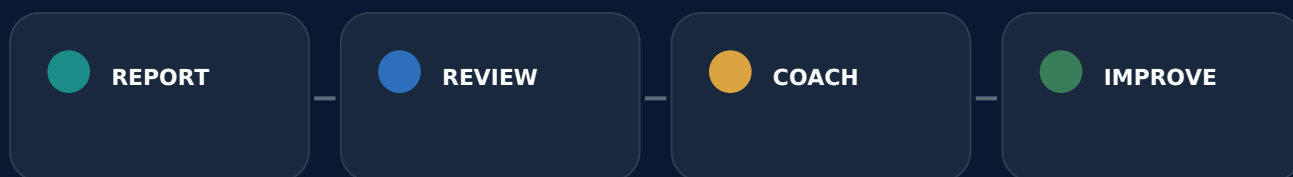


Dealer Error Follow-Up, Coaching & Training AI

Turn every dealer error into structured follow-up, stronger coaching and visible management action.



BUILT FOR INTERNAL CASINO MANAGEMENT

A practical management platform for dealer-error control, evidence, coaching, corrective action and measurable follow-through.

A concise buyer-facing overview of the app's aim, functions and value

ONE CLEAR PURPOSE

Turn dealer errors into measurable improvement

The app gives casino management one controlled path from the first report to coaching, corrective action and verified follow-up.

Less chasing. Less guesswork. More visible action after every dealer error.

CORE VALUE PROPOSITION

SEE

What happened

Capture the game, table, shift, people, severity, impact and operational context.

ACT

What happens next

Assign review, acknowledgement, coaching, training or a corrective action

PROVE

What improved

Track completion, recurrence and effectiveness instead of assuming the issue is closed.

What management gains

- A consistent process for handling dealer errors across shifts, games and managers.
- Clear ownership, due dates and follow-up visibility for every active case.
- A direct bridge from operational error to targeted coaching and retraining.
- Management evidence that shows not only what happened, but what was done about it.

WHY IT MATTERS

A dealer error should not disappear at shift change

Without a structured follow-up process, important details scatter across notebooks, radio calls, messages, memory and separate departmental records.

WITHOUT A CONTROLLED WORKFLOW**The incident gets recorded, but the follow-up becomes fragmented.**

- Different managers handle similar errors differently.
- Surveillance, evidence and impact details become hard to trace.
- Coaching is promised but completion is unclear.
- Repeat patterns appear late or remain hidden.
- Management cannot easily show what changed.

WITH THE APP**Every error enters a visible management path with clear next actions.**

- One record connects report, review and response.
- Owners, dates and approvals stay visible.
- Coaching links directly to the reason it was assigned.
- Repeat-error signals support earlier intervention.
- Reports turn daily follow-up into management evidence.

The app replaces informal follow-up with a repeatable management discipline.

BUSINESS OUTCOME

ONE CONNECTED JOURNEY

From error report to verified follow-up

Each step keeps the operational story, the responsible owner and the management decision connected.

1 Report

Capture the error and its operational context.

2 Review

Triage severity, ownership and next action.

3 Confirm

Connect evidence, acknowledgement and impact.

4 Coach

Assign targeted coaching, training or scenarios.

5 Correct

Set actions, owners, deadlines and sign-off.

6 Verify

Check completion, recurrence and effectiveness.

THE DIFFERENCE

Closure means the agreed follow-up is complete and reviewable - not simply that the original incident is old.

OPERATIONAL CLARITY

Build a complete error record from the start

Managers see the facts they need without reconstructing the event from multiple conversations.

1 Capture operational context

Record the dealer, game, table, shift, time, category, severity, description and immediate action. Add financial impact and related operational details when relevant, so the review begins with a clear picture.

2 Triage and assign

Move new reports into a review queue, set responsibility and identify the required path. Managers can distinguish a routine coaching issue from a case needing deeper review, evidence or formal corrective action.

3 Keep the timeline visible

See updates, decisions, notes, assignments and status changes in sequence. The case stays understandable even when responsibility passes between shifts or departments.

A good follow-up process starts with one reliable version of what happened.

OPERATIONAL BENEFIT

FAST MANAGEMENT VIEW

Filters and status views help managers focus on open, serious, overdue, repeat or training-related cases first.

MAKE RESPONSIBILITY CLEAR

Connect review evidence to management action

The app keeps the case, supporting information and follow-up decisions in one understandable operational record.

01

Surveillance follow-up

Record when surveillance review is requested, track its status and connect the outcome to the case.

02

Attachments and references

Associate relevant documents, notes and supporting references with the dealer-error record.

03

Dealer acknowledgement

Document that the dealer received and acknowledged the issue, coaching or required follow-up.

04

Decision history

Preserve approvals, corrections, reopen actions, reversals and closure steps as part of the management story.

