
Casino Operations Management

"An Introduction to Casino Operations Management" by Gelitha J. Ferguson Intro to Casino Management The Magic Economics of Gambling Apiro Group Casino \u0026 Gaming Operations Management
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 An Introduction to Casino Operations Management from a Compliance Perspective
 Casino Management
 Casino Conquest
 Challenging Corporate Social Responsibility

Casino Operations Management

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SCHMITT KRAMER

No Work and All Play Routledge

Complete guidance to the ins and outs of gaming operations Management personnel need a thorough understanding of the business side of the casino industry to ensure profits???and to avoid losses. 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. This updated edition features detailed coverage of: Current high-roller marketing tactics and their effect on profitability The effect of

popular money management systems on casino profits The initial development process of an Indian casino Studies designed to identify the patronage motives of gamblers, including those of riverboat customers Slot club design: player rating issues, point accumulation schemes, and more Principles of casino floor design: managing table game and slot location Studies designed to measure the profit contribution of popular slot promotions Casino Operations Management, Second Edition uses simplified mathematics and statistics throughout, and provides readers with a thorough understanding of all aspects of the casino industry business. It is a must-have reference for students and casinos that develop managers internally.

Casinos Princeton University Press

Unlike other casino books, this book examines the casino industry using a business paradigm. It emphasizes both external environmental influences and internal points of control, leaving readers with a more strategic look at how casinos operate and factors that influence their success. The book starts with a discussion of the microenvironment of casinos and ends with marketing topics such as

product, price, place and promotions. Nine vignettes appear throughout and capture current issues such as crisis planning and security. Throughout the book, special emphasis is placed on strategic market planning and the connection between entertainment and industry. **KEY TOPICS:** Brings the casino industry into the business paradigm and offers a more strategic look at the casino segment of the hospitality industry. Offers sound coverage of strategic market planning and fundamental business theory. Examines the external and internal factors impacting casino management and the casino industry. Presents external factors influencing the casino industry such as economics, politics, social issues, consumer behavior and competition. Analyzes the internal controls that casinos use to modify or enhance the impacts: product, price, place, and promotions. Shows why casinos need to understand politics. Supplies casino managers with the basic understanding of how governments think when forming casino laws. Focuses on how and why governments do what they do, not just specific legislations and laws. Explores the impact geographic location, transportation, public relations, sales promotions, advertising and personal selling has on casino success. Uses vignettes to explore issues such as crisis management, the global market, the impact on Native Americans, security, and advertising. An excellent reference for casino managers.

Super Casino Casino Operations Management

Casino Operations Management is an intriguing yet mystifying multi-trillion dollar industry worldwide. But little is known or documented about how this thriving industry is operated and managed. What goes on behind the scenes of these operations? For years casino operators were known for their connections to the underworld. On the surface, the intrigue and behind-the-scenes mystery of the operations of these entities could appear dark and sinister in the minds of many. But individuals are sometimes drawn to darkness ... GamingInParadise.com is a virtual Casino Operations Management training conglomerate located in a land shrouded in mystery-filled intrigue, which is nestled on the Isle of Enchantment. The Isle of Enchantment is a part of a chain of islands called the Bahamas, which is comprised of 700 islands sprinkled over 100,000 square miles of ocean, starting just 50 miles off the coast of Florida. These beautiful islands have been described as another world, where visitors can't tell where dreams begin and reality ends. As you walk through the luscious landscape of the Isle of Enchantment, you enter the unknown world of a gamers' paradise. About the Author First-time author Gelitha J. Ferguson of Nassau is an internationally certified compliance professional/general counsel, with a combined 24-year career in professional management in the regulatory and supervisory environments, the gaming industry, banking and finance, compliance and anti-money laundering/terrorist financing solutions at regional and international levels. She has extensive specialized training from leading regulatory institutions in the U.S.A., Canada, Switzerland, London, and the Bahamas. Publisher's website: <http://sbprabooks.com/GelithaJFerguson>

