**Discussion board**: 100 words to answer the discussion question, then reply to one classmate (50 words). There are 6 questions and 6 replies, 12 posts in total.

**Sample discussion question and reply:**

Discussion Question – Growth of Native Gaming

What do you think really created the demand for the expansion of Native Gaming throughout the US? Are there key differences in the experience at a Native Casino vs. a casino in Nevada, New Jersey, or other jurisdictions? If you were to game, what would make you want to go to a Native Casino instead of Las Vegas?

**100-word answer**: There was a lot of poverty in the Native American community, so they needed to have some sort of economic development. Gaming was already popular within the Native American community and Native American reservations were considered sovereign to the federal government. The Indian Gaming Regulatory Act was passed, allowing Native Americans to have casinos on their land. This act recognized Native Gaming as a way of promoting economic development in their community. Native casinos have more restrictions than regular casinos in Nevada and are especially limited to location. Native American casinos typically market their brand by their tribe and have a rich culture. I would want to go to a Native Casino instead of Las Vegas because it has more history and I would help in their economic development. Native American tribes often use their profit from casinos to fund schools.

**50 words reply:**

Hi Andrew,

You brought up a good point on how companies like MGM are lobbying in hopes of opening new casinos. This is true, as casinos and their lobbying efforts can help gain community support and have an influence on politicians who have decision power. Lobbying is popular among casinos, especially when they are trying to achieve certain rulings, such as MGM's support for online gaming.

**Module assignment: 2 in total, 200-250 words** each. **Add word court** at the end. **APA** citation.

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**Module 5 - Activity 1** – Employee Value Proposition

Part of your final paper will be to create the vision/mission/values of your company, however, you may also want to create an Employee Value Proposition statement. Review the following two articles and then develop what you would like your Employee Value Proposition to be.

<https://gethppy.com/talent-management/3-steps-to-create-an-employee-value-proposition>

<https://workology.com/employee-value-propositions-evp/>

**Answer:**

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**Module 5 - Activity 2** – Values/Mission/Vision

Review the following values/mission statements, etc.:

[http://careers.caesars.com/wp-content/uploads/2018/06/CCR\_2016.pdf (page 5)](http://careers.caesars.com/wp-content/uploads/2018/06/CCR_2016.pdf)

<https://www.boydgaming.com/about-boyd-gaming/mission-and-vision>

<https://www.pngaming.com/about-us>

<http://newsroom.mgmresorts.com/mgm-resorts/fact-sheets/company-information/>

What do the above statements have in common? Where do they differ and why do you think they differ? What stands out to you after reviewing these sites? If you were to create your own company (which you will as your final paper), what would your values and mission be?

**Answer:**

**Discussion Questions**

Please review the attached presentation while reading chapters 9 and 10. Please also read:

* <http://www.prweb.com/releases/casinocustomerservice/casinotraining/prweb9906150.htm>
* <https://wizardofodds.com/> (great site to explain Table Game rules and odds)
* <http://entertainment.howstuffworks.com/slot-machine.htm>
* <http://whartonmagazine.com/blogs/five-strategic-initiatives-that-transformed-mgm/#sthash.LqAiR5yk.dpbs>

**Q1: Discussion Question** – MGM Leadership

After reading the article online about the CEO of MGM Resorts International, what are your thoughts about leadership in the gaming industry? What are your thoughts and opinion**s?**

**100 words Answer:**

**50 words Reply to:**

**Vivian Kong**

**RE: Discussion Question – MGM Leadership**

After reading the MGM article, I learned how leadership can drastically change and enhance a company. Under MGM's leadership of Chairman and CEO, Jim Murren created a unified MGM with a strong culture. It is important to have a strong leadership in order to position a company competitively. With so many companies in the gaming industry, Jim Murren has done an excellent job maintaining and strengthening the MGM brand. I believe it is important for a company to have leadership who is always looking to improve. For example, MGM's Jim Murren still continues to strive for improvement and growth, such as by enhancing compensation packages and reinforcing relationships with top business schools.

