



Resort Casino and Slots Workforce and Employment Frequently Asked Questions

Overview

In November of 2011, the Legislature passed and Governor Deval Patrick signed “An Act Establishing Expanded Gaming in the Commonwealth,” (the Act) which established Casino Gaming in Massachusetts. The legislation was designed to stimulate economic development and job creation, including private investment and new state and local tax revenue. With the potential development of three category 1, (destination resort-style) casinos and one category 2, (slots-only) facility -- the workforce need is significant. Approximately 10,000+ jobs will be created statewide. Additionally there will be workforce needs related to construction of the facilities and opportunities for existing businesses to work with the casino operators. The legislation also calls for a net job-gain for the Commonwealth and for the creation of new career and job opportunities for the unemployed or underemployed with opportunity for personal growth and career advancement. In order to ensure a diverse job base and to scale up the workforce and the related training requirements, the effort needs to begin as soon as possible. Information contained in this document has been culled from potential applicants working with Massachusetts Casino Careers Training Institute (MCCTI) and from regulatory language from the Massachusetts Gaming Commission (Commission). All information is subject to change so check back for new or updated questions and current information.

What is the role of the Massachusetts Gaming Commission?

The mission of the Commission is to create a fair, transparent, and participatory process for implementing the expanded gaming law. In creating that process, the Commission will strive to ensure that its decision-making and regulatory systems engender the confidence of the public and participants. The Commission will work to implement The Act to provide the greatest possible economic development benefits and revenues to the people of the Commonwealth, reduce to the maximum extent possible the potentially negative or unintended consequences of the new legislation, and allow an appropriate return on investment for gaming providers that assures the operation of casino-resorts of the highest quality. For more information on the Commission please visit MassGaming.com or connect and share on Twitter (@MassGamingComm) or Facebook (www.facebook.com/MAGamingComm).

What is the role of the Massachusetts Casino Careers Training Institute (MCCTI) ?

The MCCTI was formed as a collaborating workforce development organization by the state’s fifteen community colleges. The MCCTI has developed a Memorandum of Understanding with the Commission to work collaboratively regarding workforce



certification, training, licensure and other requirements. The Institute is collaborating with Workforce Investment Boards/Regional Employment Boards (WIB/REB), the Massachusetts Community Colleges, Resort Casino and Slot Facility Developers, educators, training providers, unions, and community based organizations to provide recruitment, screening, career counseling, training, and job placement strategies and solutions.

How many jobs will the resort casino provide?

Resort casino operators have estimated that each category 1 casino will provide 2,500 to 3,000 jobs. The category 2, slots-only gaming establishment will add another 300 to 500 jobs. During the construction phase of each resort casino project it is anticipated that 1,000 -2,000 jobs are to be created.

What is the projected payroll including benefits that the resort casino will spend each year?

It is estimated that each year the payroll expenditure of a resort casino inclusive of benefits will be between \$120 Million and \$150 Million.

Will job opportunities be available if I have a high school education or GED?

Yes, many jobs will require a minimum of a high school diploma or a GED. Job opportunities with advanced skills requirements will require more formal education and experience. It is projected that 60% to 70% of the jobs will require a maximum of a high school or GED level of education. A list of jobs and educational attainment will be posted on the MCCTI website in the future.

How many people are anticipated to apply to fill the resort casino jobs?

It is estimated that 7,000 to 12,000 or more people will apply to fill the jobs at each resort casino. Another 1,200 to 2,000 people could apply to fill the jobs in the slot facility.

When will resort casino construction jobs become available?

It is anticipated that the construction industry employers and unions will begin the hiring process early in 2014. It is anticipated that construction will begin in the spring of 2014. Information on construction jobs and hiring may be available on casino developer, local union or construction employer websites. Additional information will be available at the local OneStop and Career Centers and from community based organizations. A list of jobs and construction career information will also be posted on the Institute's website in the future.

When will the resort casino open?

The category 1 resort casinos have a projected opening in the fall of 2016. The category 2 slots facility could open a year sooner in early 2015. Hiring will begin several months prior to opening.

What positions are the Casino's currently hiring for?

Not many. Currently, a casino operator might have positions open for community relations personnel.

What skill levels will be required to work in a casino?

A list of jobs and educational attainment can be found on the MACCI website in the future. It is projected:

- Entry Level: 45-50% of jobs. For example: Front and Back of House, Convention Services, Retail, Marketing, Hotel.
- Semi-skilled Non-Gaming: 7-12% of jobs. For example: Operations Supervisors, Entertainment, Accounting, Human Resources, Executive Administrative Staff.
- Semi-skilled Gaming: 10-15% of jobs. For example: Slots, Security, Cashiering, Table Dealers.
- Highly-skilled Gaming 5-10% of jobs. For example: Department Heads, Slot Technical, , Internal Audit, Information Technology Professionals, Gaming Surveillance, Table Supervisors, Executive.
- Highly-skilled Non-Gaming: 20-30% of jobs, Department Heads, Facilities, Entertainment, Information Technology Professionals.

