

Written by Administrator  
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CLEVELAND, Ohio -- The new [Horseshoe Cleveland Casino](#) is looking for employees with great personalities

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a trait  
that can't be taught, the general manager says.

"We want people with great

attitudes who want to come in and deliver a great guest experience and customer service," manager Marcus Glover said.

While at least one for-profit school has opened to train card dealers and [Cuyahoga Community College](#) may offer programs to train casino workers, Glover said his company primarily relies on in-house training for its employees.

"If you don't go through formal training programs it will not exclude you from opportunities in the casino," he said. We want people with great attitudes who want to come in and deliver a great guest experience and customer service."

Glover said he would not discourage or encourage people to take courses in gaming or hospitality management before hiring begins later this year. And he plans to meet with Tri-C President Jerry Sue Thornton to discuss educational partnerships.

He said he could not comment on the [Ohio School of Casino Dealers](#), which opened three months ago in Warrensville Heights, because he is not familiar with it. The school charges about \$1,200 per course in table games including blackjack and poker.

"If someone returns to Cleveland who has worked in Las Vegas and has the technical skills, it will help you," Glover said. "If not, we will train you internally on how to deal cards."

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The Horseshoe Cleveland Casino will employ about 1,600 when it opens early next year in the former Higbee department store. It is the first phase of a larger downtown casino project that will ultimately see a \$600 million, 16-acre [casino complex on nearby Huron Road](#) .

The Higbee's casino will have 2,100 slot machines, 65 gaming tables, 25 poker tables in a " [World Series of Poker](#) " room, two bars and a 400-seat buffet-style restaurant.

Glover said the two or three large hiring events will be held throughout the city later this year. Those seeking jobs should check the [casino's website](#) , for information.

David Stevenson of Cleveland said he is eager to apply for a job and his skills as a flight attendant will transfer to a casino.

"I'd like a job as a floor manager or in hospitality where you take care of regular customers," he said.

Stevenson, 50, said he lost his job with USA 3000 two years ago when he chose not to relocate to Florida.

"I want to be a part of the casino because I love Cleveland want to see the city succeed," he said. "I am ready to train to do any kind of work where they need me."

A casino offers numerous jobs in management, financial, gaming operations, food and beverage and information technology.

In a recent interview Thornton said Tri-C would propose offering technical, training and hospitality courses tied to casino jobs. The college's [Hospitality Management Center](#) recently opened on Public Square across the street from the Higbee's building.

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Community colleges in Pennsylvania, which allowed table games in casinos in 2010, offer casino-related courses including dealer training and casino gaming machine repair technology.

Universities near casinos offer management programs. The University of Nevada Las Vegas' International Gaming Institute is a non-profit academic and research facility for professionals in the gaming industry. Tulane University in New Orleans offers a Casino Resort Studies Program.

Jill Vangen, co-owner of the dealer school in Warrensville Heights, said she plans to meet with Horseshoe Cleveland officials to make sure graduates qualify for jobs.

About 50 men and women have signed up for courses, which take about 120 hours at a schedule set by the student, she said.

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