



CASINO
ESSENTIALS

We offer the ONLY
web based training,
testing & tracking system
that is exclusively for the
GAMING INDUSTRY!



COMPANY GUIDE

The leading providers of e-Learning in the
Gaming Industry

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CASINO ESSENTIALS



Welcome to Casino Essentials

Casino Essentials is the industry leader in providing education that is needed for the professional development and growth of gaming industry employees. We develop the perfect training solution in one integrated learning system, including tailored learning paths, development plans and engaging customized content that allows you to seamlessly implement a successful learning strategy.

Our training extends beyond Title 31 and Cage education to include Human Resources, Supervisor development and Customer Service training. Recently, the scenario-based Customer Service program earned accolades for Employee Productivity and Efficiency as a Casino Enterprise Management Hospitality Operations Technology award recipient.

Manage Your Training Program in 3 Easy Steps



24/7 via Web Portal



Classroom & Online Sessions



Real-time Training Status

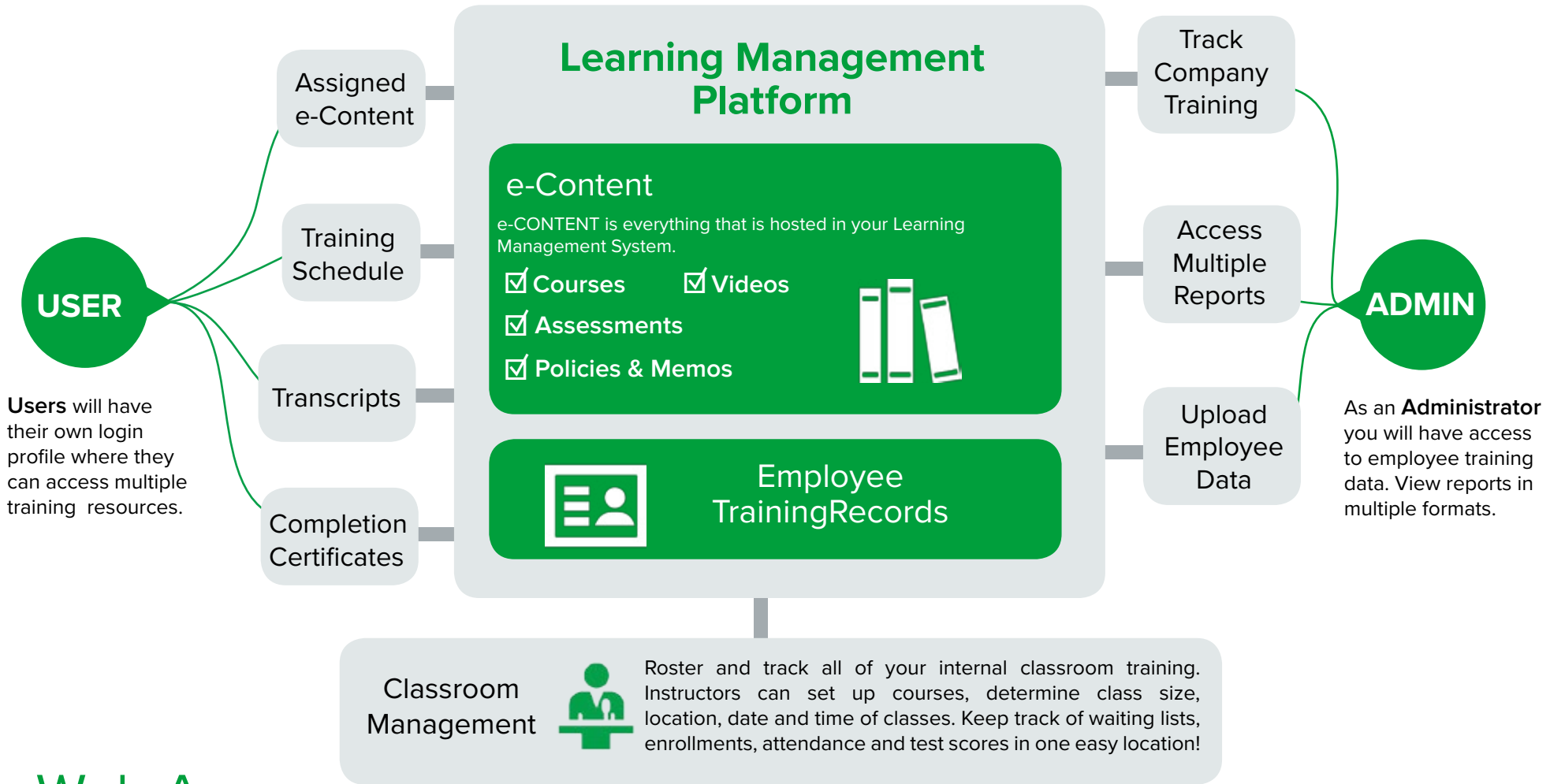
Our Goal

We work to save you time and money, while providing the best in education and professional development to your organization.

SEE THE BIG PICTURE!

Casino Essentials LMS is an online web-based learning management system designed for the Gaming industry. Access your LMS to train employees, track their progress, review reports and print certificates of completion. Just use your computer and internet access to log in to your private online training website 24 hours a day, 7 days a week.

We offer real-time message integration to instantly inform learners, trainers and supervisors of events such as enrollments, overdue and failed courses.



Users will have their own login profile where they can access multiple training resources.

Web Access
24/7

OFFERING INNOVATION & FLEXIBILITY

Casino Essentials understands that e-learning is a rapidly developing educational method that not only requires knowledge of the subject matter but also the ability and expertise to create online courses that are interesting, challenging and interactive for the learner. Casino Essentials courses are meticulously developed to teach smoothly and seamlessly from start to finish and then integrate effortlessly with the tracking, testing and storage of employees' results.

