



「賭場管理文憑」課程 招生章程

課程目的

- 1) 為澳門博彩業培養高素質之初級至中級管理人才，為博彩業之可持續健康發展提供基礎；
- 2) 向賭場管理從業員提供高質素的職業培訓；
- 3) 為有興趣從事賭場管理人士提供一個掌握澳門特色的賭場管理知識的平台。

適合報讀課程人士

- 1) 有意學習現代管理技巧或晉升管理層之賭場前線人員；
- 2) 有意改善管理效率之初至中級賭場管理人士；
- 3) 有意投身賭場行業之人士。

修讀課程的得益

此課程能讓學員對賭場業之整體運作有更深入了解，掌握賭場管理之基本理論及技巧，增強晉升賭場管理職位之信心。

文憑及證書

- 1) 學員每科出席率必須達 80% 並須每科考試合格〔D 及以上〕，將獲發一張文憑。
- 2) 每科出席率需達學時的 80% 才獲準考試資格。

報名資格

歡迎有興趣人士報名，現從事博彩業及中學畢業或以上學歷者優先考慮

授課語言

廣東話/普通話，輔以英語，講義以中文為主

上課時間及地點

逢星期一及星期四晚上 7:00 至 9:30 於澳門大學上課



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課程大綱、學時及學費

		時數	堂數	時期
學費： 澳門幣 19,800 元	GMCM111 博彩數學入門	45	18 堂+1 堂考試	2018-08-09 至 2018-10-18
	GMCM112 款客服務與博彩業：領導 及管理	45	18 堂+1 堂考試	2018-10-29 至 2019-01-21
	GMCM114 員工績效的決定因素專題	45	18 堂+1 堂考試	2019-02-11 至 2019-04-15
	GMCM113 賭場運作管理	45	18 堂+1 堂考試	2019-05-06 至 2019-07-11

註：此為暫定時間表，開課時間以各單元開課前一個月宣佈為準。



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報名及查詢

報名日期：	2018-06-25 至 2018-07-06
報讀方式：	以課程文憑形式報讀
報名所需文件：	請參閱申請者須知 (INFO/001)或於辦公時間內致電本所查詢
報名費：	澳門幣 100 元，報名費不予退還，1 澳門元=1 港元 * 之前未被取錄之申請者不需繳付報名費。
查詢電話：	(853) 8822 4173 / 8822 4666/ 8822 4719
圖文傳真：	(853) 8822 2334
電郵地址：	gaming@umac.mo
網址：	http://www.umac.mo/iscg/courses/Casino_CN/CMdip_form_CN.html

報名及付款方法如下：

遞表方法	付款方法 (1 澳門元=1 港元)	
	報名費	學費
親身遞表： <ul style="list-style-type: none"> ● 日期：25/06/2017 至 06/07/2018 ● 時間：星期一至五，早上 09:30 - 中午 12:30 及下午 2:30 - 5:00 ● 請遞交報名表格及(*)所需文件到澳門氹仔大學大馬路，澳門大學，E22 工商管理學院，2035 室或 2042 室 	現金	<ul style="list-style-type: none"> ● 本地銀行支票 ● 本地銀行本票 ● 網上憑 VISA 或 MASTER 卡直接付款
網上遞表： <ul style="list-style-type: none"> ● 日期及時間：25/06/2018 早上 09:30 至 06/07/2018 下午 5:00 (24 小時開通) ● 請登入此網址： http://www.umac.mo/iscg/courses/Casino_CN/CMdip_form_CN.html 註：請上載申請者須知(INFO/001)內列明之(*)所需文件	網上憑 VISA 或 MASTER 卡直接付款	

(*) 所需文件：請參閱申請者須知(INFO/001)，截止時間前未交齊所需文件者，申請將不被考慮



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課程宗旨及簡介：

Introduction to Casino Mathematics

On top of the routine rules of casino games, this course provides students a mathematical foundation to understand the reasons behind the formulation of those rules. The concepts of probability, odds and house edge will be explained in details so that students will understand how do casinos make profits in its gaming floor when games are operated 24/7 (i.e. 24 hours a day and 7 days a week). Some common forms of table games such as Blackjack and Baccarat, and typical gaming machines such as Lucky 7s and Forbidden Fruit will be used to exemplify the applications of mathematics in the designs and operations of casino games.

Casino Operation Management

This course is aiming to provide students an overall understanding of how a modern casino (casino resort or mega casino resort) is structured and operated, as well as the nature of various job positions and their functions. Table games contribute a major source of revenue to most of the casinos in Asia, especially those in Macao. On the other hand, Gaming machines include slot machines and electronic table games, which compose the main gaming floor of a casino in North America, and the growth of gaming machines will be a focal point in Asia's casino business in the coming decade. This course is designed to give students an overview about the composition of table games and gaming machines management.

Leadership and Management in Hospitality and Gaming Industry

High quality gaming and non-gaming hospitality services are crucial factors to ensure competitiveness, hence sustainable growth of a casino's business. This course introduces the basic components of casino hospitality services and leadership of management, elaborates the concept of management, emotional employee management, performance appraisal, motivation and communication in gaming and hospitality industry.

Special Topic on Determinants of Employees Performance

This seminar is designed for the students to understand some influencing factors of employee performance include 1) Emotional Intelligence (EQ), 2) Problem Solving Skills, 3) Project Management, and 4) Occupational Safety & Health. Through this course, students will acquire knowledge for implementing safety management, handling multi tasks with good management of quality, time, cost and risk, understanding how Emotion Intelligence (EQ) will affect the employee and organization to achieve the goals, exploring their potential ability and increasing team spirit.