

Leaders of the Future Management Program

The D Las Vegas and Golden Gate Hotel & Casino

The management trainee program for college graduates will take place over 6 months. Throughout the program, participants will rotate amongst departments pertaining towards their interest and development. Each program participant will be required to send a weekly report to the Director or Manager of the department they worked with and observed. This report will include an overview of tasks completed, skills acquired, and memorable interactions. These reports will be shared with the executive team as updates for each participant's progress. Each participant will present research to company executives as a program conclusion.

Examples

Department name: Host

Topics participants will learn: Participants will learn about basic database marketing in casino properties. Telemarketing, direct mail, casino credit and other strategies will be covered. Profitable reinvestment percentages and basic guidelines for comping casino guests will be discussed.

Department name: Player's Club

Topics participants will learn: Participants will learn to function as a Player's Club Representative. Tasks will include signing guests up for a player's card both on the casino floor and at the booth, issuing promotions and handling guest issues.

Department name: Public Relations/Advertising

Topics participants will learn: Participants will be exposed to tracking files, opening creative jobs, managing signage, assisting with digital content management, and assisting with photoshoots and events.

Department name: Hotel Sales

Topics participants will learn: Participants will learn how to sell convention space, as well as help execute any events or banquets hosted by Sales. Contracts and payments will be discussed, along with sales techniques to capture new business.

Department name: Database Analytics

Topics participants will learn: Participants will be exposed to developing and analyzing reports about the operations of the company. Tasks include direct mail, pro/post forma statements, gaming reports, and other reports pertaining to the operation.

Department name: Hotel Operations

Topics participants will learn: Participants will learn to use hotel system OPERA. Training will include inputting reservations, checking guests in/out, comping guests using the billing profile in conjunction with host recommendations, and other simple functions. Participants will work in VIP services in coordination with the Host Department.

Department name: Finance, Audit, Cage and Compliance

Topics participants will learn: Participants will learn about Title 31 regulations, casino cage, and audit functions. Participants will be walked through the credit process from beginning to end. Central Credit, average bank balance, and credit scores will be discussed. Collection situations will also be highlighted. Necessary reporting to audit, accounting, and gaming will be covered.

Department name: Table Games

Topics participants will learn: Program participants will learn rules of all table games offered by the D and Golden Gate. Training will include on site pit training. Participants will have opportunity to practice dealing Blackjack depending on aptitude.

Department name: Slots

Topics participants will learn: Participants will learn the functions of a Slot Floor Person and Slot Shift Manager. This will include taxable jackpot protocol including W-2Gs, fixing machine issues, and other daily tasks performed by slot operations employees. Participants will also be exposed to slot analytics and different reports developed to maximize machine revenue.

Department name: Special Events

Topics participants will learn: Participants will help execute events with the Special Events Department. Tasks include event prep, event registration, event execution and scoring, and award banquets. Events include March Madness party, slot tournaments, blackjack tournament, bachelor/bachelorette parties, etc.

Department name: Beverage

Topics participants will learn: Participants will be exposed to the overall operation of a casino beverage department. Scheduling and staffing levels, ordering, union policies, and daily operations will be covered. Beverage costs, drink comps, proper pour procedures, and cocktail zoning will also be discussed.