CASINO GAMING TECHNOLOGY

Strategic Book Publishing Rights Agency

In this work, author E. Malcolm Greenlees provides detailed information about the role of state governments in the regulation of gaming. He also discusses the dominance of slot machines as the major revenue source in most casinos; he provides information about changes in the types and

operation of slot machines, as well as accounting procedures for slot revenues. The book covers every aspect of the financial management of a casino, from the details of licensing and regulation to revenue taxation; the management of slot machines and other gaming devices, table games, and betting operations; revenue flows and internal cash controls; cashiering; accounting; and financial reporting. Casino Accounting and Financial Management has been recognized as the essential manual for gaming industry professionals since its first publication in 1988. This 2008 edition is updated throughout and greatly expands the original text, addressing growth and changes in the casino industry as gaming has spread into new venues both nationwide and internationally, incorporated new games and new technology, and become subject to new management policies and new government regulations.

Casino-Ology John Wiley & Sons

In this lively and probing book, award-winning author Pete Earley traces the extraordinary evolution of Las Vegas -- from the gaudy Mecca of the Rat Pack era to one of the country's top family vacation spots. He revisits the city's checkered history of moguls, mobsters, and entertainers, reveals the real stories of well-known power brokers like Steve Wynn and legends like Howard Hughes and Bugsy Siegel, and offers a fascinating portrait of the life, death, and fantastic rebirth of the Las Vegas Strip. Earley also documents the gripping tale of the entrepreneurs behind the rise and fall and rise again of one of the largest gaming corporations in the nation, Circus Circus -- to which he was given unique access. In his trademark you-are-there style, he takes us behind the scenes to meet the blackjack dealers and hookers, the heavy hitters and bit players, the security officers, cabbies, and showgirls who are caught up in the mercurial pace that pulses at the heart of this astounding city.

SLOT PERFORMANCE ANALYSIS

Prentice Hall

An introduction to casino management and a primer for understanding table games and odds. Martinez (president and CEO, Ultimate Gaming Corporation) overviews casino operations, management companies, and management theories. He explains pit procedures and protection, and the function of various casino departments: slot, marketing, casino credit, finance, and security. The final chapters include an odds analysis, and an analysis of gaming regulations and politics by state. Lacks an index and bibliography, but includes a glossary of terms, and appendices of gaming statistics and gaming forms. Annotation copyright by Book News, Inc., Portland, OR
Jackpot! Routledge

Dealing in a casino presents challenges and rewards not seen in many workplaces. With hundreds of thousands of dollars at stake every minute, table games pits are high-stress workplaces. Managing a workforce of dealers and attending to the needs of players brings stresses of its own. In 2015, the University of Nevada, Las Vegas's Center for Gaming Research received a grant from the UNLV University Libraries Advisory Board that enabled it to undertake an oral history project intended to capture the stories of table games managers, including both those currently working in the field and those who have retired. Drawn from these interviews, Tales from the Pit provides an overview of how the interviewees felt about a variety of topics, ranging from their experiences breaking in as new dealers to their transitions to management and the changes the industry has seen over their

careers. The current and former managers speak candidly about the owners, bosses, dealers, and players who made each day challenging. This book illuminates the past several decades of casino history through the words of those who lived and made it.

