

# REGISTRATION FORM

FOR CGCE USE ONLY:  
CONFIRMATION NUMBER \_\_\_\_\_

PLEASE PHOTOCOPY IF MORE THAN ONE FORM IS REQUIRED

Name \_\_\_\_\_ Organization \_\_\_\_\_

Job Title \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ Prov./State \_\_\_\_\_ Postal Code \_\_\_\_\_

Phone Number \_\_\_\_\_ Fax \_\_\_\_\_ E-mail \_\_\_\_\_

**Cancellation Policy:** Should a circumstance prevent you from attending the Canadian Gaming Education Forum, the CGCE will provide a timely refund, less a \$50 service charge. Written substitutions may be made at any time.

## Course Registration Fee

Please check off the course(s) you plan on attending

### Session A

DATES	COURSE TITLES	COST
June 14-17, 2010 (4 day course)	<input type="checkbox"/> Gaming Security Operations & Investigations	\$1,999.00
	5% GST	
	SESSION A TOTAL COST	

### Session B

DATES	COURSE TITLES	COST
June 14-17, 2010 (4 day course)	<input type="checkbox"/> Internal Auditing in a Gaming Environment	\$1,999.00
	5% GST	
	SESSION B TOTAL COST	

### Session C

DATES	COURSE TITLES	COST
June 14-17, 2010 (4 day course)	<input type="checkbox"/> Train the Trainer LCD Color Monitor Troubleshooting, Repair & Calibration	\$1,199.00
	5% GST	
	SESSION B TOTAL COST	

Please complete, detach and mail completed registration form along with a cheque made payable to:  
The Canadian Gaming Centre of Excellence  
983 St. James Street, Winnipeg, MB R3H 0X2

FOR MORE INFORMATION CONTACT: DAYNA HINKEL 204-957-2504 ext. 8498  
Email: [gamingcentreofexcellence@mlc.mb.ca](mailto:gamingcentreofexcellence@mlc.mb.ca) Or visit: [www.gamingcentreofexcellence.ca](http://www.gamingcentreofexcellence.ca)

For your convenience, special hotel rates are available at the Canad Inns Club Regent Casino Hotel, 1415 Regent Avenue West for attendees at the Canadian Gaming Education Forum. Please book early to avoid disappointment.

**\$99 per night – Please quote #167605 when booking your room. Ph. 204-667-5560**

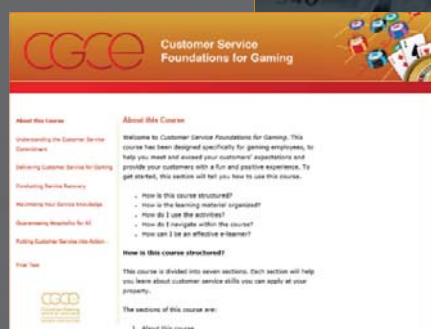
Arrangements have been made with WestJet for special airline fares to attend the Forum. Please quote File #3415 when booking your reservations with WestJet. Toll free 1-888-493-7853

A 10% discount off the best available regular fare at the time of booking (excluding seat sales).

#### WITH EVERY COURSE YOU HAVE CHOSEN TO ATTEND YOU WILL RECEIVE:

- Breakfast, Lunch, and Nutrition Break
- Courses from leading professionals in their field
- Tuesday evening Certificate in Gaming Management Graduation Cocktail Mix & Mingle and Fun Casino
- Discussion with your peers in the gaming industry
- Certificate of completion

PLEASE NOTE: The personal information collected herein is protected by the privacy provisions of the Freedom of Information and Protection of Privacy Act for the purpose of managing the Canadian Gaming Education Forum Program and may be used to promote future events. If you have any questions about the collection of this information, its use or disclosure, please contact the Records and Privacy Compliance Officer, 1390 Pacific Avenue, Winnipeg, Manitoba, R3E 3R9 (204) 957-2504 ext. 2552.



## Canadian Gaming Centre of Excellence Customer Service for the GAMING INDUSTRY TRAINING PROGRAM

We have just launched our newest product which features the latest and most innovative Customer Service training program. This program is designed specifically for all gaming employees to help meet and exceed customers' expectations and provide customers with a positive experience. This product features an easy-to-use, self-study e-learning course which includes discussions, exercises and a final test to measure customer service knowledge. This course is supplemented with printed handbooks for both the employee and the coach and can also be used in a blended-learning environment. Use this highly effective method department and/or company-wide to deliver outstanding customer service in the gaming industry and create a positive customer service culture!

For more information, pricing and to place an order for this program and other Organizational Development Products, please visit us at [www.gamingcentreofexcellence.ca](http://www.gamingcentreofexcellence.ca) or contact **Dayna Hinkel** at 204.957.2504 ext. 8498

E-mail: [gamingcentreofexcellence@mlc.mb.ca](mailto:gamingcentreofexcellence@mlc.mb.ca)



Canadian Gaming  
CENTRE OF EXCELLENCE

INFINITE POSSIBILITIES

### EARN CREDITS

for University of Nevada, Reno  
Gaming Management Certificate

The Canadian Gaming Centre of Excellence Presents  
THE 7<sup>TH</sup> ANNUAL **Canadian Gaming**  
EDUCATION FORUM

June 14 to 17, 2010

Club Regent Casino & Canad Inns Club Regent Casino Hotel  
Winnipeg, Manitoba

TAKE YOUR CAREER TO A NEW DIMENSION!

## THE Canadian Gaming EDUCATION FORUM

Join the world's most respected gaming education provider for a unique opportunity to bring you and your staff best practices from the gaming floor.

