



INTEGRATED CASINO RESORT OPERATIONS



Advance your career in INTEGRATED CASINO RESORT OPERATIONS

PROGRAM OVERVIEW

The Lloyd D. Levenson Institute of Gaming, Hospitality and Tourism (LIGHT) part of the School of Business at Stockton University, with the support and encouragement of industry stakeholders, has developed the Integrated Casino Resort Operations certificate program with the goal of preparing managerial and supervisory employees to take the next step into executive roles at integrated casino resorts. The eight-unit series covers the breadth of integrated casino resort operations from gaming and surveillance to food & beverage and meetings & conventions to give participants a firm foundation in all departments.

PROGRAM DETAILS

Start Date: Tuesday, January 13, 2026

End Date: Tuesday, March 3, 2026

Commitment: 3 hours per week for eight consecutive weeks

Program Format: eight 3-hour in-person workshops, Tuesdays 9 a.m. to 12 p.m.

Location: Stockton University's Atlantic City Campus

Tuition: \$899.00 per participant –

[Discounted tuition available for Stockton Alumni or groups of three or more.]



Visit stockton.edu/light/icro
for more information.



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SCHEDULE

Finance & Regulation | Tuesday, January 13, 2026, 9 a.m. – 12 p.m.

Instructor: John Caruso – Executive Director of Finance & Casino Controller,
Golden Nugget – Atlantic City

This session introduces students to finance and regulation in the hotel and casino industry. Topics will include structure and responsibilities of the finance department, operations, reporting, regulations, and internal controls. Participants will gain insight into the scope of reporting, including DGE, State, and Federal Reporting Requirements, P&Ls, Balance Sheet, and cash flow statements, and understand Finance Operations in a casino environment including the casino cage, credit, collections and the drop and count process.

Table Games Operations & Sports Wagering | Tuesday, January 20, 2026 9 a.m. – 12 p.m.

Instructor: Daniel Fanty - Formerly Director of Table Games Operations,
Resorts Casino Hotel

This course will introduce participants to the different issues and concepts of casino management. Topics of discussion will include a brief history of casino gaming and how it has evolved, the gaming operations and organization of the casino floor, daily processes of opening, closing and accounting on the casino floor, casino customer and employee relations, and protecting the security & integrity of games. Participants will have a thorough understanding of casino layout and design, accounting pertaining to the casino floor win/loss, advantage players, theoretical win and hold percentage, as well as master games reporting, and how casino operations interface



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Slots Operations and Internet Gaming | Tuesday, January 27, 2026 9 a.m. – 12 p.m.

Instructor: Robert Ambrose – Casino industry professional, consultant and educator

This course introduces the traditional, physical layout of the casino slot gaming floor, as well as the operational structure of the internet, virtual, online casino gambling experience. The session will explore the organizational structure, key historical moments, technological advancements, and the impact of government regulations on both in-person and remote online casino gambling. Participants will learn about the importance of vendor relations, management responsibilities, and standard operating procedures (SOPs.) Additionally, accounting controls and common industry terms will be introduced, with a focus on protocols specific to casino slot operations under the guidelines set by governing regulatory bodies. The variety and operation of slot games will be explained, as will their algorithms, and the critical role of the Random Number Generator (RNG) in a slot game's profitability. Attendees will learn how data, based on "win/hold" percentages in slot games is collected and analyzed through report generation; contributing to management decisions about slot game placement and availability. This analysis applies to both physical and online virtual games.

Security & Surveillance Operations and Analysis

Tuesday, February 3, 2026, 9 a.m. – 12 p.m.

Instructor: Gregory A. Schaaf - Director of Surveillance, Ocean Casino Resort

This course will utilize a combination of lecture and interactive educational activities to provide a foundation in security and surveillance operations for integrated casino resorts. Participants will understand the role of security & surveillance, its relationship with other departments and regulatory responsibilities. They will also have an overview of money laundering, human trafficking, card counting & cheating at games, and theft investigations.

Human Resources | Tuesday, February 10, 2026, 9 a.m. – 12 p.m.

Instructor: Michele Soreth - Director of Human Resources, Hard Rock Hotel & Casino

This course introduces students to issues and concepts of Human Resources in the gaming industry. Topics will include selecting the right team through behavioral interviewing; employee engagement and how it affects the customer experience; and coaching and investigation of employee issues. Participants will learn how to conduct a successful interview, understand the link between employee and customer satisfaction, and how to determine when it is time to terminate an employment.

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Hotel Operations | Tuesday, February 17, 2026, 9 a.m. – 12 p.m.

Instructor: Andrea Marcato - Director of Hotel Operations, Borgata

This 3-hour course introduces students to the intricacies of integrated casino resorts, with a specific focus on hotel management. Topics include room division operations, guest experience, and revenue optimization strategies, and highlight the differences with traditional non-casino properties. Students will gain practical insights into effectively managing hotel operations within the dynamic environment of integrated resorts.

Marketing & Special Events | Tuesday, February 24, 2026, 9 a.m. – 12 p.m.

Instructor(s): Jillian Reed - Director of Special Events / Promotions, Borgata Hotel Casino & Spa; Aura Sanchez - Director of Brand Marketing, Borgata Hotel Casino & Spa

This course introduces participants to the specific task of marketing for the integrated casino resort. Participants will gain an understanding of loyalty programs, database segmentation, the use of promotions and giveaways and related P&L statements. The session will also focus on special events and entertainment, and how the efforts of the marketing department connect with the other operational units.

