

GAME-X ACADEMY

Table Dealer Training

About the Course

The common definition of a casino dealer is who runs the game and handles all gaming equipment, collects losing, and pays winning bets while ensuring all game procedures are in place.

Well, this is all true but very wrong at the same time.

The casino dealer is the face of the gaming establishment. They are unique selling points of the casino services and products. GAME-X not only trains or retrains new or experienced casino dealers for technical knowledge but vastly focuses on selling technics that will help to increase customer retention and higher GGRs to be granted.

Who is this course for? Land based Operators,

Role function ideas: Dealer candidates, Experienced dealers, Inspectors, Pit bosses, Gaming managers, General managers, Guest relation managers and officers, customer experience managers,

Price: TBD

Duration: 6-8 weeks minimum

Place: At site, or GAME-X dealer academy

Entering as a table game dealer is one of the most exciting processes in the casino industry. Learning the basics of game control, game security, customer service is a must in the process, however, GAME-X believes that a training course is much more than learning the basics.



It is learning to be dedicated, to be humbled, to be passionate to be respectful, and most importantly to learn what is the industry is all about.

We focus on the candidates in order to bring the best out of them. Our training method is one of the most effective in the learned knowledge, time, customer service. During the training, we build confidence, comfortability which will enable the candidates to gain the most technical skills in a very short period of time.

Being a casino dealer is one of the most exciting jobs in the world. There is not a single day that is like the other.

Each customer, each gaming session is exciting, challenging, and fun!

GAME-X is committed to bringing the X-factor to the industry and new employees are key in this process since we are not only training table game dealers, but we are training the future managers, business owners!

GAME-X offers training for new and experienced dealers / new and casinos in operation.

Why GAME-X is better than in-house training?

- We are more effective since we only concentrate on this function.
- We are experienced in training, in management, therefore our content is more complex.
- We will provide full TQM-based documentation.
- Our method is best in customer service vs. game security vs. game speed.
- We offer a money-back guarantee if the above 4 statements are not in place.



Many believe that the good dealer is who wins and the ones who pay are bad. Well, the gaming industry is all about customer services while the games are controlled with efficiency and maximum speed/game.

A good dealer is someone who understands the game and player's demand and controls it according to the house rules and to the highest customer satisfaction.

“Everything you can imagine is real.”
-PABLO PICASSO