**Staff**

**Managers (Each manages a team within their department)**

1. **Casino Operations Manager**
   * **Name**: David Mahlangu
   * **Department**: Casino Operations
   * **Shift**: Rotating shifts, often covering peak hours (afternoon/evening)
   * **Team**: Gaming Floor Attendants, Dealers
   * **Description**: Oversees gaming floor activities, manages staff schedules, ensures compliance with regulations, and maximizes floor revenue.
2. **Food & Beverage Manager**
   * **Name**: Sarah Naidoo
   * **Department**: Food & Beverage
   * **Shift**: Office hours, with flexible shifts during busy events
   * **Team**: Bartenders, Waitstaff
   * **Description**: Manages all food and beverage services, staff training, stock levels, and customer service standards.
3. **Security Manager**
   * **Name**: Themba Khumalo
   * **Department**: Security
   * **Shift**: Office hours but on-call for emergencies (afternoon/night as needed)
   * **Team**: Surveillance Officers, Security Guards
   * **Description**: Ensures security protocols, trains staff, coordinates surveillance, and ensures guest and staff safety.
4. **Customer Relations Manager**
   * **Name**: Zanele Mthethwa
   * **Department**: Customer Relations
   * **Shift**: Primarily office hours, with flexibility during high-traffic events
   * **Team**: VIP Hosts, Customer Service Representatives
   * **Description**: Manages VIP services, customer satisfaction, complaint resolution, and event planning for VIP guests.
5. **Marketing Manager**
   * **Name**: John Peterson
   * **Department**: Marketing
   * **Shift**: Office hours, Monday to Friday, with event-based flexibility
   * **Team**: Marketing Assistants, Design Staff
   * **Description**: Oversees marketing strategies, campaigns, brand promotion, and collaborates with other departments for events and promotions.

**Shift Summary**

* **Office Hours (Mon-Fri)**: Admin, Marketing, Customer Relations (Managers and Assistants)
* **Shift Work (Afternoon-Evening/Night Rotations)**: Gaming Floor Attendant, VIP Host, Bartender, Surveillance Officer, Casino Operations Manager, Security Manager

**Slot Technician**

**Department:** Gaming

**Description:** Slot Technicians are responsible for installing, maintaining, and repairing slot machines to ensure they are functional and compliant with regulations. They handle troubleshooting and repairs, perform routine maintenance, and sometimes assist in updating software or hardware in the machines.