

MIKE JOSEPH'S - TEACHING TOPICS

CHOOSE ANY COMBINATION OF COURSES FOR YOUR IN-HOUSE TRAINING -- (8 hours per day)

TRAININGINGAMING.COM

1-800-658-1955

1	<u>Baccarat Scams</u> the latest and greatest: using Marked Cards	2 hours
2	<u>Baccarat Scams</u> the latest and greatest: using Sleight of Hand	2 hours
3	<u>Baccarat Scams</u> the latest and greatest: using Cheating Devices	1.5 hours
4	<u>Baccarat Scams</u> the latest and greatest: using poorly chosen gaming equipment	1.5 hours
5	<u>Baccarat Scams</u> the latest and greatest: using Team Players and Money Management	2.5 hours
6	<u>Basic Strategy</u> Six Deck Shoe – Recite All 330 Plus Answers in under 30 Seconds.	2 hours
7	<u>Basic Strategy</u> Double Deck – Recite All 330 Plus Answers in under 30 Seconds.	1½ hours
8	<u>Basic Strategy</u> Single Deck – Recite All 330 Plus Answers in under 30 Seconds.	1 Day
9	Blackjack Top 25 Dealer Agent Scams – <u>Hand Deck Scams</u> .	4 hours
10	Blackjack Top 25 Dealer Agent Scams – <u>Six Deck Shoe Scams</u> .	1½ hours
11	Blackjack – <u>Dealing Procedures</u> and Why Casinos Supervisors Must Enforce Them.	1½ hours
12	Blackjack's Tip Off to the Rip Off – View 100's of <u>Cheating Tells</u> To Watch For.	1½ hours
13	Blackjack Gaming Test With <u>100 questions</u> That Will No Doubt End All Doubt.	1 hour
14	Blackjack <u>Cheating Devices</u> – View The Old The Current and The New.	1½ hours
15	Blackjack <u>Dealer Call Outs</u> and the Role of the Table Game Supervisor.	1½ hours
16	Blackjack <u>Paperwork</u> and its Importance – Relating to Your <u>Internal Controls</u> .	1½ hours
17	Steps Supervisors Take To Spot Marked Cards.	1½ hours
18	Marked Playing Cards Used For Six Deck Shoe Scams – <u>Professional Markings</u>	1½ hours
19	Marked Playing Cards Used For Hand Deck Scams – <u>Amateur Markings</u>	1 ½ hour
20	Marked Playing Cards – Due to Factory Imperfections – <u>Factory Markings</u>	1 hour
21	<u>Dealer Sleight of Hand Moves</u> – Surveillance <u>Fixed Cameras Can't See</u>	1½ hours
22	<u>Player's Sleight of Hand Moves</u> – Surveillance <u>Fixed Cameras Can't See</u>	1½ hours
23	Blackjack Supervisors – <u>Responsibilities</u> and <u>Job Description</u>	1½ hours
24	Table Games – Techniques Used By <u>Shot Takers</u> and <u>Money Launderers</u>	1½ hours
25	25 Different Ways in Which to Attack the Game of <u>Blackjack</u>	1½ hours
26	Importance of Surveillance <u>Table Game Audits</u>	1½ hours
27	<u>Administrative Duties</u> of Managers and Supervisors	1½ hours
28	<u>New Table Game Products</u> Used As Cheating Devices	1½ hours
29	<u>30 Things</u> That Will Affect the Casinos Bottom Line Profits	1½ hours
30	How to Create <u>Competition</u> In the Surveillance Room With Agents	1 hour
31	Casino Management <u>Table Game Blunders</u> That Cost Casinos A Fortune	2 hour
32	A New Way And Better Way to Administer <u>Formal Training</u> on a Daily Basis.	1½ hours
33	The Casinos Single <u>Most Powerful Weapon</u> When Used Correctly – <u>The Table Limit Sign</u>	1 hour
34	Blackjack's Latest Scam <u>False Shuffle Scam</u> (30 Casinos Ripped Off That We Know Of)	4 hour
35	<u>120 Ways</u> to Beat and Cheat Casino Blackjack	1 hour
36	<u>Shuffle Tracking</u>	1 hour
37	The Art of <u>Tracking Aces</u>	1 hour
38	<u>Card Counting Course</u> – Overview_ – Card Recognition – Basic Strategy – Count System – Money	1 hour

