

# Essential Skills Summary – DEALER

The most important Essential Skills for Dealers are:  
**Numeracy, Oral Communication**

Dealers deal a variety of table games with proficiency and attention to detail. They maintain a high degree of security and integrity in all table games while providing the highest quality of customer service.

Typical Level & Most Complex	How Dealers use Essential Skills
<b>A. READING TEXT</b>	
1-2	Dealers read games manuals; consult “advantage charts”; read the bulletin board for memos. They may draw on the library of gaming information available in the casino
<b>B. USE OF DOCUMENTS</b>	
1-2	The TDI scanner in the table games section has eliminated much of the paper work involved in tracking chips. Numerical input is computerized; the scanner identifies the dealer, records time and date. Dealers use standard office request forms for time off, WCB claims etc.
<b>C. WRITING</b>	
1-2	Dealers initial the daily log; may write impressions for an incident report. They use a standard form to request time off or to switch shifts.
<b>D. NUMERACY</b>	
1-2	Dealers sell gaming chips, generally dealing in whole dollar amounts. They add and multiply numbers rapidly in their heads and memorise repeated numerical combinations. They retain patterns of play in their heads for the duration of each game.
<b>E. ORAL COMMUNICATION</b>	
1-2	Dealers inform players about basic strategy; constantly alert inspector to higher bets; maintain authority; remind the players of procedures if necessary. Talk with regular customers and offer information about casino services.
<b>F. THINKING SKILLS</b>	
1-2	Dealers call in the inspector to make decisions on errors or questionable plays or to deal with irate guests. Remember procedures for each of the games they deal; keep a mental picture of the bets and players at all times.
<b>G. WORKING WITH OTHERS</b>	
	Dealers focus their attention on the play at their table and socialize little. They communicate with the inspector letting him/her know when larger bets are laid.
<b>H. COMPUTER USE</b>	
1	Dealers use a TDI scanner but do not have access to a computer for other purposes.
<b>I. CONTINUOUS LEARNING</b>	
	Dealers are given job-specific training.
<b>J. OTHER INFORMATION</b>	
	Dealers stand at their tables but do have frequent breaks. They require finger dexterity; make repetitive wrist movements. They are friendly without appearing lax or out of focus.