

Just the Job Information Sheet

Job title

Table Games Dealer, SKYCITY Auckland

Job description

The Table Games Dealer is the most visible and recognisable person on SKYCITY's Gaming Floor, and is there to provide customers with a courteous, exciting and entertaining experience. The Dealer has responsibility for all aspects of dealing casino games and assistance in tracking play and game observation. The Dealer is an expert in one or more of the following Table Games: Black Jack, Baccarat, Poker, Roulette and Paigow.

Qualifications required

Dealers don't require specific tertiary qualifications. The key requirement is that a Dealer is 20 years of age or over to work in a casino in New Zealand.

All employees who work on the Gaming Floor are required to obtain a 'Certificate of Approval' from Department of Internal Affairs.

Training costs

SKYCITY run a four week Dealer Training School for potential Table Games Dealers; invitations to the Training School are extended to applicants who've successfully passed a Dealer Assessment evening. There is no cost to participate in the Training School, and attendees are not paid for their attendance. Once attendees graduate from the Training School, they may be offered employment.

All SKYCITY employees are required to pass an e-learning module on Host Responsibility before commencing employment. This enables staff to identify the indicators of problem gambling and problem drinking, and provides them with tools to deal with patrons accordingly. There is no charge for this module.

Career path

As with many customer-facing roles, there is no specific career path to become a Table Games Dealer. It's expected, however, that applicants will have proven experience working in a customer service role, and the desire to provide customers with a great experience.

Salary range

The starting rate for Trainee Dealers, who've successfully graduated from Dealer Training School and have been taught one card game, is approximately \$14.00 per hour. After 150 hours of on-the-job training, the hourly rate automatically increases to approximately \$17.00 per hour.

As a Dealer acquires skills in additional card games, the hourly rate increases accordingly. A Dealer can learn up to four games at SKYCITY.

Other careers this profession could lead to

Promotions within the Table Games Department could lead a Table Games Dealer into the roles of Dual Rate Supervisor's, Full Time Game Supervisor's, Area Managers and Gaming Operation Managers. Within the wider casino, other career options include Gaming Machines Attendants, and Premier Hosts. Over time, and depending on your capability as a leader, any of these roles could lead to a range of senior management positions across SKYCITY.

How to increase the chances of successfully entering this industry

Preference is usually given to applicants who have prior work experience in a customer service role, perhaps from the retail or hospitality industries. Of most importance, however, is attitude: to be a great Dealer, you need to be flexible, resilient, hard working, and committed. A positive attitude, a friendly and outgoing nature are the key ingredients to providing customers with a great experience. You will also need good dexterity (ability to handle cards and chips quickly and effectively) and be good at maths.

Other places to source information about this job

www.skycitycareers.co.nz

www.seek.co.nz

www.trademe.co.nz

www.dia.govt.nz/Services-Casino-and-Non-Casino-Gaming-Casinos

Other relevant points

The experience and skills you gain as a Table Games Dealer can come in handy if you want to work or travel overseas. Because it takes a lot of time and practice to acquire Dealer skills, overseas casinos are likely to have a preference for job applicants who are already trained and experienced.

Many casinos around the world are open 24 hours a day, seven days a week, with the busiest times usually being Thursday, Friday, Saturday and Sunday nights. SKYCITY is no different. Table Games Dealers need to be flexible and available to work evening shifts and public holidays.

Dealers need to stand for extended periods, which is important to consider if you have any physical ailments that might be aggravated by this.