Casino Operations Management Pearson

Recent decades have seen a dramatic shift away from social forms of gambling played around roulette wheels and card tables to solitary gambling at electronic terminals. Slot machines, revamped by ever more compelling digital and video technology, have unseated traditional casino games as the gambling industry's revenue mainstay. *Addiction by Design* takes readers into the intriguing world of machine gambling, an increasingly popular and absorbing form of play that blurs the line between human and machine, compulsion and control, risk and reward. Drawing on fifteen years of field research in Las Vegas, anthropologist Natasha Dow Schüll shows how the mechanical rhythm of electronic gambling pulls players into a trancelike state they call the "machine zone," in which daily worries, social demands, and even bodily awareness fade away. Once in the zone, gambling addicts play not to win but simply to keep playing, for as long as possible--even at the cost of physical and economic exhaustion. In continuous machine play, gamblers seek to lose themselves while the gambling industry seeks profit. Schüll describes the strategic calculations behind game algorithms and machine ergonomics, casino architecture and "ambience management," player tracking and cash access systems--all designed to meet the market's desire for maximum "time on device." Her account moves from casino floors into gamblers' everyday lives, from gambling industry conventions and Gamblers Anonymous meetings to regulatory debates over whether addiction to gambling machines stems from the consumer, the product, or the interplay between the two. *Addiction by Design* is a compelling inquiry into the intensifying traffic between people and machines of chance, offering clues to some of the broader anxieties and predicaments of contemporary life. At stake in Schüll's account of the intensifying traffic between people and machines of chance is a blurring of the line between design and experience, profit and loss, control and compulsion.

International Casino Law INFAROM Publishing

Casino Management in Integrated Resorts introduces students to the changing nature of casino businesses within the framework of an integrated resort or hospitality organisation. In the new integrated casino model, casinos play an important role not only in revenue generation but in supporting the other amenities in the resort, including bars, restaurants, hotels and theme parks. This book brings readers up to speed with the challenges of managing a casino within this rapidly expanding gaming-leisure-tourism industry. It covers a range of essential topics, such as the basic psychology of casino gaming, the role and history of casinos within an integrated resort, staffing, floor design, table and slot game management, control and security, marketing and social impact. Written in an accessible style, this book is suitable for readers with no prior knowledge of, or experience in, casino operations. It will be an essential introductory yet comprehensive resource for all those undertaking casino management courses.

Managing Casinos Gambling Studies

Penned by a reputable authority on casinos, this guide provides the tools of the trade in order to perform a successful climb to the top of the gaming mountain. A step-by-step instructional approach

is presented, going beyond the standard handbooks on blackjack, craps, and slots to include tips and tricks on baccarat, roulette, and more. A must-have for both casual and professional gamblers throughout the nation, this invaluable companion is guaranteed to provide the winning edge to beat the house.

Hit Me! Anthony Curtis

The first of its kind, *CASINO GAMING TECHNOLOGY* explores the systems and technologies crucial to casino operations. Offering broad coverage, it traces the evolution of technology in slots, tables, casino cage, marketing, security, and miscellaneous systems like race/simulcast and sports book. Written from a business perspective, it focuses on how technology and systems are used to make better decisions, improve customer service and streamline operations. Each chapter includes learning activities and in-class discussions that prompt students to understand the past, present, and future impact of technology on the casino business.

Addiction by Design Gambling Studies

Slot machines are the backbone of most casinos. They earn the most money and determine the physical layout of the casino floor. The management of slot machines, which includes overseeing employees, selecting machines, designing the playing space, resolving customer disputes, and conducting analyses to improve operations, is a challenging field whose complexity has grown as the machines themselves have become more sophisticated. To better document the current issues in slot management--and the change the field has seen over the past four decades--the University of Nevada, Las Vegas Center for Gaming Research conducted an oral history project. Those interviewed were at all stages of their careers. Drawn from these interviews, *Tales from the Slot Floor* features slot managers discussing several of the most important issues in today's casino world, including: the optimal layout of a slot floor; the qualities demonstrated by both good and bad managers; what customers want from their visits to the casino; the vendor/casino relationship; appealing to millennials; and what the future holds. In addition, those with long careers share their views on the changes they have seen, and all subjects offer their advice to those embarking on a career in slot management. For those interested in becoming slot managers, or those just curious about how casinos work, *Tales from the Slot Floor* gives you the inside story of slot operations, from those who do it.

