



FRONTLINE EMPLOYEES

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On The Frontline In Macao Casino Employees Informal Learning Customer Service

Kenneth G. Brown



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On the Frontline in Macao, Volume 1 Carlos Siu Lam, 2015-07-13 Macao is a large and vibrant casino market that continues to lead the world in gaming revenues Tables games dominate Macao gambling which means that frontline employees casino dealers have an even more central role than they do in other jurisdictions In this study Carlos Siu Lam investigates the role of informal learning processes in customer service Four themes emerge the importance of informal learning to frontline employees and casinos experiences and processes encountered by frontline employees in their informal learning activities how informal learning is acquired and shared by frontline employees and the how casino management manages frontline employees Based on 49 interviews with frontline employees of six Macao casinos *On the Frontline in Macao* is the most exhaustive study of Asian casino employees published in English to date While it is sure to be valuable to those with an academic interest in Macao gaming it has relevance to the industry as well at the end of the book twelve propositions and nine recommendations for practice explain to casino professionals just how they can utilize the author's findings to improve their management

Betting on Macau Tim Simpson, 2023-04-11 A comprehensive look into how Macau's recent decades of gambling related growth produced one of the wealthiest territories on the planet *Betting on Macau* delves into the radical transformation of what was formerly the last remaining European territory in Asia returned to the People's Republic of China in 1999 after nearly half a millennium of Portuguese rule Examining the unprecedented scale of its development and its key role in China's economic revolution Tim Simpson follows Macau's emergence from historical obscurity to become the most profitable casino gaming locale in the world Identified as a UNESCO World Heritage Site and renowned for its unique blend of Chinese and Portuguese colonial era architecture contemporary Macau has metamorphosed into a surreal hypermodern urban landscape augmented by massive casino megaresorts including two of the world's largest buildings Simpson situates Macau's origins as a strategic trading port and its ensuing history alongside the emergence of the global capitalist system charting the massive influx of foreign investment construction and tourism in the past two decades that helped generate the territory's enormous wealth Presented through a cross section of postcolonial studies and social theory with extensive insight into the global gambling industry *Betting on Macau* uncovers the various roots of the territory's lucrative casino capitalism In turn its trenchant analysis provides a distinctive view into China's broader project of urbanization its post Mao economic reforms and the continued rise of its consumer culture

The Cambridge Handbook of Workplace Training and Employee Development Kenneth G. Brown, 2017-10-19 With comprehensive coverage of topics related to learning training and development this volume is a must have resource for industrial and organizational I/O psychologists human resource HR scholars and adult education specialists Brown provides a forward looking exploration of the current research on workplace training employee development and organizational learning from the primary point of view of industrial organizational psychology Each chapter discusses current practices recent research and importantly the

gaps between the two In analyzing these aspects of the topic the chapter authors both present the valuable knowledge available and show the opportunities for further study and practice

Qualitative Research in Gambling Rebecca Cassidy, Andrea Pisac, Claire Loussouarn, 2013-10-30 The Open Access version of this book available at <http://www.tandfebooks.com> has been made available under a Creative Commons Attribution Non Commercial No Derivatives 3.0 license Gambling is both a multi billion dollar international industry and a ubiquitous social and cultural phenomenon It is also undergoing significant change with new products and technologies regulatory models changing public attitudes and the sheer scale of the gambling enterprise necessitating innovative and mixed methodologies that are flexible responsive and agile This book seeks to demonstrate that researchers should look beyond the existing disciplinary territory and the dominant paradigm of problem gambling in order to follow those changes across territorial political technical regulatory and conceptual boundaries The book draws on cutting edge qualitative work in disciplines including geography organisational studies sociology East Asian studies and anthropology to explore the production and consumption of risk risky places risk technologies the gambling industry and connections between gambling and other kinds of speculation such as financial derivatives In doing so it addresses some of the most important issues in contemporary social science including the challenges of studying deterritorialised social phenomena globalising technologies and local markets regulation as it operates across local regional and international scales and the rise of games virtual worlds and social media

The Big Book of Customer Service Training Games Peggy Carlaw, Vasudha K. Deming, 1998-09-22 Help your employees to excel in dealing with the public with this stimulating fun filled collection of customer service training games Designed not only to teach important skills but also to spark enthusiasm and a high level of involvement in the participants these games utilize entertaining and instructive techniques such as role playing charades brainstorming and debate As a result of these exercises employees will learn how to create a rapport with the customer how to focus on the unique needs of individual customers how to maintain a positive attitude and more

Casino Customer Service Scott V. Russell, 2019 **Customer Service** Bruce Gill, OLI, 2006

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