To address this desire, Casino Essentials offers an online "e-Content" training and testing solution for the gaming industry exclusively. Casino Essentials clients will not only have a solution that will virtually eliminate manual training and reporting efforts, but they will also have the help of Casino Essentials to ensure that their staff has met or exceeded training requirements.

This cost-effective training method was developed to provide convenience and innovative training techniques. Online training significantly reduces casino expenses versus classroom training and compliance administration.

**24/7
ACCESSIBILITY**



This easy-to-use online training course provides Casinos with standardized training for all departments and management. Train staff 24 hours a day, including holidays and weekends, without scheduling overtime for floor coverage. Make use of Casino downtime while avoiding guest service issues by scheduling staff during slow periods for training. Casinos have the ability to track classroom, meetings, seminars and online learning in one central location!

**COMPLIANCE
PROTECTION**



Regulatory online e-learning courses comply with Federal training requirements. Training criteria is updated regularly to ensure compliance. Train new employees and provide refresher training efficiently and consistently with online e-learning. Enjoy instant email notifications for overdue and failed courses!

**INTERACTIVE &
EASY TO USE**



Provide options for online and classroom sessions. Listen along and click on user friendly, interactive learning sessions while you learn. Tests are provided at the end of each lesson and retained under each employee's name. Training, testing and scores are stored online with the ability to export to Excel.

**EASY COURSE
ACCESS**



Employees have immediate access to their course work with easy to follow instructions. Training modules are easy to navigate, just click on the "Go" button. Employees have the ability to continue lessons right where they left off due to online tracking support. The employee's home screen allows easy and quick access to glossary of terms and other useful resources.

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Testing

Employees are required to take and pass a test at the end of each course to receive a certificate of completion. They may have the option to retake the test or course if they fail to pass it the first time. Test scores are electronically recorded and available via instant email notification. Export training data to Excel for proof of training and analytics!



