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Casino Gaming Methods: Games, Probabilities, and Controls

By David C. Williams, Kathryn Hashimoto Ph.D.



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Casino Gaming Methods offers insight to a variety of casino operating departments. Each department and each game meets the needs of a different customer segment or a different customer expectation. As with any large business, many employees understand the details of their specific job, but they lack a broader view of how each job and each department build upon the total customer experience. The goal of this book is to offer readers a view of the broader customer experience by examining several of the pieces that make up the casino entertainment experience. It also looks at the games of slots, blackjack, roulette, poker, baccarat, craps, bingo and keno. Readers will learn about the history of each game, how the games are played, how they make money for the casino, and the rules managers use to monitor game performance.



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