Training & Career Development Catalog - 2014

Course	Course Description	Delivery Method	Length	Audience
NEW HIRE ORIENTATION				
New Hire Orientation	The New Hire Orientation is designed to inform new Team Members the Vision, Mission and service culture of SGC in addition to the communication of corporate policies & procedures.	Classroom	1 Day	All new Team Members
All Star Service Recovery	This All Star Service Recovery program details the critical skills required by Seneca Gaming Corporation professionals to handle challenging customer situations and delivering service excellence. During this training you will learn how to deliver these concepts and skills to direct reports and other employees who will practice and apply them; thus, delivering the high-level service you require.	Classroom	1 Day	All new Team Members
TIPS-Training for Intervention Procedures	TIPS helps team members promote a safe environment regarding alcohol and alcohol related incidences within our establishment. This course will instill confidence in our team members on how to handle serving and dealing with inebriated guests. This is a certification course that lasts three years.	Classroom	3 Hours	Team Members with guest facing positions
CPR & Blood Borne Pathogens	This training is for positions that ensure the safety of SGC Team Members, Patrons and Guests. It's also designed for positions that may encounter or be exposed to unsanitary conditions. Procedures are communicated in effort to protect themselves from any blood borne pathogens.	Classroom	4 Hours	Team Members with guest facing positions
Title 31 (CTR) Training	This training satisfies the requirements set forth by SGC Title 31 policy. It helps Team Members track and report gaming cash transactions, learning the proper forms to fill out and accepting adequate identification. Team Members in a CTR compliant position must be retrained annually (after first year classroom class, all retrains are done online). The following positions are required to take and complete Title 31 Training on an annual basis: Cage Team Members-Dual Rates and above, Table Games Team Members- Dual Rates-Floors Supervisors and Pit Managers, Finance-Sr. Income Auditors and above and Internal Auditors, Slot Team Members-Dual Rate Slot Attendants and above.	Classroom	2 Hours	Any new or rehired Team Members who are in a CTR compliant position

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MANAGEMENT CURRICULUM				
Manager Orientation Training	This one-day, interactive classroom experience will provide an overview of the key information that a supervisor or manager will be expected to understand beginning on Day One. In this training session you will be introduced to forms, policies, procedures and workflow in many casino departments.	Classroom	1 Day	Supervisors and Above
Buddy 2 Boss	Buddy 2 Boss will provide an understanding of how to smoothly transition you or newly promoted team members into a new management role. This course will address the role and functions of an effective manager and leader, and issues such as time management, goal setting, leadership, and how to effectively delegate important duties	Classroom	4 Hours	Supervisors and Above
Coaching and Counseling	This course will provide you with an understanding between the difference in coaching and counseling. You will learn the golden rules and how to apply them effectively during a discussion. This course will provide you with a six step process for having a performance discussion that can significantly improve your discussion results when used effectively. It will provide you with tools to have a performance discussion that addresses both personal and practical needs	Classroom	4 Hours	Supervisors and Above
Communication	Communication will provide you with impressive communication skills to help you better interact on a professional level and beyond. You will learn how to actively listen, lead effective meetings, and give good presentations. This course will help you with the skills you need to effectively convey your message.	Classroom	4 Hours	Supervisors and Above
Heart Centered Leadership	Heart Centered Leadership fosters a commitment to personal growth, open-mindedness, authenticity, detachment, integrity and foresight, humility, and a concern for people's emotional health. This course will give you the tools to become the leader that team members will want to work	Classroom	8 Hours	Supervisors and Above
ER Core Training	ER Core training is a comprehensive, interactive training course on Reasonable Suspicion, Harassment and Corrective Action policies with a primary focus on management accountability	Classroom	3.5 Hours	Supervisors and Above
Effective Interviewing Skills for Managers	During this training, you will determine how to design a consistent interview process within our department, be able to recognize the difference between discriminatory and non-discriminatory interview questions, apply effective interviewing techniques and be in compliance with SGC's current recruitment practices.	Classroom	2 Hours	Supervisors and Above

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GUEST SERVICE CURRICULUM				
Guest Service Training	We all know Guest Service and the fundamentals of creating a positive experience for our guests. Creating a Memorable Experience is the next step. In this course we will take a look at what we are doing well, where we stand and how we are going to make each and every experience our guests have memorable	Classroom	3 Hours	All Team Members in non-mgmt positions
The Memorable Experience (Supervisors and above)	It is of utmost importance that we create a "Memorable Experience" for our guests, it is equally as important that our team members have a memorable experience every day they're at work. This course reviews our current knowledge and standings with our guest and Team Members and takes it to the next level. Supervisors and above have a very important task at hand and that is to assure that our Team Members are offering our Guests that memorable experience they are looking for. This training will allow you to understand what your Team Members are being told as well as some helpful tips on managing Team Members in order to assure everyone is having a "Memorable Experience"	Classroom	4 Hours	Supervisors and Above
PROFESSIONAL DEVELOPMENT CURRICULUM				
Counterfeit Training	Counterfeiting has been on the rise around the world because of easier access to improved computer technology that is relatively affordable. It is an international problem and affects many gaming operations. This session will provide information and materials on how to detect counterfeit notes and steps to follow when counterfeit is discovered.	Classroom	1 Hour	Team Members who handle cash
ServSafe®	The Basics of Food Safety is a three hour course designed to cover the fundamentals of providing safe food. Learn what defines a food borne illness and how to prevent that occurrence. ServSafe certification course is an intense 8-Hour certification course utilizing the ServSafe Essentials Fifth Edition Course Book. Training provides in-depth study of all aspects of Food Safety and explains the key aspects of reducing the risk of food borne illness throughout the entire "Flow of Food."	Classroom	3 Hours	Food and Beverage Team Members
Technology system Training	All IT systems in use will have their respective department's software and hardware user training classes .	Classroom	2 Hours	Designated Positions

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PROFESSIONAL DEVELOPMENT CURRICULUM				
Incident Reporting / Report Exec	Learn the basics of writing proper incident reports. Introduction to Report Exec software.	Classroom	2 Hours	Designated Positions