



Course Code THOM-376	Course Title Slots and Table Operations Management	Credits (ECTS) 3/6
Department HT&S Management	Semester Spring/Fall	Prerequisites THOM 375
Type of Course Major/Concentration	Field Hospitality	Language of Instruction English
Level of Course 1 st Cycle	Year of Study 3 rd	Lecturer Yianna Orphanidou
Mode of Delivery Face-to face	Placement N/A	Co-requisites No

Objectives of the Course:

The main objectives of the course are to:

- Familiarize students with the Casino industry slot and table games areas
- Think critically in order to analyze a problem and develop a solution;
- Use academic methods (e.g. using referenced arguments);
- Identify and adjust to future managerial trends;
- Understand the complexities of games rules and the multicultural gaming environment;
- Work in an interdisciplinary context;
- Analyze major aspects of slot and table games such as:
Grooming and house rules, layout of casino areas, dealing, payout procedure, multiplications, slot software's and possibilities of house advantage.

Learning Outcomes:

After completion of the course students should be able to:

1. **Explain** probability and the law of large numbers
2. **Define** house advantage
3. **Explain** the relationship between house advantage and casino profitability
4. **Create** an organization chart of any gaming department in a casino
5. **Design** floor layouts for slots, and table games
6. **Explain** criteria used in floor signage decisions

7. **Explain** the criteria for setting and moving maximum and minimum bets
8. **Create** a staffing chart for a table games department
9. **Calculate** the amount of complimentary goods and services a high limit player deserves
10. **Explain** the basic playing rules of all casino games
11. **Demonstrate** roulette and blackjack dealing rules
12. **Explain** blackjack and craps bets
13. **Explain** the difference between versions of poker
14. **Describe** the different pieces of equipment used in surveillance

Course Contents:

- Gaming Procedures and Game Protection (Table games and Slots)
- Procedures in the Table Games
- Dealer Training Curriculum
- Game Protection
- Efficient Table Games Management and Control
- Table Games Management
- Game Pace Auditing
- Finding the Right Game Pace
- Basic Guest Service Skills
- Guest Service Challenges in the Casino Environment
- Operating Training Schools
- Game Procedures and Game Protection in Training
- Shortening procedures related to shuffling, card changing Relying on the dealer
- Responsibilities of the Table Games Manager and Slots Manager
- Casino Credit and Table Credit

Teaching Methods

PowerPoint Lectures, lab workshop assignments, practical exercises, student presentations/assignments

Assessment Methods

Students' PowerPoint presentations, assignments, exercises , Midterm exam, Final exam.

Required Textbooks

Authors	Title	Publisher	Year	ISBN
Yianna Orphanidou/ Lycourgos Vasmanolis	Table Games and Slots management manual	University of Nicosia	2013	
Kathryn Hashimoto	Casino Management: A Strategic Approach	Prentice Hall	2008	10: 0131926721

Recommended Textbooks/Reading

Authors	Title	Publisher	Year	ISBN
Jim Kilby, Jim Fox, Anthony F. Lucas	Casino Operations Management	John Wiley & Sons	2006	0470073640, 9780470073643
Zender, B.	Casino-ology: The art of managing casino games,	Huntington Press.	2008	