



## Course Syllabus

<b>Course Code</b>	<b>Course Title</b>	<b>ECTS Credits</b>
THOM-375	Casino Management	6
<b>Prerequisites</b>	<b>Department</b>	<b>Semester</b>
Senior	Management	Fall/Spring
<b>Type of Course</b>	<b>Field</b>	<b>Language of Instruction</b>
Elective	Tourism, Leisure and Events Management	English
<b>Level of Course</b>	<b>Lecturer(s)</b>	<b>Year of Study</b>
1 <sup>st</sup> Cycle	Ms Natasa Christodoulidou	3 <sup>rd</sup>
<b>Mode of Delivery</b>	<b>Work Placement</b>	<b>Corequisites</b>
Face-to-Face	N/A	N/A

### Course Objectives:

The main objectives of the course are to:

- Demonstrate broad-based skills including the application of casino specific management and leadership skills.
- Demonstrate and understand fundamental accounting and financial management concepts of casino management.
- Identify and develop the core concepts of customer service awareness and be able to provide a positive customer service attitude in all casino operations.
- Identify staffing needs within the organizational structure of typical gaming operations.
- Demonstrate a basic understanding of the law, the court system and procedure as they pertain to hospitality and casino concerns.
- Demonstrate the ability to use on-line resources to research and prepare written assignments.

### Learning Outcomes:

After completion of the course students are expected to be able to:

1. Demonstrate knowledge of the history of gaming. (students should be able to understand the evolution in the area of casino industry)
2. Explain the relation of casino operations to the hospitality industry and the local economy. (students should acquire knowledge of the importance of casino industry as a part of the hospitality and the economy as a whole)
3. Analyse several aspects, development and trends which have affected the gaming industry in recent years and which will continue to have an impact on the industry in the future.

(students should be able to generalise understanding in relation to the changes and trends that influence the industry)

4. Identify future issues surrounding the gaming industry. (students will acquire the necessary knowledge and understanding be able to identify future developments and issue in gaming industry)
5. Describe and demonstrate knowledge of the primary casino games: Black Jack, Baccarat, Roulette, Crabs, Poker, Keno (students would have the skills to understand basic rules and principles of casino games)
6. Describe and analyse the role of the non-casino divisions (Food and Beverage, Accounting, Human Resources, Rooms Division, Marketing and Sales, Engineering and Maintenance, Security) to the overall success of the casino operation. (students will have the skills and knowledge in identify the role of each position and department in a casino establishment)
7. Identify and discuss the primary social and cultural concerns regarding gaming. (students should be able to identify ,discuss and understand issues such gambling addiction)
8. Describe the organization, structure and the primary functional areas of casino operation. (students should be able to design an organizational chart for casino establishments)

#### **Course Content:**

1. Introduction to Casino Management: Explain the casino industry environment, major casino destinations
2. The History of Modern Gaming : Involves the history of gaming from ancient times till our days, identify the revolution and also the cultural characteristics of gambling)
3. Casino Organizational Structure: An understanding of the different types of casino – independent or casino hotels, limited or full license.
4. Gaming Regulation Controls : Explain the legislation bodies evaluate and issue casino license , control measures
5. Casino Cage, Credit and Collection: Involves the major procedures of casino, cash management- credit policies and collection of money
6. Slot Management: Explain and identify how slot establishments operate – slot section as the most profitable area of the casino, how to increase participation and control profit margin
7. Introduction to Table Games: Explain different casino games such as Baccarat, Pai Gow, Poker ,Roulette, Dice, Blackjack and Keno
8. Casino Marketing: The importance of marketing, limitations based on legislation and jurisdiction laws.
9. The economic, social and cultural impacts: In depth understanding of the impacts of the casino industry – positive or negative

**Learning Activities and Teaching Methods:**

PowerPoint Lectures, Assignments, Practical Exercises, Student Presentations / Assignments

**Assessment Methods:**

Students' PowerPoint Presentations, Assignments, Exercises, Fieldtrip, Mid-term Exam, Final Exam

**Required Textbooks / Readings:**

Title	Author(s)	Publisher	Year	ISBN
Casino Management in Integrated Resorts (Hospitality Essentials Series) 1 <sup>st</sup> Edition	Desmond Lam	Routledge	2019	978-1138097506
Students will be provided with blend of latest government reports, casino company manuals, training programs, academic articles and casino association reports (among others).				

**Recommended Textbooks / Readings:**

Title	Author(s)	Publisher	Year	ISBN
Casinonomics: The Socioeconomic Impacts of the Casino Industry	Douglas M. Walker	Springer	2013	978-1-4614-7123-3