Reporting

-  Print Employee Completion Certificates to display their achievements.
-  Easily create reports that track your company's compliance.
-  Export and print electronically stored employee training transcripts anytime, for up to date records.
-  Real-time message integration instantly informs learners, trainers and supervisors of events such as overdue or failed courses.
-  Store all your training records in one place. Use CELMS to track classroom training in addition to online training.

THIS IS WHERE IT ALL HAPPENS!

System Description & Requirements

Casino Essentials Online Training is a web-based application that requires basic internet connection and browser to access the system. Casino Essentials provides the necessary URL to the designated administrator for access to the online learning system.



Technology

We use the latest Microsoft SQL Server database technology that reduces processing overhead, maximizes performance and ensures data protection.

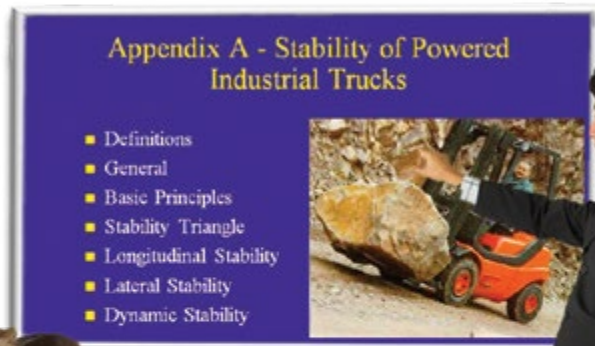
Our technology infrastructure allows for adding on or customization by Casino Essentials to accommodate special client requests.

Our web based learning system is hosted in the cloud. Our data center is SAS 70 compliant and certified.

We offer the ability to interface with HRIS systems using applied programming interface (API).

FROM POWERPOINT TO E-CONTENT!

Place your internal classroom training online! Convert your old PowerPoint presentations and make them new again with Casino Essentials' modern design aesthetic. We will enhance your existing presentations by adding navigational buttons and menu items, professional narration, online knowledge assessments, and the ability to track and report employee progress.



Conversion Benefits

- Navigation Enhancements
- Modern Design
- Professional Narration
- Reporting & Tracking
- Online 24/7 Access
- Knowledge Assessments

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VIDEO IMPLEMENTATION

Casino Essentials offers a wide variety of options for transferring in-house training into interactive and reportable online modules. Video training efficiently provides engaging learning content for your employees, and it is a quick and easy process to convert into an online training module that is automated for your employees.