Casino and Gaming Resort Investigations CRC Press

This the first up-to-date book on gaming managementthe fastest growing industry in the U.S. Covers all areas of casino operations, including the regulatory control environments, the games, marketing, organization, cage operations, accounting, and surveillance

An Introduction to Casino Operations Management from a Compliance Perspective Bantam

The concept of Corporate Social Responsibility (CSR) has become increasingly widespread, as businesses seek to incorporate socially responsible behaviors while still being accountable to shareholders. Indeed some research has suggested that CSR in itself can form the basis of good PR by promoting consumers' purchase decisions. Arguing that this approach is a dangerous oversimplification, this book takes a deeper look at the concept of CSR in a particularly challenging context - casino gaming. Originally the province of seedy, backdoor establishments in isolated cities, casino gaming has become a multibillion-dollar global industry. Drawing on in-depth research in Las

Vegas, this unique study examines how and why corporations in the casino industry interpret and engage in CSR through community support, environmental issues, labor rights, and corporate governance. Through in-depth analysis of CSR in this industry, this book adds a new dimension to the debate on the role of CSR and public relations in business. Given the burgeoning relationship between CSR and corporate PR, the book seeks to illuminate CSR's complexities, contradictions, and moral obligations. It will be of interest to all scholars of public relations, corporate communications, and corporate reputation.

CASINO MANAGEMENT

John Wiley & Sons

Casino Management in Integrated Resorts introduces students to the changing nature of casino businesses within the framework of an integrated resort or hospitality organisation. In the new integrated casino model, casinos play an important role not only in revenue generation but in supporting the other amenities in the resort, including bars, restaurants, hotels and theme parks. This book brings readers up to speed with the challenges of managing a casino within this rapidly expanding gaming-leisure-tourism industry. It covers a range of essential topics, such as the basic psychology of casino gaming, the role and history of casinos within an integrated resort, staffing, floor design, table and slot game management, control and security, marketing and social impact. Written in an accessible style, this book is suitable for readers with no prior knowledge of, or experience in, casino operations. It will be an essential introductory yet comprehensive resource for all those undertaking casino management courses.

Casino Conquest Rowman & Littlefield

This complete guide to casino operations covers facilities management, game protection, and table game management.

Challenging Corporate Social Responsibility CRC Press

Is casino management an art? It is for the best casino managers! And Bill Zender knows the art of casino management. In addition to having worked in, managed, and owned casinos for decades, Zender has also been an enforcement agent for the Nevada Gaming Control Board, as well as spent time as an advantage player, exploiting the vulnerabilities of casinos from the civilian side of the tables. Today, he travels the globe consulting for the international casino industry. In Casino-ology, Zender argues against excessive card-counter and shuffle-tracker countermeasures in favor of hand production to increase profits, and concludes that rhythmic dice rollers aren't the threat they're made out to be. He details the dangers of customer-service breaches; ill-conceived non-negotiable-chip programs; and past-posting, marked-card, and false-shuffle scams. He addresses player tracking systems, 6-5 payouts for blackjacks, the subtleties of marketing to Asian customers, nuances of the derivative pit games, even the science of turning around a distressed casino. By challenging long-cherished conventions, Casino-ology provides contrarian and radical, but proven, solutions to common gaming issues, all in the service of refining the art of casino management.

Casino Management Routledge

The inside story of the gaming company that hit the jackpot playing by its own rules Robert L. Shook, a New York Times bestselling author, delves into the business behind one of the world's

