may be delayed. It is recommended that you refer to the course outline before beginning your course in order to determine the required readings.

The provision of academic accommodation is a shared responsibility between OpenEd and the student requesting accommodation. It is recognized that academic accommodations are intended to “level the playing field” for students with disabilities.

jessica.martin@uoguelph.ca

Academic Misconduct

The University of Guelph is committed to upholding the highest standards of academic integrity and it is the responsibility of all members of the University community – faculty, staff, and students – to be aware of what constitutes academic misconduct and to do as much as possible to prevent academic offences from occurring. University of Guelph students have the responsibility of abiding by the University's policy on academic misconduct regardless of their location of study; faculty, staff and students have the responsibility of supporting an environment that discourages misconduct. Students need to remain aware that instructors have access to and the right to use electronic and other means of detection.

Please note: Whether or not a student intended to commit academic misconduct is not relevant for a finding of guilt. Hurried or careless submission of assignments does not excuse students from responsibility for verifying the academic integrity of their work before submitting it. Students who are in any doubt as to whether an action on their part could be construed as an academic offence should consult with a faculty member or faculty advisor.

The [Academic Misconduct Policy](#) is detailed in the Undergraduate Calendar.

<https://www.uoguelph.ca/registrar/calendars/undergraduate/current/c08/c08-amisconduct.shtml>

Copyright Notice

Content within this course is copyright protected. Third party copyrighted materials (such as book chapters and articles) have either been licensed for use in this course, or have been copied under an exception or limitation in Canadian Copyright law.

The fair dealing exemption in Canada's Copyright Act permits students to reproduce short excerpts from copyright-protected materials for purposes such as research, education, private study, criticism and review, with proper attribution. Any other copying, communicating, or distribution of any content provided in this course, except as permitted by law, may be an infringement of copyright if done without proper license or the consent of the copyright owner. Examples of infringing uses of copyrighted works would include uploading materials to a commercial third party web site, or making paper or electronic reproductions of all, or a substantial part, of works such as textbooks for commercial purposes.

Students who upload to CourseLink copyrighted materials such as book chapters, journal articles, or materials taken from the Internet, must ensure that they comply with Canadian Copyright law or with the terms of the University's electronic resource licenses.

For more information about students' rights and obligations with respect to copyrighted works, review [Fair Dealing Guidance for Students](#).

http://www.lib.uoguelph.ca/sites/default/files/fair_dealing_policy_0.pdf

Plagiarism Detection Software

Students should be aware that faculty have the right to use software to aid in the detection of plagiarism or copying and to examine students orally on submitted work. For students found guilty of academic misconduct, serious penalties, up to and including suspension or expulsion from the University can be imposed.

Recording of Materials

Presentations which are made in relation to course work—including lectures—cannot be recorded or copied without the permission of the presenter, whether the instructor, a classmate or guest lecturer. Material recorded with permission is restricted to use for that course unless further permission is granted.

CASINO OPERATIONS MANAGEMENT SECOND EDITION Jim Kilby Jim Fox Anthony F. Lucas. John Wiley & Sons, Inc. ffirs.qxd 1/8/04 4:31 PM Page ii. ffirs.qxd 1/8/04 4:31 PM Page i. Casino operations management. ffirs.qxd 1/8/04 4:31 PM Page ii. ffirs.qxd 1/8/04 4:31 PM Page iii. CASINO OPERATIONS MANAGEMENT SECOND EDITION Jim Kilby Jim Fox Anthony F. Lucas. John Wiley & Sons, Inc. ffirs.qxd 1/8/04 4:31 PM Page iv. The Casino Management Program trains students for entry-level, supervisory, and managerial positions in the gaming industry, including positions such as casino dealer, floor supervisor, pit manager, surveillance investigator, cage cashier and casino host.Â Students study all aspects of casino operations including slot operations, table games, race and sports book operations, casino cage operations, surveillance, gaming laws and regulations, internal controls, casino marketing and customer service standards. Casino Management System (CMS) software is used to assist in the on-going management, monitoring, and operations of casino or gaming organizations. Features include security, surveillance, table management and player performance tracking. Top Casino Management Systems Software Awards. Next Award: May 2021. Casino Management Systems Emotional Footprint Awards. Casino Operations Management, Second Edition uses simplified mathematics and statistics provides a thorough understanding of all aspects of the casino industry business. Like the first edition this is a must read for casino management and anyone interested in gaming. Read more. One person found this helpful.

Casino Operations Management, Second Edition uses simplified mathematics and statistics provides a thorough understanding of all aspects of the casino industry business. Like the first edition this is a must read for casino management and anyone interested in gaming. Read more. One person found this helpful. Casino Management System (CMS) software is an all-in-one solution used to assist in the on-going management, monitoring, and operations of casino or gaming organizations. The best systems include features for accounting, bonusing, player performance tracking, jackpot solutions, reporting, security, surveillance, table management, and cage, slot, and electronic gaming machine (EGM) management. Common Features. It's a sure bet that Casino Operations Management, Second Edition will help current and future gaming management professionals better serve any casino. Written by experts with over 65 years of combined experience in the field, this Second Edition offers all the critical skills and know-how to equip gaming and casino operators with the knowledge needed for the management office, cage operations, and table game and slot operations. Only RUB 193.34/month. Casino Operations Management. STUDY. Flashcards. To identify good or bad casino management, identify theft, the integrity of a dealer or shift if they are honest and productive. In the simplest form it represents the percentage of chips purchased by the player and won back by the casino. 7. Why is a player rating system so important? Such as Casino Management Books. Management/Casino Operations. Products 1-10 of 10. Sort By Brand Product Name Newest Products Priced Low to High Priced High to Low Rated Low to High Rated High to Low Total Reviews Best Sellers. Show. 36 Per Page 72 Per Page 108 Per Page 144 Per Page 180 Per Page. Quick View. Casino pit management and supervisor training manual.