

THERE'S MONEY LEAVING YOUR TABLE FLOOR

that never shows on a report.

A performance system that finds the dealers worth developing, moves them up a level, and gives you a documented read on the rest — built for the one revenue position your service training was never written for.

*The dealer is the **MOST UNDERVALUED REVENUE POSITION** in the building.*

For most dealers, the players — not the casino — pay 50 to 90% of what they take home. Great service and a dealer's own income aren't competing priorities. They're the same act.

THE SYSTEM

NOT A SEMINAR. A PERFORMANCE SYSTEM.

SCREEN — ASSESS — DEVELOP

SCREEN

DEALERREADY

Screen candidates before the hire — catch the people-skills gap before a high-risk dealer ever reaches a live table.

ASSESS

DEALERREADY

Read the dealers already on your floor. Identify who's movable, who's already great, and who isn't — objectively, not by gut.

DEVELOP

TABLEREADY

The 5-stage Win-Win-Win method. Move the movable dealers up a level — in the language they'll actually follow.

TRAIN EVERYONE, AND YOU TRAIN NO ONE. *Development hours are capital — spend them where they return.*

LEVERAGE

YOUR BEST

Already great. Make them the standard — and protect them from being bored into leaving.

MOVE

THE MOVABLE MIDDLE

Willing, capable, never given the right reason. Where the program earns its return.

MANAGE

THE RESISTANT

One fair, documented shot — and a clear, defensible read for the decisions that follow.

THE PAYOFF

THREE WINS. ONE SYSTEM.

FOR YOUR DEALERS

- ♦ A real shift in how they see the role
- ♦ Stronger guest engagement every shift
- ♦ Higher toke income through intentional interaction

FOR YOUR GUESTS

- ♦ More connected, memorable table experiences
- ♦ Guests who stay longer and play more
- ♦ A reason to come back to your floor specifically

FOR YOUR PROPERTY

- ♦ Stronger guest loyalty and repeat play
- ♦ Reduced turnover through development
- ♦ A competitive edge built from the inside out

"Rocco developed a well thought out guest service training for my table games team that was 'spot on.' One of those rare people who consistently walks the talk — an exceptional leader who delivers the ultimate guest and employee experience."

RICK FIELDS

Former SVP Casino Operations — Mandalay Bay Resort & Casino

ROCKY DE LORENZO · FOUNDER, CASINOPRO SOLUTIONS

30+ years on the casino floor — Monte Carlo · Mandalay Bay · Seminole Hard Rock Tampa

rocky@casinoprosolutions.com ♦ casinoprosolutions.com