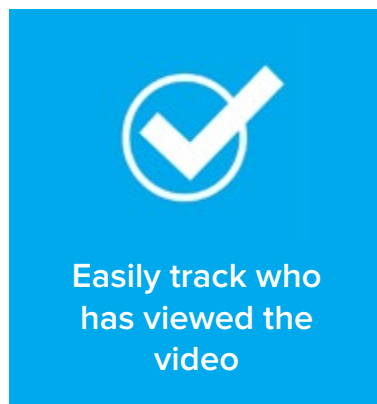


Embedded Video Module with Navigation and Controls

Video Implementation Benefits



Transcript Pop-Up for Narrative Text



Easily track who has viewed the video

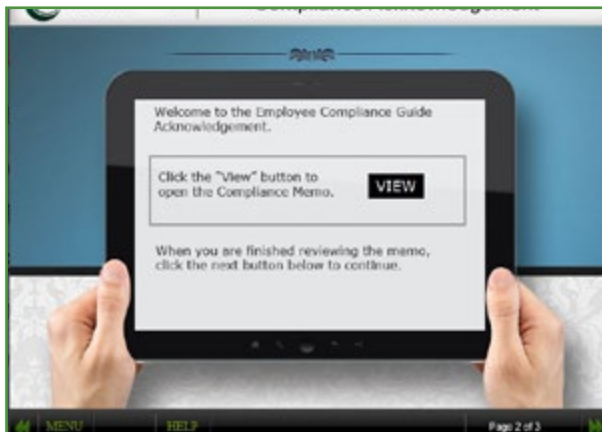


Attached Assessment to Test Learner's Knowledge

POLICY/MEMO ACKNOWLEDGMENT SERVICES

Casino Essentials can automate the memo and policy review and acknowledgment process. If you need to issue a memo about a policy change, require the review of a policy, or perhaps a reminder memo for staff, we can help. Casino Essentials will securely place your memo online and attach it to all job positions and departments that you require viewing and acknowledgment. After the employee reads the memo, they will click to submit an electronic acknowledgment. You will have full access to track the electronic acknowledgment of your memo; including the date and time it was viewed. In addition, you can quickly find out who has not viewed the memo and contact them right away!

Acknowledgment Benefits



Insert Acknowledgment
Instructions



View Full Memos &
Company Policies



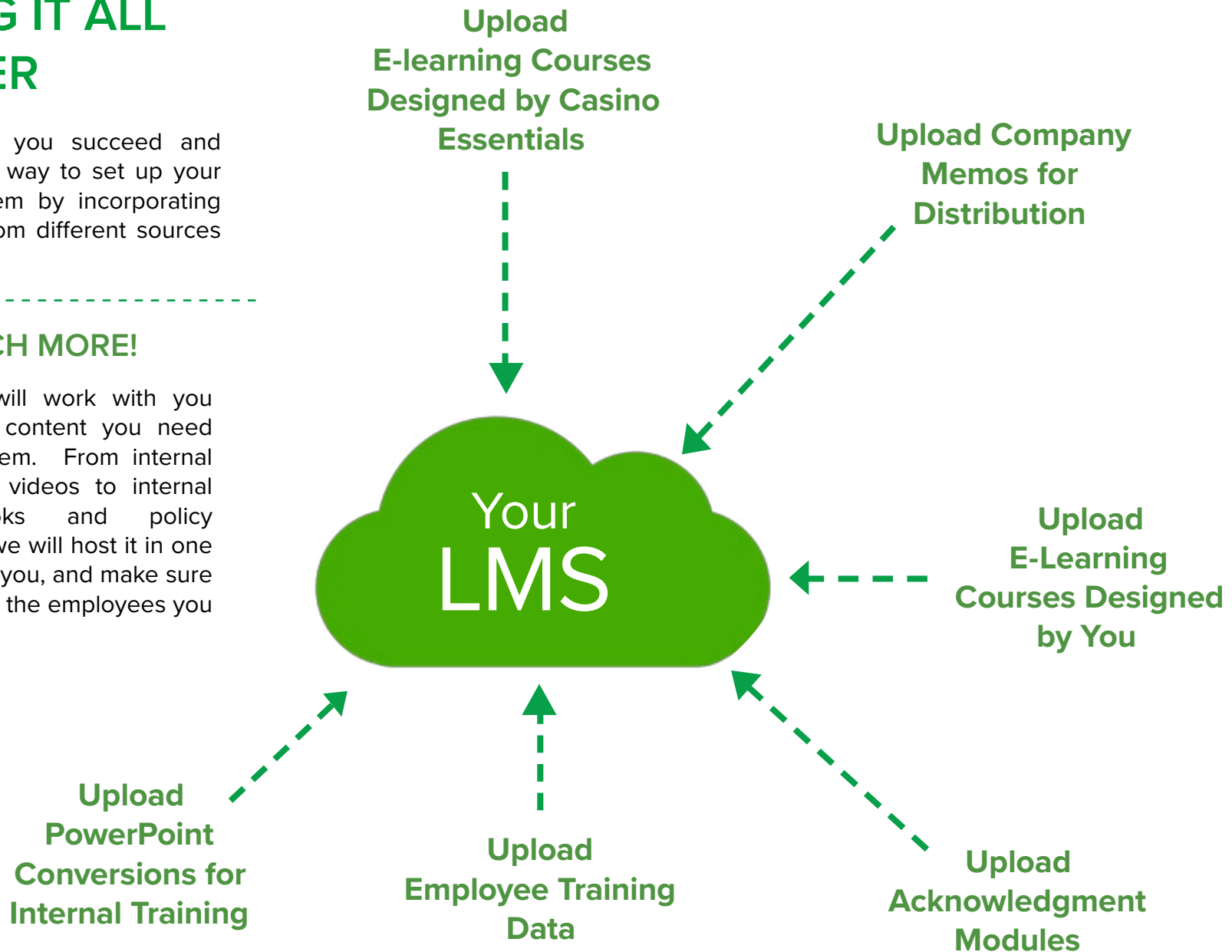
Track and report who has viewed
and acknowledged