What types of jobs will be available?

In addition to the table game jobs like black jack dealer, pit boss, croupier, and poker dealer needed in a category 1, resort casino – there are slot attendants and technicians as well as numerous supervisory and management jobs. There are jobs in surveillance, security, and numerous accounting jobs from cashier to comptroller. The hotel will require a full staff including housekeepers, valets, bell hops, desk clerks, spa attendants, a health club manager, pool supervisor and many more. Food and beverage operations will employ even more as preparers, cooks, chefs, servers, bus persons, stockers, bartenders, and banquet managers. Retail stores will need sales clerks and managers. A facilities department will keep the whole operation running with a janitorial staff, plumbers, carpenters, painters, electricians, and HVAC techs. There will also be a need for a marketing department and an administrative staff as well. Casinos usually provide job openings on their websites. The MCCTI and Commission will provide employment information and links to the casino website employment pages as information comes available.

Are part-time positions available?

Resort casino operators suggest 15% to 20% of the jobs may be part-time positions.

How do I apply for a job with a casino?

Casinos will advertise, host local career awareness and hiring events and will have career and employment information posted on their website. In addition, the local OneStop and Career Centers will be able to provide information in the future. Additional information on employment resources will be provided on the MCCTI website.

Can I apply for more than one job at the same casino?

That will be up to the policy of each casino. Some casinos may ask on the application for you to indicate preferences in order of priority. Contact the casino operator for more specific information.

I don't see the position I want to apply for. Why not?

Different casinos may use different job titles for the same position. For example, a "Maid" in one casino might be a "Guest Room Attendant" in another. Of course, the position might already be filled or not yet posted, so check back often.

When will the resort casino positions be posted for job openings?

First, casino operators have to be chosen. Licenses for category 1 resort casinos will be awarded in Spring of 2014 with opening dates anticipated in the Fall of 2016; the category 2 slots facility license will be awarded in late 2013 with an anticipated opening in 2015. Management and supervisory positions could be 9 to 12 months before opening. The majority of jobs will be posted 6 to 9 months before opening.

If I'm hired, when can I expect to begin working?

The resort casinos are projected open sometime in the early fall of 2016; the slots facility may open as early as 2014.

What kind of employment benefits does a casino usually provide?

Most casinos offer benefit packages that include: healthcare (medical, dental, vision, and prescription drug), 401k retirement programs, paid vacation, career development and tuition reimbursement opportunities.

How can I find out how much a certain job pays?

Pay amounts are often not given in job postings on-line, but are given later in the application process. Many positions are also considered to be "tip positions", with tips in addition to a base pay. A list of projected jobs and educational attainment, and wage scales can be found on the MCCTI website. For a general idea of average salaries for certain positions, you can try websites like: payscale.com, glassdoor.com, salary.com.

What hours/shift will I work if I am hired?

Casinos are open 24 hours a day with three or more shifts, 7 days a week. So, employees have to be flexible and available to work weekends and holidays. Schedules will be reviewed in the hiring process by the resort casino.

Will parking be provided for resort casino employees?

Casinos may have designated parking for employees.



Will public transportation be available for resort casino employees?

It is anticipated that the casino will have an agreement with public transportation organizations to provide access at the casino for employees and customers.

Will the casino allow smoking inside the building?

No. A smoke-free environment must be maintained within the gaming establishment

What attributes are casino's looking for when hiring new employees?

Casinos are interested in applicant's technical skills, knowledge and abilities. They are particularly interested in hiring new employees who have strong commitment to communication, customer service, team work and a strong work ethic.

If I'm hired, will I be required to wear a uniform?

Many positions in food and beverage, hotel operations, casino gaming, and maintenance/engineering are expected to wear a uniform. Most operators provide guidance on uniform selection and fitting. Some even provide uniforms and their maintenance and cleaning free of charge as an employee benefit.

Which skills will be required to get these jobs? How can I get these skills?

With such a wide range of jobs will be available, there will have to be a wide range of training opportunities. Right now colleges and Universities in the region offer programs in accounting, IT, business, and casino and hotel management that will prepare people for jobs in the casino. Food service, culinary arts and hospitality programs are widely offered by community colleges in Massachusetts. But, in order to increase the skills training opportunities for Massachusetts residents, the presidents of all the community colleges in Massachusetts have joined together to form the Massachusetts Casino Careers Training Institute. The institute will work directly with casino operators to provide all the needed training for the required skills through community colleges across Massachusetts. Further, there may be private trade schools that open for business in the future.

