



Tribal Enterprise and Gaming Management Professional Certificate Program

TEGM 110: Casino Finance Essentials (22 Hours, 2 Credits)

Casino Finance Essentials will survey and provide a brief overview of tribal accounting and audit operations, cage operations, accounts, business transactions, understanding financial reports, purchasing, shipping, and receiving.

TEGM 163: Supervisory Essentials and Front Line Leadership (22 Hours, 2 Credits)

Supervisory Essentials and Front Line Leadership will survey and provide a brief overview of time management, modeling professionalism, basics of supervision, writing and email etiquette, terminating employees, effective delegation, communicating clear directives, managing difficult employees, motivating employees, scheduling and shifts, setting performance expectations, and ethics.

TEGM 165: Casino Human Resources and Personnel Management (22 Hours, 2 Credits)

Casino Human Resources and Personnel Management will survey and provide a brief overview of communication skills, group facilitation, mediation, training and orienting new employees, performance coaching feedback, interviewing, hiring, employee retention, terminating employees, professional development improvement plans, managing the intersection of HR issues and tribal law, diversity, cultural understanding and native hiring preference.

TEGM 200: Casino Regulations, Compliance, and Game Protection (22 Hours, 2 Credits)

Casino Regulations, Compliance, and Game Protection will survey and provide a brief overview of tribal government structure, tribal authority, gaming jurisdiction, history of Indian gaming, overview of tribal law, applicable Federal business laws, writing ICs, state compliance, and game protection policies and procedures.

TEGM 240: Casino Hospitality and Guest Services (22 Hours, 2 Credits)

Casino Hospitality and Guest Services This course will survey and provide a brief overview of food and beverage operations, hotel and spa operations, entertainment operations, and gas station/mini mart operations, pricing, inventory control, customer service standards, interpersonal strategies for managers and the manager as a role model.

TEGM 292: Enterprise Operations (22 Hours, 2 Credits)

Enterprise Operations will survey and provide a brief overview of facilities, engineering, information services, surveillance security, safety and risk management, marketing strategies, player tracking data, and measuring ROI for marketing efforts.

TEGM 293: Casino Games Management (22 Hours, 2 Credits)

Casino Games Management will survey and provide a brief introduction to table games management, slots, poker, probability and statistics, staffing, and scheduling.

Total Program Hours of Instruction: 154

Total Program Credits: 14

To find out more information about the Tribal Enterprise and Gaming Management Certificate Program, please contact Steven Kovacs, Business Development Manager at (253) 583-4964 or skovacs@invistaperforms.org.