**Q2: Discussion Question** – Volatility

Explain the role of volatility in casino operations. What is critical for casino operators to be mindful of and manage related to volatility?

**Answer:**

**50 words Reply:**

Allison Jung

RE: Discussion Question – Volatility

An easy way to describe volatility is how much risk is involved in playing a certain game. For example, reel-spinning slot machines concentrate ore of their returns in fewer big wins than video slot machines, which bring in more frequent small wins. I think it is important to realize that less volatile is not always better. For example, most people think that the lower volatility a game will pay out more frequently, however, due to the fact lower volatility games payout more frequently, it means that these wins are more likely to be minute. Casino operators need to be sure to let out small payouts every so often so that it keeps people playing.

**Q3: Discussion Question** – Slot Operations

Discussion Question – Slot Operations

Slot machines have changed a lot over the years. What about slots interests you or stood out to you this week? Now that you know more about slot machines, why do people play them? How does a casino operator organize the department to maximize revenue?

**Answer:**

**50 words Reply:**

**Sarah Zhao**

**RE: Discussion Question – Slot Operations**

What intrigued me about gaming machines was that it previously came to fruition as a redirection for easygoing gamers since gaming machines required no betting information. It likewise astounded me that gaming machines are the most well known and beneficial game, getting in excess of 60 percent of yearly gaming benefits in the US. Individuals play gaming machines since they are amusing to play and the sum to play is frequently practically nothing. The structures and looks of the games are additionally splendid and engaging. Gambling club administrators sort out gaming machines in numerous columns and in maze style design with the goal that numerous players could play and furthermore there is alot of assortment of gaming machines to browse.

**Q4: Discussion Question** – Table Games Operations

Table Games is full of many different games with sometimes complicated rules. What is your take on Table Games and how should a casino operator determine which games need to be offered. What makes this department expensive when compared to Slot Operations? What else about this area interested you?

**Answer:**

**50 words Reply:**

**Thao Bui**

**RE: Discussion Question – Table Games Operations**

When choosing which games need to be offered, casino operators should consider factors such as guests’ demographic, historical data on their preferences, data on revenue/loss generated from each game. The Table Games department is a lot more expensive than slot operations because of the complexity of these games. They require more skills both from the guests and from the hosts. The turnover of table games is also slower, as the games require more time to complete. In contrast, slot games require fewer skills from the players, the ease of entry is higher, as anyone can pick a machine and start testing their luck.

**Q5: Discussion Question** – Departments

Chapter 10 reviewed different departments. Select a department and discuss why the department exists and/or is important to the operation. Would the casino be able to function without? What requires the casino operator to have some of those departments?

**Answer:**

**50 words Reply:**

**Tamara Chiha**

**RE: Discussion Question – Departments**

Chapter 10 discusses many departments that are important but I am going to talk about security. In a casino having a strong security team is something that is extremely important. The security team is important because it helps ensure the safety of the employees, those in the casino, and those who are gambling. The casino would not be able to function without a security team because you can never know what to expect in a casino. A large casino has over hundreds of people coming in and out daily, not having a security team would mean that the people are not being protected. When gambling some people may get angry, too drunk, or go too wild. Having a security team be aware of this behavior will allow the team to take care of the individuals right away.

**Q6: Discussion Question** – Customer Service

Is service important to the casino industry? Is providing good service challenging in this industry given that slot machines and table games “take” people’s money from them? How can employees and operators manage this relationship to maximize the positive impact service can have on the business.

**Answer:**

**50 words Reply:**

**Vivian Kong**

**RE: Discussion Question – Customer Service**

Casinos need to make sure their guests are happy and taken care of because they help the casino to operate. Customer service is important to the casino industry because quality customer service allows for repeat business. Good service can sometimes be challenging in this industry, because it can often be hard to find the right fit for positions and to train employees. In the article, it emphasizes on hiring and training. Casinos need to try to find the right candidate for positions and to make sure to train them properly. Casino operators should also be engaged with their employees and encourage a democratic work environment, so that employees can know that their opinions and concerns are being heard. When the employees are happy, they are more likely to treat the customers better.