Will dealer, table game and other types of gaming occupation training be available in the region?

Yes, MCCTI and the state's community colleges are collaborating with the resort casinos to develop training programs that will likely include: Introduction to Casino Games, Blackjack, Craps, Baccarat, Poker, Pai Gow Tiles, Roulette, Pai Gow Poker, etc. MCCTI and the state's community colleges will also be working with the resort casinos and the slot facility on programs like: Work Readiness and English for Speakers of Other Language Training/Casino Industry, Customer Service on the Gaming Floor, Slot Machine Repair, Surveillance, etc. Further, there may be private trade schools offering such training that open for business in the future.

Will I be trained by the casino?

Yes. Casinos will provide employees training on company policies, procedures, and workplace requirements.

Will special training or license be required for any of the casino jobs?

All employees of a casino have to be licensed or registered (Chapter 23K, Section 30). The Act requires that all employees to be properly trained in their respective professions (Chapter 23K, Section 5). In addition, approved training programs may be required or preferred by the casino for specific jobs. A list of jobs and educational attainment, and training programs can be found on the MCCTI website.

Will I be considered for employment if I live out of the state of Massachusetts?

Yes, but the casino operators may be required by their respective Host Community Agreements to give hiring preference to local residents. Note that one of the clearly stated purposes of the Act is to “provide permanent employment opportunities to residents of the commonwealth” (Chapter 23K, Section 1). Casino operators must also comply with all federal and state laws regarding employment eligibility.

Will the casino be required to consider diversity in hiring?

The Act established job creation and the development of a diverse workforce as one of its primary objectives. In determining whether an applicant shall receive a gaming license, the Commission will evaluate how the applicant proposes to establish, fund and maintain human resource hiring and training practices that promote the development of a skilled and diverse workforce, and how each applicant proposes to implement a workforce development plan that incorporates an affirmative action program of equal opportunity by which the applicant guarantees to provide equal employment opportunities to all employees qualified for licensure in all employment categories, including persons with disabilities, under the laws of Massachusetts.

Will non-English speaking candidates be considered?

Most of the jobs in a casino require employees to read, speak and understand some English. A conversational and/or fluent knowledge of other languages is a plus, but is not required. Training for non-English speaking candidates will be available from community colleges and maybe be available from other public or private training providers.

Is casino experience necessary to be considered for employment at the casino?

No. While employers might prefer prior experience, requirements are dependent on casino policy and type of position and training opportunities will be available.

Can the casino give hiring preference to people from any one or group of towns?

Yes. The host community agreement negotiated between the community and the casino operator may give hiring preference to local residents.

Is a background check required to be employed in a casino in Massachusetts?

The Commission has been charged with the responsibility of ensuring the honesty and integrity of gaming in Massachusetts. Towards this end, the Commission has been empowered to investigate the background of the employees of a gaming license to ensure that the applicant has the character, reputation, integrity and general fitness to warrant the belief by the Commission that the applicant will act honestly, fairly, soundly and efficiently.

Do I have to have a license or registration permit to be employed in a casino?

Yes. Gaming employees must be licensed. Other employees of a gaming establishment, called gaming service employees, have to be registered. The gaming establishment includes the gaming area and other related, nongaming structures and may also include, but shall not be limited to hotels, restaurants or other amenities.

What are the minimum requirements needed to obtain a gaming license?

At a minimum, applicants for a license must be able to demonstrate that they have the financial responsibility, character, reputation, integrity and general fitness to act honestly, fairly, soundly and efficiently as a gaming licensee.

Is a drug test required to get hired?

Drug testing is a condition for employment by most casino operators. Many casino operators also conduct random drug testing of their employees to ensure a drug-free environment.

Can more than one person from a family work at the Casino?

Casino developers have indicated that employing multiple people from a family would be allowed provided there is no apparent conflict of interest (such as one family member reporting to another). Potential employees should check with a casino's human resources website or office to ensure that there is not a corporate policy that prohibits such activities.

Are the permanent casino jobs going to be union jobs?

The decision to join a union is up to the workers in the facility. Massachusetts requires that the casino applicant outline their plans in the application for ensuring labor harmony during the construction and operational phases of the project including whether the applicant plans to enter into any Project Labor Agreement or neutrality agreements. Generally, neutrality agreements outline a process for workers to decide if they want to join a union.

I am unable to find the answer to my career-related question, who can I contact?

As the process develops, more and more information will become available. The Massachusetts Casino Career Training Institute will also have information on career and training programs at MCCTI. Additional information to keep you posted on new developments is available on the Commission's website (www.massgaming.com). Many of



the candidates for the resort casino and slots facility licenses have websites. Some of these sites are good sources of general information about careers in the casino industry. Once the casino licenses are awarded, more information specific to Massachusetts will be available.