

Sample Custom Programs

Custom Hotel Management Training Program

Day/Date	Duration	Topic
Day 1	½ day (3 ¼ hrs.)	Lodging
Day 1	½ day (3 ¼ hrs.)	Timeshare
Day 2	½ day (3 ¼ hrs.)	Human Resources
Day 2	½ day (3 ¼ hrs.)	Organizational Behavior
Day 3	1 day (6 ½ hrs.)	Service Management
Day 4	½ day (3 ¼ hrs.)	Hotel Accounting
Day 5	½ day (3 ¼ hrs.)	Facilities Management and/or Greening
Day 5	½ day (3 ¼ hrs.)	Employment Law and/or Hotel Law

Custom Meetings, Conventions, & Events Management Training Program

Day/Date	Duration	Topic
Day 1	1 day (6 ½ hrs.)	Conventions & Trade Shows
Day 2	½ day (3 ¼ hrs.)	Meetings Coordination
Day 2	½ day (3 ¼ hrs.)	Incentive Travel
Day 3	1 day (6 ½ hrs.)	Destination Marketing
Day 4	1 day (6 ½ hrs.)	Convention Sales & Service
Day 5	1 day (6 ½ hrs.)	Special Events Management

Custom Food and Beverage Management Training Program

Day/Date	Duration	Topic
Day 1	½ day (3 ¼ hrs.)	Food and Beverage Management
Day 1	½ day (3 ¼ hrs.)	Sanitation
Day 2	1 day (6 ½ hrs.)	Food Production
Day 3	½ day (3 ¼ hrs.)	Food and Beverage Cost Control
Day 3	½ day (3 ¼ hrs.)	Concessions Operations Management
Day 4	1 day (6 ½ hrs.)	Wines and Beverages
Day 5	½ day (3 ¼ hrs.)	Culture and Cuisine
Day 5	½ day (3 ¼ hrs.)	Management Capstone Seminar

Custom Travel and Tourism Management Training Program

Day/Date	Duration	Topic
Day 1	½ day (3 ¼ hrs.)	Tourism Demand
Day 1	½ day (3 ¼ hrs.)	Tourism Destination
Day 2	½ day (3 ¼ hrs.)	Tourism Sector
Day 2	½ day (3 ¼ hrs.)	Tourism Sector
Day 3	½ day (3 ¼ hrs.)	Tourism Policy and Planning
Day 3	½ day (3 ¼ hrs.)	Economic Impact of Tourism
Day 4	1 day (6 ½ hrs.)	Marketing for Tourism
Day 5	½ day (3 ¼ hrs.)	Trends and Issues Beyond Our Control
Day 5	½ day (3 ¼ hrs.)	Trends and Issues Within Our Control

Sample Custom Programs

Custom Gaming Management Training Program

Week 1

Day/Date	Duration	Topic
Day 1	1 day (6 hrs.) 9:00am-12:00pm 1:00pm-4:00pm	Introduction to Casino Management
Day 2	½ day (3 ¼ hrs.) 9:00am-12:15pm	Introduction to Slot Operations: Slot Clubs
Day 2	½ day (3 ¼ hrs.) 1:15pm-4:15pm	Casino Math-Design of Class II and Class III Slot Games
Day 3	½ day (3 ¼ hrs.) 9:00am-12:15pm	Introduction to Table Games
Day 3	½ day (3 ½ hrs.) 1:15pm-4:45pm	Table Game Hold as a Management Tool Dead Chip and Junket Operations
Day 4	½ day (3 ¼ hrs.) 9:00am-12:15pm	Basic Slot Math
Day 4	½ day (3 ½ hrs.) 1:15pm-4:45pm	The Role of the Physical Environment in Slot Player Satisfaction A Deeper Look at the Slot Player Experience
Day 5	½ day (3 ¼ hrs.) 9:00am-12:15pm	Surveillance
Day 5	½ day (3 hrs.) 1:30pm-4:30pm	Game Protection

Week 2

Day/Date	Duration	Topic
Day 1	½ day (3 ¼ hrs.) 9:00am-12:15pm	Race and Sports Book 101
Day 1	½ day (4.5 hrs.) 1:30pm-6:00pm	Performance Potential Modeling Casino Cash Flows
Day 2	½ day (3 ½ hrs.) 9:00am-12:30pm	The Role of Analysis in Gaming Direct Mail Offers
Day 2	½ day (3 ¼ hrs.) 1:30pm-4:00pm	Casino Marketing
Day 3	½ day (3 ½ hrs.) 9:00am-12:30pm	Cost-Volume-Profits Analysis How to increase the efficiency of Gaming Promotion
Day 3	½ day (3 hrs.) 1:30pm-4:30pm	Money Laundering Financial and Management Reporting
Day 4	½ day (3 hrs.) 9:00am-12:00pm	Database Analysis
Day 4	½ day (3 hrs.) 1:00pm-4:00pm	Database Analysis