



CASTECH
YOUR CASINO WE BUILD
THE BRAND



DENIZ TRADE

Company No: 445613480 maintains complete ownership of the CASTECH brand.

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Standard Operating Policy - Back Of House

In the context of a casino, "Back of House" refers to all the departments and activities that take place behind the scenes, away from the public eye of the gaming floor. These departments are crucial for the smooth operation of the casino but are not directly involved in interacting with customers. Here's a breakdown of the specific departments you mentioned and their corresponding SOP manuals:

Departments:

IT: Responsible for maintaining and supporting the casino's technology infrastructure, including gaming systems, security systems, and communication networks.

Surveillance: Monitors the gaming floor and other areas for security purposes, detecting suspicious activity and preventing theft or fraud.

Finance: Handles all financial transactions, including cash handling, accounting, payroll, and budgeting.

HR: Manages employee recruitment, training, development, and relations, ensuring compliance with labor laws and regulations.

Housekeeping: Maintains the cleanliness and hygiene of the casino, including the gaming floor, restaurants, restrooms, and other public areas.

SOP Manuals:

Each department has its own SOP manual outlining the standardized procedures and protocols for its specific operations. These manuals ensure consistency, efficiency, and adherence to best practices. Here are some examples of what these manuals might cover:

IT SOP Manual:

Procedures for system maintenance and troubleshooting.

Data security and backup protocols.

Incident response procedures for cyberattacks or technical issues.

User access control and authorization.

Surveillance SOP Manual:

Monitoring procedures for different areas of the casino.

Identifying and reporting suspicious activity.

Evidence collection and documentation procedures.

Data privacy and security protocols.

Finance SOP Manual:

Cash handling procedures (counting, depositing, securing).

Financial reporting and accounting standards.

Payroll processing and tax compliance.

Budgeting and cost control procedures.



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Housekeeping SOP Manual:

Cleaning procedures for different areas of the casino.

Hygiene and sanitation standards.

Waste disposal and recycling procedures.

Inventory management and equipment maintenance.

Additional Notes:

SOP manuals are crucial for ensuring smooth operations, compliance with regulations, and efficient training of new employees.

They should be regularly reviewed and updated to reflect changes in technology, regulations, and best practices.

Each department's SOP manual should be tailored to its specific needs and responsibilities.

Effective communication and collaboration between departments are essential for the overall success of the casino.