BRINGING IT ALL TOGETHER

We want to help you succeed and strategize the best way to set up your new learning system by incorporating learning content from different sources into one solution.

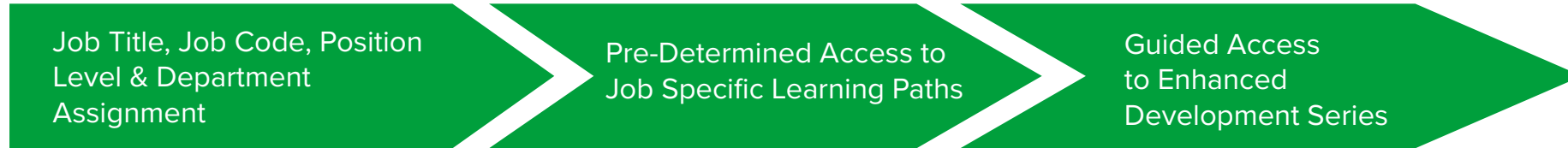
AND MUCH MORE!

Casino Essentials will work with you to recognize what content you need hosted on the system. From internal training slides and videos to internal memos, handbooks and policy acknowledgments, we will host it in one place, manage it for you, and make sure the material reaches the employees you need it to.

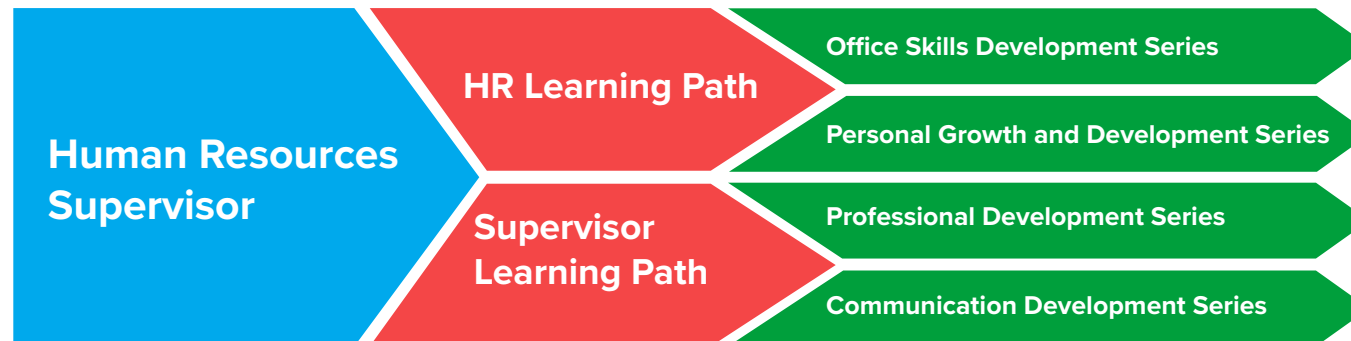


STRATEGIZING A SUCCESSFUL IMPLEMENTATION

With so much information and content sources, it is imperative to have a partner that can strategize the best solution for your system implementation. Casino Essentials has a plan to assist with executing your vision flawlessly. This plan is flexible and adjusts to your needs from system setup to final implementation.