For the past six years the Canadian Gaming Education Forum has delighted participants by providing world class gaming information in a Canadian venue. This highly successful Canadian event has continued to build capacity and expertise in the Canadian Gaming Industry by offering advanced technical/professional knowledge by leading experts from our industry.

### JOIN US TO...

- Learn the newest ideas about the most important areas of casino management from leading gaming experts.
- Develop your contacts with other Gaming professionals.
- Build your network of gaming professionals at breakfast and while attending informative luncheon presentations. Through networking you can learn from the experiences of your gaming peers across Canada.
- Select the courses you need for your development program.
- Earn continuing education credits towards your Certificate in Gaming Management from the University of Nevada, Reno.
- Take less time out of the office and off the floor to gain the knowledge you need to succeed in today's fast-paced casino environment.
- Take advantage of cost effective learning (pay for travel and tuition in Canadian dollars).

### CERTIFICATE OF COMPLETION

- The Canadian Gaming Centre of Excellence will provide a certificate of completion to each course participant.
- The CGCE works closely with professional organizations to ensure continuing education credits where possible.
- Each day of course instruction will count as 7.5 hours of instruction towards the 90 hour requirement needed to earn a Certificate in Gaming Management through the University of Nevada, Reno (not including LCD Color Monitor Training).



2009 University of Nevada, Reno graduates who earned their credits at the Canadian Gaming Education Forum.



### SESSION A:

## Gaming Security Operations & Investigations

UNIVERSITY OF NEVADA, RENO



June 14 - 17, 2010

8:30am to 5:00pm (4 days)

This informative course will focus on fine-tuning the physical security applications relevant to a gaming property. Taught by experienced instructors, the course will encompass security presence and appearance, public relations and investigations management. Additional topics will include casino nightclub and bar security management, dealing with difficult customers and effective security communication for your operation.

#### Topics will include:

- The role of Security
- Moral issues and responsibilities
- Assuming a leadership role
- Fine-tuning your operational security plan
- Developing a crisis management plan
- Nightclub and Bar security management
- Developing the security image
- Handling difficult customers
- Interviewing and interrogation techniques
- Listening skills for investigators
- Improving investigative skills

#### Who should attend:

Designed specifically for gaming security personnel, this course will focus on areas that will benefit all security directors, managers and supervisors. Participants will discuss the current issues and best practices of security, applicable to any type of gaming operation regardless of the property size or customer demographics.

**Instructors:** **Al Zajic** - Security consultant specializing in casino/hotel environments with over 25 years of practical experience.  
**Geary Sikich** - Founder of Logical Management Systems, Corp, a consulting and executive education firm focusing on enterprise risk management and issues analysis.

### SESSION B:

## Internal Auditing in a Gaming Environment

UNIVERSITY OF NEVADA, RENO

June 14 - 17, 2010

8:30am to 5:00pm (4 days)

In these turbulent times, internal audit is one of a casino's main lines of defense. An effective and efficient internal audit organization is **crucial to the overall success of any gaming operation** — in any economic climate. This course offers essential training for both the new internal auditor and the seasoned veteran. In addition to examining common regulatory requirements, the course helps to bridge the gap between operations and internal audit, and features a section on employee theft detection.

#### Topics will include:

- Introduction to internal auditing and control
- Internal audit techniques
- Auditing the operation areas of a casino including the casino cage, table games and slot departments
- Auditing the non-gaming areas of a casino, including the IT function, loyalty and incentive programs
- Common occupational frauds
- Internal audit administration
- Currency transaction reporting

#### Who should attend:

This course is excellent for internal auditors, key accounting personnel, finance department directors, gaming commissioners, regulatory staff, controllers, safety and risk managers and purchasing managers.

**Instructors:** **Craig Greene, CFE, CPA, MJC** - Partner in charge of Financial Investigation Services for McGovern & Greene LLP, a forensic accounting & litigation service consulting firm.  
**Marnie Gucciard, CPA/CCF, CRE, MSA** - Staff auditor for McGovern & Greene, specializing in forensic accounting, and business and litigation consulting.

### DID YOU KNOW?

12% (45 Gaming Professionals) out of all Certificate in Gaming Management graduates earned their credits at the Canadian Gaming Education Forum!



### SESSION C:

## Train the Trainer LCD Color Monitor Troubleshooting, Repair & Calibration

UNIVERSITY OF NEVADA, RENO

June 14 - 17, 2010

8:30am to 5:00pm (4 days)

The training can save you **hundreds of troubleshooting hours** and **thousands of dollars in power savings** from proper calibration techniques. This unique hands on course is designed to teach you the functional stages and theory of LCD color monitors.

It introduces effective troubleshooting procedures, calibration and how you apply these procedures on actual LCD color monitors using industry standard test equipment.

In addition to labor cost savings and quicker turn around times, you will be able to successfully train members of your casino to trouble-shoot and repair your own LCD monitors.

#### Topics will include:

- Safe servicing techniques
- Power Supply theory & operation
- LCD user adjustments
- System block overview.
- DC to AC Converter
- Theory and operation of fixed pixel displays including LCD panel operation, signaling processing, backlighting
- Customized Train-the-Trainer program
- CRT vs LCD
- Digital Signal Process
- Precision color balance
- CCFL lamp Change-out procedure
- Color Theory

#### Who should attend:

This Train-the-Trainer course is excellent for Technical Support Managers/Supervisors, Senior Electronic Gaming Technicians, Government Technicians and A/V repair shops.

**Instructor:** **Don Multerer** - 40 years of experience in the technical training field with Sencore

