

# North Central Michigan College

NCMC MASTER COURSE SYLLABUS

Last Date Revised 11/2/05

**DIVISION/AREA: Business and Technology**

**DEPARTMENT:**

**DIVISION DIRECTOR: Robert Marsh**

**ORIGINATOR: Robert Marsh**

**DEAN OF INSTRUCTION: Timothy Dykstra**

**HOURS OF INSTRUCTION:**

Credit hours: 3

Lecture: 3

Lab: 0

Contact hours: 52.8

**COURSE TITLE:** Casino Operations and Management II

**COURSE ALPHA:** HTM

**COURSE NUMBER:** 245

**CATALOG DESCRIPTION:**

Provides advanced instruction in gaming management, with a strong emphasis on the day-to-day operations of an ongoing casino. Intended for those students with previous course work and experience in gaming management and operations. Analysis of patterns of managerial and supervision participation in various forms of gambling.

**PREREQUISITE(S):** HTM 240

**COREQUISITE(S):**

**GENERAL EDUCATION/PROGRAM OUTCOMES:**

- Write and speak effectively
- Independently acquire knowledge
- Select and use mathematical tools for problem solving and decision making

**COURSE OBJECTIVES AND OUTCOMES:**

1. Understand and appreciate the demands on individuals who manage casino operations
2. Demonstrate an understanding of the detailed examination of accounting systems.
3. Understand the controls peculiar to casinos required by both management and government for internal auditing
4. Demonstrate a superior managerial knowledge of the regulatory process
5. Demonstrate an in-depth understanding of the management and analysis of the hold, handle, win, and drop

**METHODS OF INSTRUCTION:** A combination of lectures, overhead transparencies, audio-visual slides and

videos, video case studies, in-class exercises, and critical thinking scenarios will be utilized in this course.

**METHODS OF EVALUATION:** Exams, case studies, research paper

**REQUIRED TEXT AT TIME OF COURSE ADOPTION/REVISION:**

TEXTS: None

OPTIONAL SUPPLEMENTARY MATERIALS: Provided by instructor

Reasonable accommodations can be provided to students with documented disabilities. Please speak to me to arrange these or contact Learning Support Services at 348-6817.

**SUGGESTED TIME ALLOWANCE AND SEQUENCE OF INSTRUCTION:**

*(List general content description of what is being covered each week)*

WEEK 1	Overview of Current Management Issues
WEEK 2	Evolution of New Table Games and Related Management
WEEK 3	Management of Casino Credit & Collections
WEEK 4	Gaming Technology
WEEK 5	Human Resource Issues/Problems/Opportunities
WEEK 6	Marketing of Gaming Recreation
WEEK 7	Comping systems
WEEK 8	Superior casino guest service
WEEK 9	Managerial supervision
WEEK 10	The manager/employee/guest relationship
WEEK 11	How supervisors can destroy customer relations
WEEK 12	Employee motivation
WEEK 13	Special casino work situations
WEEK 14	Gaming Trends Analysis
WEEK 15	Table Game Accounting—Win, Hold, Drop, Handle
WEEK 16	Final Exam

APPROVED FOR ADOPTION/REVISION BY THE CRD/AP COMMITTEE ON \_\_\_\_\_