

Customized Gaming Education from the University of Nevada, Reno

We can bring many of our gaming management courses to your location anywhere in the world.

We can help with customized training that makes the most of your time and resources.

Our courses cover the latest practices, topics, issues and trends.

It's about time — yours.

Successful, thriving organizations are in constant pursuit of improvement in people and performance. Your management team is juggling growth, tougher competition, new regulations and more. The University of Nevada, Reno works with businesses that understand change happens from the inside out. Businesses in motion. Businesses that value human development as a business strategy.

We can help with customized training that makes the most of your time and resources.

Management and professional education are no longer perks — they are integral to organizational success. When custom-built, they contribute to real-time problem solving and performance improvement. We help address your company-specific issues through learning, interaction and motivation.

Our work with gaming organizations worldwide has redefined management and executive gaming education to be original, strategic, relevant and highly collaborative, bridging the latest ideas with real-world demands.

Customized courses, delivered in-house to your site, will:

- Provide training from industry experts, tailored to your organization's specific needs
- Increase your bottom-line effectiveness by increasing employee expertise in company-specific issues, policies and practices specific to the gaming industry
- Train employees who have little experience in gaming — and update those who do — with up-to-the-minute, industry-specific regulations and procedures
- Reduce training expenses by offering targeted instruction to more employees at once
- Decrease employee travel costs by bringing the training and instructors to you
- Minimize employee hours spent away from the workplace
- Foster camaraderie, staff buy-in and a team approach to company-specific concerns

Education keeps your organization current.

Stay abreast of new developments in business techniques that reinforce effective business practices. Continuing education will give you the tools you need to remain ahead of the competition by anticipating and embracing change.

Here is a small sample of our gaming management programs and topics:

- Identifying and Preventing Internal Corruption
- Financial Management Skills for the Non-Financial Manager
- Designing and Implementing a Customer Service Plan for a Casino
- Slot Management Operations and Marketing
- Games Protection
- Table Games Probabilities and Analysis
- Slot Math and Analysis
- High-Tech Fraud in the Gaming Industry
- Slot Marketing: Special Events, Promotions and Floor Design
- Cage and Credit Operations
- Marketing for the Gaming Industry
- Evaluating and Analyzing New Games and Technology
- Developing and Strengthening the Supervisor

Advantages of a customized program:

- Designed by industry experts to be results oriented
- Company-specific focus
- Leading-edge knowledge and skills
- Sustainable and practical application
- Cost-effective and convenient learning opportunity
- Tailored evaluation and follow-up after completion



Extended Studies
University of Nevada, Reno

For more information, call
(775) 784-4046 or
1-800-233-8928
or e-mail gaming@unr.edu
www.gaming.unr.edu
www.extendedstudies.unr.edu

We can meet your educational needs with:

Customized Programs

We understand the business environment in which gaming companies operate. We believe that every organization has its own clock, its own style, its own geography, and learns in its own way. We also have a point of view on how organizations advance. We believe that adults respond best to learning that is relevant, self-discovered and in context. We strive to create development solutions that combine the best knowledge with the smartest delivery.

Individual programs designed to meet your short- and long-term company goals can be delivered through our customized programs. Training is an ongoing process, not a one-time event. The University of Nevada Reno's Gaming Management Program staff invests the time to get to know your game plan, your environment and your style, so we can provide the right solutions for your company.

Needs Assessments

The University's curriculum development specialists are prepared to conduct a comprehensive needs assessment at your site, present their findings and tailor a management development program — with courses brought to your location — that will match the needs of your organization and enhance your plan for success. Our discovery process includes senior team interviews, needs assessments and expert consultation, followed up in most cases with active executive involvement.

Semi-Custom Programs

By integrating curriculum from our existing courses with the specific needs of your organization, we can create courses that cover the latest practices, topics, issues and trends critical to the gaming industry. To meet the specific needs and educational demands of your organization, we can design, develop and deliver a course or series of courses for a comprehensive program — or you may choose from our extensive menu of current courses. We offer a wide variety of courses that can be delivered in varying formats. Choose the course or courses you would like us to bring to your company and we will tailor them to meet your needs.

Collaborations and Partnerships

We can bring many of our gaming management courses to your location anywhere in the world. All courses are available for a flat fee, and you may recruit as many people as you wish to attend (there are maximums for some courses, determined by subject matter). Ask us how gaming management courses may be sponsored by multiple gaming properties to offset costs. For example:

- You host the course, provide the classroom, audio-visual equipment and faculty airfare.
- We provide faculty, course materials, faculty accommodations, arrangements and administrative services.
- You have as many of your own staff people attend as you wish.
- You promote the course to other gaming properties in your area and charge a fee for attendance to help offset your course costs.

Topics and Courses

Our topics and courses address a full range of business and executive needs. Courses may focus on comprehensive executive development or target specific groups within your organization. Programs may be long term or two to five days — you decide. Topics draw on a full range of business disciplines, including:

Management

- Strategy, Planning and Business Analysis
- Human Resources Management
- Supervisory and Management Development
- Information Technology
- Leadership Development
- Regulatory Compliance and Public Policy

Operations

- Management of Slot Operations
- Management of Table Games
- Surveillance Operations and Management
- Security and Risk Management
- Cage Operations
- Marketing and Promotional Strategies
- Financial Accounting, Analysis and Auditing

Questions?

For more about how the University of Nevada, Reno can meet your gaming management education needs, please contact any of our Gaming Management Program representatives:

JoAnne Gipson, Program Manager

Cheryl Olson, Assistant Director

Jim McClenahan, M.B.A., Director, Professional Development

University of Nevada, Reno

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Visit us on the web at: www.gaming.unr.edu

Our expertise and years of bringing gaming education to the workplace have been tapped by a wide range of companies and agencies including:

- Casinos Austria
- Harrah's Metropolis
- Manitoba Lotteries Corp.
- Saskatchewan Indian Gaming Authority
- Mill Casino Hotel
- Iowa Racing Commission
- Mazatzal Casino
- Gold Country Casino
- Gila River Casino
- Prairie Knights Casino and Resort
- Oneida Bingo and Casino
- Ho Chunk Nations
- Casino Regina
- Wildhorse Gaming Resort
- Mystic Lake Casino
- Cherokee Nation Enterprises
- Kewadin Casinos
- Jackson Rancheria Casino Hotel
- Casino of the Sun
- Chickasaw Nation
- Nooksack River Casino



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