	Management – Critical Index	
39	What All Supervisors Need To Be Trained In – <u>Before Being Promoted</u>	2 hour
40	The Many Visible <u>Tells</u> and <u>Myths</u> Surrounding Card Counters	1 hour
41	Training – <u>The Number one Job</u> of All Managers and Supervisors	1½ hours
42	Money Management Systems Used by the Professional <u>Card Counting Teams</u>	1 hour
43	Top 10 <u>Money Management systems</u> used by professional gamblers	1 hour
44	Learn How <u>Team Players</u> Control the Table Limits	1 hour
45	How to Be a <u>Role Model</u> – Manager / Supervisor	1½ hours
46	Why Departmental <u>Procedures</u> should be Reviewed Semi Annually	2 hour
47	Learn How To Use <u>Paperwork</u> to Pin Point Possible Scam and the Perpetrator	1 hour
48	Training – <u>The Number one Job</u> of All Managers and Supervisors	30 minutes
49	50 Roulette <u>Question Quiz</u> – Designed To End All Doubt...	30 minutes
50	Why Roulette Is The Easiest Table Game To Beat And Cheat	1 hour
51	Importance of Knowing the <u>Roulette Wheel Breakdown</u>	1½ hours
52	How To Read Roulette Non Value Chip Payoffs From Surveillance	1 hour
53	Roulette <u>Dealing Procedures</u> & Why Casinos Have Them	1½ hours
54	Roulette <u>Money Management Systems</u> Used by the True Professionals	2 hours
55	Roulette <u>Reader Boards</u> Used By Management as a Game Protection Tool	1½ hours
56	Roulette <u>Mathematical Keys</u> Used to Quickly Determine Payoffs	1 hour
57	Roulette Layout Used As a <u>Calculator</u> to Quickly Determine Payoffs	2 hours
58	<u>Top 25 Roulette Scams</u> of All Times	1½ hours
59	<u>Roulette – Cheating Tells</u> That Indicate That A Possible Scam is in Progress	1 hour
60	How to <u>Watch</u> & <u>Read Roulette Payoffs</u> from the Surveillance Cameras	30 minutes
61	<u>120 Craps Quiz Questions</u> Designed For Beginners	1 hour
62	Craps Floor Person, Box Person & Dealers <u>Job Descriptions</u>	1 hour
63	Crap Table Scams Executed By <u>The Entire Crap Crew</u>	30 minutes
64	Different Kinds of <u>Cheating (Gaffed) Dice</u> Switched In On the Crap Tables	2 hours
65	<u>Dice Switches</u> And How They Are Executed	1 hour
66	Mathematical Keys Used to <u>Calculate Crap Table Payoffs</u>	30 minutes
67	Supervisors Must Learn the Importance of <u>Raising & Lowering Table Limits</u>	1 hour
68	The Top 25 <u>Crap Tables Scams</u> of All Times	30 minutes
69	<u>Employee Theft</u> Techniques Uses At The Crap Table	1 hour
70	<u>Sleight of Hand Moves</u> Used to Switch In Dice on a Crap Game	2½ hours
71	<u>Most Popular Cheating Devices</u> Used on the Crap Tables	2 hours
72	<u>Crap Table Equipment</u> – The Good –The Bad - The Ugly	8 hours
73	High Cost of <u>Rating Table</u> Games Players Incorrectly	2 hours
74	120 Quiz Questions To Qualify For <u>Surveillance Certification</u>	2 hours
75	The <u>Master Gaming Quiz</u> –Covering All Games That Will End All Doubt	1 hour
76	<u>Internal Theft Scams</u> Casino Wide – Front and Back of House	1½ hours
77	Surveillance – Importance of <u>Paperwork</u>	
78	Surveillance Report Writing That Gets Attention	
79	Importance Of <u>Documentation</u> – The Right Way	
80	<u>Shuffle Tracking</u>	

