

NIAGARA CASINOS FIRST ALL STAR DEALER COMPETITION A SUCCESS

(Niagara Falls, ON) December 20, 2019 – Table games associates put their technical and customer service skills to the test in the first annual Niagara Casinos All Star Dealer Competition.

Held in November, this competition had more than 100 associates participating in both the Main Event and the Skilled Games Competition. The competition was broken down into various rounds where dealers showed off their skills in creating a best-in-class table games experience as they competed for the 2019 Title of All Star Dealer.

For the Main Event, industry leaders from across the province participated as guest judges and scored dealers based on game knowledge, professionalism, technical skill, and consistent customer focus. Because the gaming experience is driven by the service delivery, the total scoring was weighted towards the customer experience components.

For the Skilled Games Competition, Niagara Casinos supervisors and managers ran timed events in Card Handling, House Shuffle, Chip Handling, Roulette Calculations and Craps. The champion for each side event was the dealer who completed the task most accurately in the fastest recorded time.

“The competition was a phenomenal team effort,” says Steve Weel, vice president of gaming operations at Niagara Casinos. “The energy from all associates involved was incredible. Our ultimate goal was to provide an opportunity for our dealers to showcase their skills and to have fun while doing it.”

The competition had an overwhelmingly positive response among associates, with many of them excited for the next event. Planning is underway for the second annual All Star Dealer Competition, set to take place late 2020.

Main Event Winners

1. Wincey Luu
2. Horatiu Petre
3. Laura Brehaut

Skilled Games Competition

- Card Handling: Anthony Paolone
- House Shuffle: Krista Gilbert
- Chip Handling: Jennifer Murphy
- Roulette Calculations: Horatiu Petre
- Craps: Anthony Paolone

For more information on table games at Fallsview Casino Resort and Casino Niagara, please visit:

<https://www.fallsviewcasinoresort.com/gaming/table-games> and <https://www.casinoniagara.com/gaming/table-games>

About Fallsview Casino Resort

Overlooking the world-famous Horseshoe Falls, Fallsview Casino Resort is an award-winning resort that has been offering premier entertainment and superior guest service since 2004. Featuring a CAA Four-Diamond Hotel with 374 luxury rooms and suites, Fallsview Casino Resort houses a large and impressive gaming floor with more than 3,000 slot machines and 130 gaming tables. Winner of the Wine Spectator’s Best of Award of Excellence and CAA’s Four-Diamond Award for its two signature restaurants, Ponte Vecchio and 21 Club Steak & Seafood, this vibrant resort property also features a full-service spa and fitness centre, a state-of-the-art 1,500-seat theatre, dozens of dining and shopping options and more than 30,000 square feet of meeting and convention space. Fallsview Casino Resort and Casino Niagara have been recognized as a “Hamilton-Niagara Top Employer” for ten consecutive years. For more information, visit fallsviewcasinoresort.com, join us on Facebook, Twitter and Instagram @fallsviewcasino or call 1-888-325-5788.



Must be 19 years of age or older to enter the casinos.

Individuals who have voluntarily excluded themselves from Ontario gaming sites and who have not been reinstated are not permitted to enter the casinos.