ACCOUNTABILITY WITHOUT CONFUSION

Managers can see who reviewed the issue, what was decided, what was assigned and whether the promised action was completed.

TURN INCIDENTS INTO DEVELOPMENT

Coaching that is specific, traceable and practical

The app converts an operational error into a focused learning response instead of a vague instruction to 'be more careful.'

FROM ERROR TO LEARNING PLAN

Assign the right response

Link coaching, retraining or a practical scenario directly to the observed error. Managers can see why the activity was assigned, who owns it, when it is due and whether it was completed.



Targeted coaching

Focus the conversation on the rule, procedure, communication or decision that needs improvement.



Scenario practice

Use relevant game situations to rehearse the correct action before the dealer returns to full confidence.



Retraining follow-up

Track formal retraining, trainer notes, completion and any additional action required.

The goal is not simply to record errors. It is to reduce repeat errors through better follow-up.

MANAGEMENT MESSAGE

Human managers choose the coaching response. AI can help summarize patterns or draft explanations, but it does not discipline, approve or replace management judgment.

CLOSE THE LOOP

Move from promised action to proven follow-through

Corrective action plans give serious or repeated issues a clear owner, deadline, sign-off path and effectiveness check.

1 Build a corrective action plan

Define the required action, responsible owner, expected completion date and approval path. The plan stays connected to the original dealer-error record, so managers never lose the reason behind it.



Required action



Named owner



Completion proof



Effectiveness

2 Review repeat patterns

Identify recurring error categories, game-specific issues and repeated follow-up exposure. Managers gain an earlier signal that a one-off coaching response may not be enough.

3 Verify effectiveness

Compare post-coaching recurrence and record whether the intervention worked, needs adjustment or requires additional management action.

Real closure answers two questions: Was the action completed? Did it work?

EFFECTIVENESS PRINCIPLE

SEE WHAT NEEDS ATTENTION

A faster management view of today's priorities

The dashboard turns active records into a practical action list for busy table-games leaders.



What managers can focus on

- Today** New errors, urgent reviews and actions due now
- This shift** Cases waiting for ownership, acknowledgement or evidence
- This week** Coaching, corrective plans and overdue follow-up
- Patterns** Repeat errors, training exposure and effectiveness signals

The dashboard answers the buyer's first question: What needs management attention right now?

FIRST-TWO-MINUTE VALUE

Filters by status, time period, department and operational priority help managers move quickly from overview to action.

MAKE FOLLOW-UP VISIBLE

Turn daily casework into management intelligence

Reports help managers review workload, exceptions, dealer patterns, training demand and corrective-action progress.

GM / OWNER MANAGEMENT REPORT PACK

A concise operating picture

Bring key performance indicators, open exceptions, repeat patterns, training assignments, corrective-action backlog and management comments into one professional review pack.

DESIGNED FOR HUMAN REVIEW, MEETINGS AND FOLLOW-UP

Operational trends

See error categories, severity, game exposure and movement over time.

Open exceptions

Bring overdue reviews, missing actions and unresolved cases into management meetings.

Dealer development

Review repeat patterns, coaching load and retraining exposure without losing case context.

Action accountability

Track training assignments, corrective plans, owners, deadlines and sign-off pressure.

Management can understand not only what happened, but where follow-up is working and where it is slipping.

REPORTING VALUE

DESIGNED AROUND CASINO ROLES

The right view for each management responsibility

The same operational record supports different users without forcing everyone into the same workflow.

**Table Games Managers**

Control review queues, priorities, ownership, coaching and corrective action.

**Shift & Pit Managers**

Capture incidents quickly, follow active cases and hand over responsibilities clearly.

**Training Teams**

Receive focused coaching assignments, document practice and report completion.

**Surveillance Reviewers**

Respond to linked review requests and keep outcomes connected to the case.

**HR & Senior Management**

Review restricted actions, staff history, readiness and accountable closeout where authorized.

**General Managers & Owners**

See risk, action backlog, development effort and management evidence at a glance.

OPTIONAL CONNECTED SUITE VALUE

When additional Live Games Staff Follow-Up Suite modules are enabled, the same staff record can connect dealer-error history with training school, table tests, game authorization, attendance, incidents, promotion readiness, documents, dossiers and action tracking.

WHY CASINOS BUY IT

Better follow-up. Stronger dealers. Clearer management control.

Dealer Error Follow-Up, Coaching & Training AI gives casino leaders a practical way to turn operational mistakes into visible action and measurable development.

- **Consistency** Use one repeatable process across shifts and managers.
- **Speed** See priorities, owners and overdue actions faster.
- **Development** Connect real errors to focused coaching and practice.
- **Accountability** Show what was decided, assigned, completed and verified.
- **Insight** Reveal repeat patterns, training pressure and follow-up gaps.

THE FINAL MESSAGE

The system supports experienced managers. It does not run the casino, automate discipline or replace human judgment.