Learning paths and supplemental development series will manage access to courses and development plans while encouraging professional development within each training plan.



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PROFESSIONAL DEVELOPMENT ROADMAP

In need of a learning plan? Take a look at an example of how Learning Paths are created to enhance the education and development of your employees. Job titles, position levels and department assignments can open customized avenues of learning and create individual access to different series of learning content.

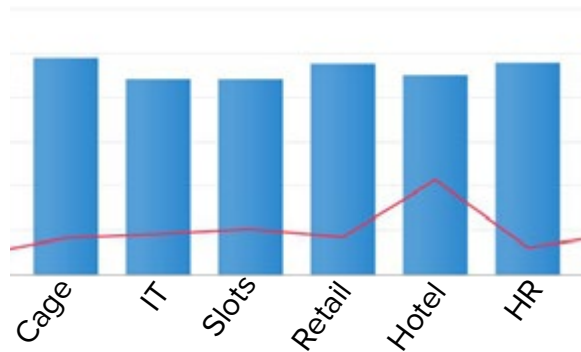




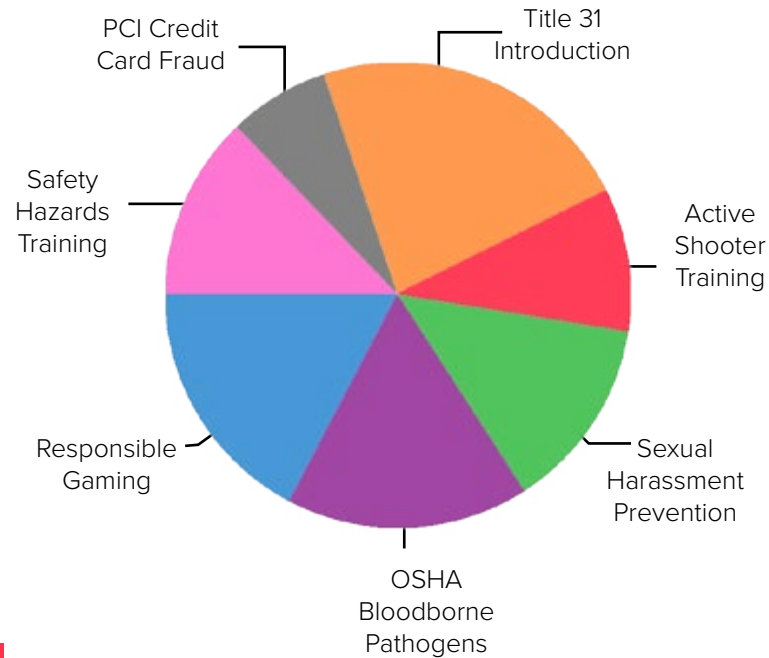
PROVIDING DATA VISUALLY

With so much data available for online courses and classroom training, you may consider it difficult to measure key performance indicators related to your training strategy. This is no longer the case! Now, your data is available in a clean and visual reporting tool that provides you and your stakeholders with the information you need, when you need it!

Efficiency Analysis



Department Analysis



Course Status Analysis



ONLINE TRAINING COURSES

Get access to over 100 courses that include regulatory updates and may be customized to meet your business requirements.

AML Compliance Program

1. Title 31 Introduction Overview*
2. Title 31 Transaction Reporting for Operations
3. Title 31 SAR Incident Scenarios & Reporting*
4. Title 31 for Executives & Compliance Professionals
5. Title 26 & Form 8300 for Non-Casino Departments
6. OFAC (Office of Foreign Assets Control)

Cage & Credit Operations Program

7. Counterfeit Currency Prevention
8. Cage Cashier Chip and Currency Handling
9. Identity Theft Training (FACTA: Red Flags Rule)

IT & General Security Program

10. SAR Incident Reporting for IT
11. PCI Credit Card Fraud Prevention*
12. PCI Compliance for IT Professionals
13. Internal Fraud Awareness & Prevention*
14. Cybersecurity Awareness for the Workplace
15. Cybersecurity Awareness Comprehensive

