

Gaming Training Template

We Bring Everything to the Table!

Training Area	Tier I: Customer Contact Employees	Tier II: Group Leader/Supervisor	Tier III: Manager & Leader
Gaming & Hospitality	Table Games: BJ, Craps, Roulette, Poker, Baccarat, PG Poker & PG Tiles	Table Games: BJ, Craps, Roulette, Poker, Baccarat, PG Poker & PG Tiles	Meeting & Event Planning
	Surveillance Training	Surveillance Training	Surveillance Training
	English as a Second Language (ESL)	English as a Second Language (ESL)	English as a Second Language (ESL)
	ServSafe	ServSafe	ServSafe
	RAMP/Mixology	Restaurant Management Enhancement Series	Restaurant Management Enhancement Series
	Tourist Training – Destination Lehigh Valley	Tourist Training – Destination Lehigh Valley	Tourist Training – Destination Lehigh Valley
Computers	Microsoft Software – Beginner, Intermediate, Advanced – Word, PowerPoint, Excel, Access	Microsoft Software – Beginner, Intermediate, Advanced – Word, PowerPoint, Excel, Access	Microsoft Software – Beginner, Intermediate, Advanced – Word, PowerPoint, Excel, Access
	Online Professional Development	Online Professional Development	Online Professional Development
	Microsoft Windows, Basic Mouse skills	Hardware Repair (A+, Net+) Microsoft Project	Hardware Repair (A+, Net+) Microsoft Project
Healthcare	CPR / First Aid / AED	Health Assistance Programming	Accident Free Workplace Planning
	Bloodborne Pathogens	CPR / First Aid / AED	CPR / First Aid / AED
		Bloodborne Pathogens	Bloodborne Pathogens
Safety	Emergency Preparedness	Emergency Preparedness	Building a Safety Culture
	Hazard Identification and Avoidance	Safety and Health Issues	Workplace Violence & Safety
	Workplace Safety Responsibilities	Regulatory Policies and Procedures Preparedness	Regulatory Policies and Procedures Preparedness
	OSHA Regulatory Requirements	OSHA Regulatory Requirements	Managing Risk
			Financial Impact of Regulatory Non-compliance
Technical	Electrical Construction & Maintenance	Electrical Construction Supervision	
	Industrial Maintenance	Industrial Maintenance Supervision	
	Mechanical Maintenance	Mechanical Maintenance Supervision	
	HVAC/R	HVAC/R Supervision	
Soft Skills & Leadership	Communications – Written & Verbal	Managing Work & People	Strategic Planning, Goal Aligning & Action Planning
	Customer Service	Performance Management	Talent Management
	Problem Solving	Interviewing, Hiring, Firing	Succession Planning
	Decision Making	Evaluating Employee Performance	Leadership Practices, Behaviors & Assessments
	Stress Management	Workplace Conflict & Resolution	Culture Transformation
	Diversity, Harassment & Team Building	Customer Service	Change Management