



澳門大學

UNIVERSITY OF MACAU

博彩研究所

INSTITUTE FOR THE STUDY OF COMMERCIAL GAMING (ISCG)

DIPLOMA IN CASINO MANAGEMENT

RECRUITMENT INFORMATION

Objectives

1. To nourish qualified junior- and middle-level management manpower for Macao's casino industry, hence sustaining its growth and development;
2. To provide a high quality vocational training program to the practitioners of casino management;
3. To provide a platform for prospective casino practitioner to acquire professional knowledge about the industry management, with topic coverage to unique features of Macao market.

Who Should Attend

1. Frontline casino staff who are interested in modern casino management techniques.
2. Frontline casino staff who are seeking to promote to managerial levels.
3. Junior and middle-level casino executives who are interested to improve their management skills.
4. Anyone who is interested to join the casino industry.

Benefits

Participants of this program will gain a better understanding of casino operations and the casino industry. In addition, participants will master basic casino management concepts, principles and techniques. This program will increase participants' confidence in carrying out their jobs and enhance their chances of promotion to managerial positions within the casino industry.



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Award of Diploma

1. A *Diploma* is awarded to a student who has attended 80% of each course and got a passing grade (D and above) in the examination of each course.
2. Students have to attend 80% of the classes before they are allowed to take the examination.

Entrance Requirement

All are welcome. Applicants who are currently working in gaming industry and have completed secondary school or higher level of education are preferred.

Medium of Instruction

Cantonese/Mandarin, supplemented with English

Chinese reading material

Class Time and Venue

Every Monday and Thursday between 19:00 – 21:30 at the University of Macau

Venue: To be confirmed



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Curriculum, Class Hours and Tuition

		No. of Hours	No. of Class	Period
Tuition: MOP 19,800	GMCM111 Introduction to Casino Mathematics	45	18 classes +1 exam	2018-08-09 to 2018-10-18
	GMCM112 Leadership and Management in Hospitality and Gaming Industry	45	18 classes +1 exam	2018-10-29 to 2019-01-21
	GMCM114 Special Topic on Determinants of Employees Performance	45	18 classes +1 exam	2019-02-11 to 2019-04-15
	GMCM113 Casino Operation Management	45	18 classes +1 exam	2019-05-06 to 2019-07-11

Note: The final class schedule will be re-confirmed 1 month before the commencement date of individual module.



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Application and Enquiry

Application Period	25/06/2018 to 06/07/2018
Recruitment Method:	Applicants can apply in the form of diploma
Documents Required:	Please refer to Applicant's Guide (INFO/001) or call our Institute for further information.
Application Fee:	MOP100, non-refundable (1MOP=1HKD) * <i>Old applicants not admitted the first time are not required to pay application fee.</i>
Enquiry No.:	(853) 8822-4173/ 4666/ 4719
Fax No:	(853) 8822-2334
E-mail Address:	gaming@umac.mo
Website:	http://www.umac.mo/iscg/courses/CMdip_form.html

Application and Payment Methods

Submission of Application	Payment Method (1MOP=1HKD)	
	Application Fee	Tuition Fee
Hand in Application: <ul style="list-style-type: none"> ● Date: 25/06/2018 to 06/07/2018 ● Time: Monday to Friday, 09:30a.m.~12:30 p.m. and 2:30 to 5:00 p.m. ● Submit the application form and the (*) <u>required documents</u> to: Room 2035 or 2042, 2nd Floor, Faculty of Business Administration E22, Avenida da Universidade, Taipa, Macau, China, University of Macau 	Cash	<ul style="list-style-type: none"> ● Local bank cheque ● Local bank draft ● On line payment by VISA or MASTER Card
On Line Application: <ul style="list-style-type: none"> ● Period: 25/06/2018 at 09:30 a.m. to 06/07/2018 at 5:00 p.m. (24 hours) ● Please go to this link http://www.umac.mo/iscg/courses/CMdip_form.html <p>Note: Please upload all the (*) <u>required documents</u> to the web.</p>	On Line Payment by VISA or MASTER Card	

* *Required Documents: Please refer Applicant's Guide (INFO/001). Application may not be considered if required documents are not submitted by deadline.*



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Course Objectives and Description

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.