foremost gaming and entertainment companies, Harrah's. Since Bill Harrah took over a small card game business in 1937, Harrah's has become a top casino, dominating Nevada and beyond. The first gaming company listed on the New York Stock Exchange, Harrah's is a \$4 billion-dollar business driven by smart marketing and smarter leadership. This book is the first to examine Harrah's and its leader, a man who dominated an industry and amassed a staggering fortune while refusing to deal with mobsters and corrupt politicians. Though Bill Harrah died in 1978 and the company has since been sold, Harrah's has retained its sense of history and remained an industry leader. Following the company's growth, Shook uncovers rich business lessons about marketing and customer loyalty, increasing market share in fiercely competitive industries, and maintaining a sense of integrity in a cutthroat business world. This is a compelling and intriguing story of a company that gambled and won, and it offers business readers an opportunity to benefit from the hard-won lessons of a paragon of the entertainment industry. Robert L. Shook (Columbus, OH) is a seasoned business journalist and the ghostwriter behind several New York Times bestsellers. He is the founder and former CEO of Shook Associates and the American Executive Life Insurance Company. He is the author or coauthor of thirty-five books, including *The IBM Way*, *Mary Kay on People Management*, and *Mary Kay's You Can Have It All*.

Casino Operations Management Outskirts Press

Almost all incidences of cheating, theft, fraud, or loss can be detected through the surveillance of critical transactions, audit observations, and reviews of key metrics. Providing proven-techniques for detecting and mitigating the ever-evolving threats to casino security, this book covers the core skills, knowledge, and techniques needed to protect casino assets, guests, and employees. Drawing on the authors' six decades of combined experience in the industry, *Casino Security and Gaming Surveillance* identifies the most common threats to casino security and provides specific solutions for addressing these threats. From physical security and security management to table and gaming surveillance, it details numerous best practice techniques, strategies, and tactics, in addition to the metrics required to effectively monitor operations. The authors highlight valuable investigation tools, including interview techniques and evidence gathering. They also cover IOU patrol, tri-shot coverage, surveillance audits, threat analysis, card counting, game protection techniques, players' club theft and fraud, surveillance standard operating procedures, nightclub and bar security, as well as surveillance training. Complete with a glossary of gaming terms and a resource-rich appendix that includes helpful forms, this book covers everything surveillance and security professionals need to know to avoid high-profile incidents, costly compliance violations and damage to property and revenue. It's professionals like Al and Derk who personify the professionalism that is crucial when establishing and operating modern casino security and surveillance departments. This book will quickly become the Bible for any security and surveillance officer. —Roger Gros, Publisher, *Global Gaming Business Magazine*

Lyle Stuart

This eighth book of the author on gambling math presents in accessible terms the cold mathematics behind the sparkling slot machines, either physical or virtual. It contains all the mathematical facts grounding the configuration, functionality, outcome, and profits of the slot games. Therefore, it is

not a so-called how-to-win book, but a complete, rigorous mathematical guide for the slot player and also for game producers, being unique in this respect. As it is primarily addressed to the slot player, its goal is to present practical applications of the mathematical models of slot games, in order to provide numerical results that a player can use as criteria for gaming decisions or just as information for any slot game and any predicted winning event. These results are focused on probability and expected value, these being the most important parameters for decisional criteria in slots. The book is packed with plenty of figures, tables, and formulas. The content is organized so that readers can skip the theoretical parts and go picking the practical results (numerical, in tables of values where possible, or ready-to-compute formulas) for the desired situation. The practical results are gathered in the last chapter, titled "Practical Applications and Numerical Results," the largest part of the book, for the most popular categories of slot machines, namely with 3, 5, 9, and 16 reels. Any other category of slot games is covered in the theoretical part of the book, where the general formulas

apply not only to existing slot games, but also to possible future slot games of any design and configuration. The author does not just throw the slot mathematics to the audience and run away, but offers an ultimate practical contribution with the chapter "How to estimate the number of stops and the symbol distribution on a reel", a surprise for both players and producers, where one can see that mathematics provides players with some statistical methods as well as methods based on physical measurements for retrieving these missing data. Having these data along with the mathematical results of this book, anyone can generate the PAR sheet of any slot machine. In the last decade, mathematics has been taken more and more seriously into account in gaming, as being the essence that governs the games of chance and the only rigorous tool providing information on optimal play, where possible. For the popular game of slots, mathematics already fulfilled its duty by providing all the data that it can provide and that cannot be found on the display of the slot machines - it is all here in this book.

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