SPECIAL IN HOUSE TRAINING COURSES

1	Internal Theft in All Hotel & Casino Departments Seminars	2 Day Course
2	Ethics & Fraud Seminar Course	1 Day Course
3	Leadership Training Course – Do You Have The Creativity – Qualities – Traits & Characteristics Associated With Effective and Successful Leaders	2 Day Course
4	Management Training Course	2 Day Course
5	Supervisor Training Course	2 Day Course
6	Customer <u>Service</u> / Customer <u>Loyalty</u> Seminar	Call for details
7	Training Security to Be Your Surveillance People on the Casino Floor	2 Day Course
8	<u>A 52 Week Surveillance Certification Course Covering Table Games Only</u>	Call for details
9	<u>Motivational Class Designed To Raise Your Employees Self Esteem</u>	Call for details
10	Workings of “ <u>The Professional Short Change Artist</u> ” –Classes Designed For All Cash Handlers in All Hotel and Casino Departments	Call for details
11	Slot Department - Player Club Scams	Call for details
12	Retail Gift Shop Scams	Call for details
13	New Formal Training Used Daily To Train Table Game Dealers to Follow Procedures	2 hours
14	Learning How to Deal Blackjack - From Start to Finish (Training Video and Workbook)	Call for details
15	Learning How to Deal Craps - From Start to Finish (Training Video and Workbook)	Call for details
16	Learning How to Deal Roulette- From Start to Finish (Training Video and Workbook)	Call for details
17	Setting up a Casino Pit Documentation Log Book to Prevent Wrongful Discharge Law Suits	2 hours
18	When and How to Review Policies and Procedures	2 hours
19	Setting Career Goals for Employees so They Can Grow In the Business	1 hour
20	How to Set Up an Effective <u>Online Casino Library</u> That Will Benefit All Employees	1 hour
21	How to Best Conduct <u>Weekly Training Programs</u> For All Surveillance Investigators	1 hour
22	Implementing a Personal Development Program for All Employees	2 hours
23	Marketing Ideas That Could Result In Big Losses – Buy One Get One Free	2 hours
24	Learn Importance of Setting up a Casino Hot Line for All Employees	1 hour
25	Testing Your Applicants for a Specific Job – Before You Hire Them	1 hour
26	Learn the Importance of Documentation – Who, What, When, Where, Why, How	1 hour
27	A Course in How to Say Negative Things to Employees in A Positive Way	1 hour
28	A Course in <u>How to Write Negative Reports About Employees in A Positive Way</u>	2 hours
29	The Importance of Competing and <u>Maintaining a Surveillance Room Score Card</u>	2 hours
30	How to <u>Set Up</u> a Proactive Surveillance Room	2 hours
31	Learn the True Art of Interrogating Possible Suspects	8 hours
32	A Surveillance Course in the True Art of <u>Report Writing</u>	8 hours
33	Ethics & Fraud Seminar Course	8 hours
34	Short Change Artist Training Course	3 hours
35	Pay Increases and Promotions Based On Knowledge and Performance	1 hour
36	The Importance of <u>Working Close With Other Departments</u>	1 hour
37	<u>Supervisor Training Course</u>	8 hours
38	<u>How to Hire The Right People</u>	2 hours
39	<u>The Leadership Challenge Quiz</u> Pin Points the Managers Strengths and Weaknesses	2 hours
40	Why <u>Leadership Styles</u> Must Change – No One Style Works For Everyone	2 hours
41	<u>Personality Types</u> – Each must be dealt with differently by managers and supervisors	2 hours
42	<u>What Do Employees Want</u> In Exchange for Their Loyalty	2 hours