Food & Beverage Operations | Tuesday, March 3, 2026, 9 a.m. – 12 p.m.

Instructor: Bill Fritz - Director of F&B, Caesars Atlantic City

This course will focus on operational issues and concepts in the Food and Beverage division. Topics to be reviewed will include, Front of House, Kitchen Operations, Menu Creation, Bars/Nightclubs, Banquets and Group Catering, and Profit and Loss Statements. Participants will be able to understand key financial indicators of restaurant management such as daily staffing breakeven analysis, recipe costing, and covers per labor hour. They will also learn how menus are created for a restaurant, and in the banquet/catering space.

Congratulations
to our 2025 cohort!



INSTRUCTORS



ROBERT AMBROSE

Casino industry professional,
consultant and educator



JOHN CARUSO

Executive Director of Finance &
Casino Controller
Golden Nugget - Atlantic City



DANIEL FANTY

Formerly Director of Table Games
Operations, Resorts Casino Hotel



BILL FRITZ

Director of F&B,
Caesars Atlantic City



ANDREA MARCATO

Director of Hotel Operations,
Borgata Hotel Casino & Spa





JILLIAN REED

Director of Special Events / Promotions,
Borgata Hotel Casino & Spa



AURA SANCHEZ

Director of Brand Marketing,
Borgata Hotel Casino & Spa



GREGORY A. SCHAAF

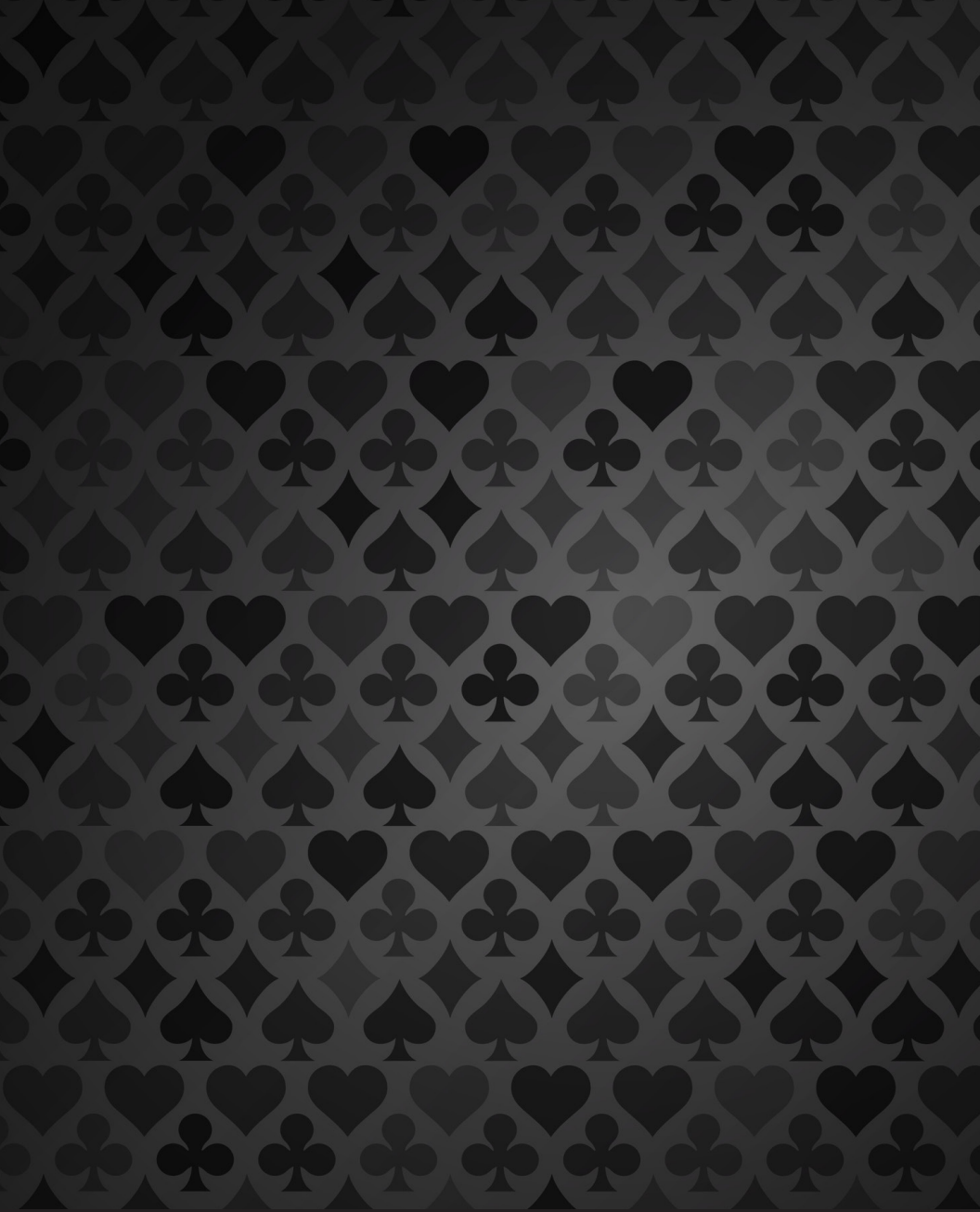
Director of Surveillance,
Ocean Casino Resort



MICHELE SORETH

Director of Human Resources,
Hard Rock Hotel & Casino Atlantic City





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