Customer Loyalty Program

16. Workplace Pride & Appearance Training
17. Customer Loyalty Session 1: Service Standards
18. Customer Loyalty Session 2: Identify Customer Needs
19. Customer Loyalty Session 3: Customer Courtesies
20. Customer Loyalty Session 4: Service Recovery

* Available in Spanish

Food & Beverage Program

21. Fire Safety for Restaurants
22. Hand Safety for Restaurants
23. Responsible Alcohol Server Awareness*
24. Slips, Trips, and Falls for Frontline
25. Slips, Trips, and Falls for Supervisors

HR Compliance Program

26. Sexual Harassment for California Supervisors: Part 1
27. Sexual Harassment for California Supervisors: Part 2
28. Sexual Harassment Prevention Refresher (Federal)
29. Sexual Harassment for Supervisors*
30. Sexual Harassment Awareness for Frontline*
31. Workplace Discrimination Prevention*
32. Workplace Diversity Guidelines*
33. Responsible Gaming Awareness*
34. HIPAA Privacy Act Overview

HR Leadership Program

35. Drug-Free Workplace Procedures
36. The Family & Medical Leave Act (FMLA) Awareness
37. Managing Stress & Employee Burnout
38. Stress Management Principles
39. Workplace Violence Prevention

Communication Program

40. Communicating Cross Culturally
41. Communicating in a Reactive Situation
42. Communicating Negative Information
43. Interpersonal Communication
44. Proactive Communication
45. Teams and Communication
46. Workplace Communication

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ONLINE TRAINING COURSES

Leadership Program

Team Series

- 47. Conducting Effective Team Meetings
- 48. Developing Highly Successful Work Teams
- 49. Understanding Problem-Solving as a Team

Performance Series

- 50. Conflict Management for Improved Performance
- 51. Developing Motivated Employees
- 52. Employee Discipline & Performance Management

- 53. Employee Performance Recognition
- 54. Measurable Performance Goals & Expectations
- 55. Conducting Performance Reviews
- 56. Time Management & Productivity Techniques
- 57. Manager Basics: Providing Professional Criticism

Management Series

- 58. Manager Basics: Becoming a Manager
- 59. Manager Basics: Becoming a Coach
- 60. Manger Basics: Coaching Techniques for Leaders

- 61. Conducting an Effective Coaching Session
- 62. Delegation: Steps in Action
- 63. Delegation Skills for Managers & Supervisors
- 64. Hiring Essentials: Selecting the Right Candidate
- 65. Conducting Effective Job Interviews
- 66. Code of Ethics
- 67. Effective Feedback with Professionalism
- 68. Essential Change Management
- 69. Supervisor Basics & Fundamentals

General Safety Program

Defense Driving Series

- 70. Defensive Driving Overview
- 71. Defensive Driving 1
- 72. Defensive Driving 2
- 73. Defensive Driving 3

Risk Safety Series

- 74. Bloodborne Pathogens*
- 75. Confined Space Entry Training
- 76. General Employee Safety Training
- 77. Hand & Finger Injury Prevention
- 78. Hand Safety
- 79. Hazard Communication
- 80. Hearing Safety & Conservation
- 81. Heat and Cold Stress Control Prevention
- 82. Lockout-Tagout Procedures
- 83. Safety Data Sheets (SDS)
- 84. Respiratory Protection Training
- 85. Personal Protective Equipment

Electrical Safety Series

- 86. Electrical Hazard Training
- 87. Electrical Safety Basics in the Workplace

Injury Prevention Series

- 88. Fall Protection Awareness Training
- 89. Safe Lifting for Frontline
- 90. Safe Lifting for Supervisors
- 91. Slips, Trips, and Falls for Frontline
- 92. Slips, Trips, and Falls for Supervisors

