



Casinos: Organization and Culture

Chris Roberts Ph.D., Kathryn Hashimoto Ph.D.

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Casinos: Organization and Culture is a fascinating look at the world inside the casino building. The first section of the book describes the organizational structure of casino facilities with information on different casino departments and their functions and the culture within the casino hotel. The first section also includes an in depth look at food and beverage services within the casino industry as well as meetings, conventions, and entertainment. The second part of the book delves into the close relationship between the casino employees and the customers which has led to the creation of a culture within casinos that is highly distinctive. The lifestyle impact of the gamblers and the employees are thoroughly covered. For example some customers are very superstitious about which dealer's table they will sit, or which slot machine they will play, or even what clothing is worn. These feelings are real to the players and influence their actions, adding another layer to casino culture. Human resource issues in casino operations, responsible gaming and addictive behaviors, the casino as a community neighbor are also important aspects of casino culture that are detailed in this book.

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