

**University of Massachusetts,
Amherst**

UMASS Online

HT-MGT 318

**CASINO PRODUCTS, PROTECTION, AND
PROBABILITY**

Syllabus

**Instructor:
Jeff L. Voyles, MA**

Syllabus

COURSE NUMBER: HT-MGT 318

COURSE TITLE: Casino Products, Protection, and Probability

COURSE START DATE: January 29, 2007

COURSE END DATE: May 14, 2007

INSTRUCTOR: Jeff L. Voyles

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Instructor Availability: You may call *anytime*. If I am unavailable, simply leave a detailed voice message and I will return it promptly.

Welcome to the class! This course will provide you with important information that will be useful towards the development of your professional career. This is the time to participate often, substantively, and reflectively. We will know you by your words - be thoughtful, and early on, as we get to know each other, take time to consider the responses from your classmates; we are all students of each other.

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COURSE OVERVIEW

COURSE OBJECTIVE

- **Casino Product, Protection, and Probability** is designed to instruct the student on the importance of casino operations, and the cooperation and integration of multiple disciplines, departments, and governmental agencies to insure the protection of the casino's assets, as well as protecting the rights of the patron. This course will assist the student in obtaining the working knowledge needed to establish a solid foundation to begin, or continue, the pursuit of a career in gaming.

COURSE MATERIALS

- **Required Text:** Managing Casinos: A Guide for Entrepreneurs, Management Personnel, and Aspiring Managers, Barricade Books (1995) ISBN: 1-56980-045-6.
- **Authors:** Ruben Martinez
- **Researched Articles**
- **Lectures**
- **Class Discussions**
- **Internet Research Sites**

COURSE CHANGES

Although I will not make any changes to the learning objectives of the course, there may be modifications of the weekly assignments and daily content that vary from the published syllabus in order to enhance the discussion and learning experience.

ATTENDANCE

Attendance is mandatory by way of login a minimum of Three days a week, and **will** be taken at the end of every class week. Any students participating less than Three days a week can expect a one-point deduction in their final grade per day absent.

PARTICIPATION

Each student will be expected to contribute to the class discussion in a substantive way. I will consider both quantity and quality when evaluating your participation, which may reflect on your final grade. Simply logging in and reading the current post is not considered participation.

STUDENT CONDUCT

Students are expected to conduct themselves in appropriate ways. If a student does not comply with course requirements, or obstructs the functioning of a class, the instructor may initiate an administrative drop. Please be courteous of the class participation by responding in a professional and polite way that will contribute to the depth of discussion.

FEEDBACK ON ASSIGNMENTS

It is my responsibility as a University instructor to provide feedback and support to optimize the learning experience for the students.

ASSIGNMENT DUE DATES

Assignments for the week are expected to be ready for online review and discussion by the instructor and other students. Failure to have your assignment complete may negatively influence your final grade. I reserve the right to deduct one point, from the total possible points of an assignment for each day an assignment is late.

ASSIGNMENTS / TESTS

First Quiz-----5% of grade

Second Quiz--- ----5% of grade

Mid-term-----30% of grade

Final-----30% of grade

Article Searches---10% of grade

Participation-----20% of grade

Total-----100%

GRADING FORMULA

100-95	A
94-90	A-
89-87	B+
86-83	B
82-80	B-
79-77	C+
76-73	C
72-70	C-
69-67	D+
66-63	D
62-60	D-
59 or <	F

COURSE TOPICS COVERED

■ Review the History of Gaming
■ INTRODUCTION
■ MATHEMATICAL THEORY FOR CASINO GAMES
■ Probability
■ Expectation
■ House Advantage
■ Volatility
■ Gambling Fallacies and Systems
■ Summary of Formulas and Rules
■
■ COMMON CASINO MEASUREMENTS
■ Basic Table Games and Slot Operations
■ Handle
■ Drop

- **Drop vs. Handle**
- **Win**
- **Win Percentage**
- **Hold**
- **Hold Percentage as a Management Tool**
- **Different Ways to Express Win Rate**
- **Summary of Common Casino Measurements**
-
- **GAMES OF PURE CHANCE**
- **Banked Games**
- **Pooled Games**
-
- **GAMES WITH A SKILL COMPONENT**
- **Banked Games**
- **Pooled Games**
-
- **GAME ODDS AND PRICE SETTING**
- **Price Setting in the Gaming Industry**
- **Price and Product Demand**
- **Casino Game Prices**
-
- **VOLATILITY AND CASINO OPERATIONS**
- **High Volatility**
- **Low Volatility**
-
- **COMPLIMENTARIES**
- **Value: Theoretical vs. Actual**
- **Comps**
-
- **REGULATORY ISSUES**
- **Regulations Relating to Fairness**
- **Maximum Bet Restrictions**
- **Restricting Minimum Price**
- **Regulations Relating to Honesty**
- **Cheating**
-
- **THE INVESTIGATIVE PROCESS**
- **Who Should Conduct the Investigation?**
- **Paying for the Investigation**
- **Goals of the Investigation**
- **Preliminary Matters**
- **The Background Investigation**
- **The Financial Investigation**
- **The Corporate Investigation**
- **The Casino Investigation**
- **Interim Interviews**

- The Closing Conference
- The Investigative Report
- Informing the Applicant of Concerns
-
- **GAMING DEVICES**
- Category of Gaming Devices
- Regulating Gaming Devices
-
- **ACCOUNTING**
- Governmental Participation
- Governmental Audits
- Outside Audits
- Internal Control Procedures
- Recordkeeping
- Reporting
- Surveillance
- Compliance Committees
-
- **REGULATORY PRICE CONTROLS**
- Restricting Minimum Price
- Restricting Maximum Price
-
- **TAXES**
- Earmarking Taxes
- Canons of Taxation
- Types of Taxation
-
- **CASINO CRIMES**
- Responsibility for Criminal Enforcement
- Specific Versus Broad Criminal Statutes
- Types of Casino Crimes
- Aids to Assist in Criminal Enforcement
-
- **REGULATORY ENFORCEMENT**
- Responsibility for Enforcement
- Enforcement Functions
- Disciplinary Actions

INSTRUCTOR'S VIEWS

- **This Class Should Be FUN, ENLIGHTENING, INTERACTIVE, and a COOPERATIVE LEARNING ENVIRONMENT. Have fun!**