



**INTERNATIONAL
HOTEL SCHOOL**

Programme Name:	Gaming Customer Service	
Programme Type	Short Course	
NQF Level:	NQF Level 3	
Unit Standard (s):	244572	Describe how to manage workplace relationships
	123258	Foster and maintain customer relations
	243954	Understand the need for cultural awareness in dealing with customers and colleagues
	258071	Assist in dealing with problem and pathological gambling in the workplace
	243947	Develop self within the job role
Credits:	Credits 24	
Learning Outcomes:	<p>On completion of the programme and portfolio of evidence learners will be able to:</p> <ul style="list-style-type: none"> • Describe the core business of their organisation and how their department contributes to generating revenue. • Explain how customer service in a casino differs from other service industries. Describe the workplace relationships important to a casino and explain how their job contributes to and improves customer service. • Demonstrate the skills required to improve customer service within a casino environment. • Demonstrate how to deal with and calm an upset customer. • Explain the impact of cultural diversity and identify the different types of diversity internally and externally within the casino. • Explain what is a problem gambler and why it is a problem for the casino industry, • Explain how identifying and reporting problem gambler is an important element to customer service. • List and explain the 6 different levels related to problem gambling. • Evaluate your level of service delivery and identify how it can be improved. 	
Programme Structure:	5 days Classroom One day formative assessment and coaching One day summative assessment	
Teaching Methodology:	Classroom facilitation; Class discussion; Group activities; Self-study; Simulation on gaming equipment	Simulation; and Practical application
Assessment Methodology:	<p><u>Formative Assessment</u> Observation Check lists, Self-assessments, knowledge tests, work place assignments,</p> <p><u>Summative Assessment</u> <u>Knowledge:</u> Knowledge Test <u>Practical:</u> Observation in work place testimony from line manager</p>	
Duration:	Workplace Practise and On-job Validation:	Workplace Practise = 35 Notional Hours = 5 days

		On-job Application = 205 notional hours = 29 days but time between training and summative assessment.	
	Final Integrated Summative Assessment	Work place testimony and log book	
Minimum / Maximum Delegates:	Minimum: 8	Maximum: 15	
Learning Programme Matrix Category:	E		

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