First Response Series

- 93. Emergency Evacuation Training for Frontline
- 94. Emergency Evacuation Training for Supervisors
- 95. Fire Safety Training
- 96. Active Shooter Awareness Training

Forklift Series

- 97. Forklift Operation Procedures
- 98. Forklift Re-Fueling Safety
- 99. Forklift Safety for Frontline
- 100. Forklift Safety for Supervisors

Ladder Safety Series

- 101. Ladder and Scaffolding Safety
- 102. Ladder Safety Basics
- 103. Ladder Safety for Supervisors

* Available in Spanish

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CHECKLIST OF BENEFITS

- ✓ Casino Essentials manages all details of system administration so that you don't have to hire extra staff or do it yourself. We manage everything from new employees to training enrollments based on the Casino's requirements.
- ✓ We offer real-time message integration to instantly inform learners, trainers and supervisors of events such as enrollments, overdue and failed courses.
- ✓ Training accessible 24 hours a day, including holidays and weekends without scheduling overtime for floor coverage.



Ability to track and review reports for compliance classroom, on the job, meetings, and online learning in one central location.

✓ All e-content courses can be customized to meet your compliance and business requirements.

✓ Our Title 31 and SAR content is regularly reviewed by the Bank Secrecy Act (BSA) Audit division of the IRS.

✓ Content is current with FinCEN and IRS requirements.

✓ Automatically issues certificates of completion upon successful course completion.

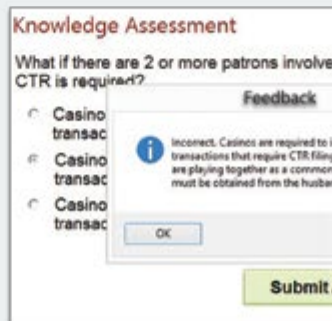


✓ Interactive content includes the ability to review compliance scenarios in preparation for the assessment.

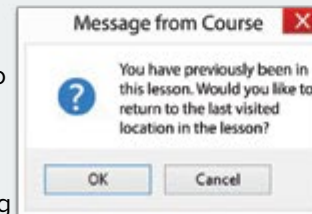


Training, testing and scores are stored online with easy accessibility to export reports via Excel or email.

✓ Provides a test bank of randomly ordered questions that are true/false and multiple choice. The system grades each question and provides learner with immediate feedback!



✓ Employees have the ability to continue lessons right where they left off due to online tracking support. All details about the employees' training experience are captured, including the time it took to complete the lesson.



Ability to restrict access after a specific number of failed test attempts.

E-LEARNING REVOLUTIONIZES BUSINESSES



As organizations of all types aggressively move towards educating online, learning management systems (LMS) are becoming the backbone of instructional delivery for a variety of learners.

WHAT EXACTLY IS AN LMS?

A software application or web-based technology platform used to deliver & track e-learning courses or training programs online.



TOP 4 ONLINE LEARNING BENEFITS

#1 Cost Savings

Eliminates the hassle & expense of coordinating schedules for in person training by uploading content for users to access at any time & anywhere.



50-70% Savings for Companies when they replace instructor-based training with e-learning.

#2 Consistent

Organizations share the same materials & evaluate learning by uniform standards.

#3 More Flexibility

Learners decide their own pace for consuming new information.

#4 Improved Insight

Learners with a required learning path may track their progress & see where they need to improve.

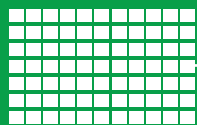
As a result of these benefits,

e-learning courses were the most popular learning technology used by **80% of employees** in 2011.



LMS STREAMLINES LEARNING

1995  2011



77%

of U.S. corporations used online learning in 2011 compared to **4% in 1995**



USED FOR
**COMPLIANCE
TRAINING**



USED FOR
**CUSTOMER
SERVICE**



USED FOR
**PROFESSIONAL
DEVELOPMENT**



USED FOR
**SUPERVISORY
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