

## Brief

To consult on and project manage all aspects of the build and set up of a new casino in Vietnam, overseeing all areas of development.

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## Delivering the Project

Our role involved consulting on the plans for the casino, sourcing materials, design of the interior, developing an appropriate layout, recruitment of staff and security systems.

This was a large project requiring over 30 gaming tables and a slot machine area. Fixtures and fittings were sourced from overseas. Despite the casino being located in a remote area we were able to complete the casino ahead of time.

Staff recruitment was an important aspect of this project and large numbers of staff needed to be recruited during a short period of time. We achieved this by holding an open week in Hanoi and recruiting experienced staff from overseas in addition to local people. Staff needed to be trained and the skills of the experienced staff were utilised to help do this. We worked with local hotel owners to house staff.

To ensure the project was delivered to the highest standards we sourced a number of industry experts to work on specific aspects. We used a cash desk expert to set up and train the cashiering side of the operation from the design of the paperwork to the procedures required by the Vietnamese government. To ensure that we had an adequate security system we employed a team of camera surveillance experts who installed a state of the art camera system which could be remotely controlled as per the casino owner's specification. The installation of the slot machines was completed with the help of an expert slot technician.

To add a unique dimension to the project we introduced a new game to the casino that was only played on the island of Macau. This involved travelling to Macau to understand how the game was played and all the rules involved, then training the Vietnamese casino staff.

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## Achievements

- Casino owners were delighted with the finished product
- Completion of project from a slab of concrete to a fully functioning casino within 4 months
- Successful recruitment and training of staff including staff from overseas
- Working in partnership with the Vietnamese government to ensure that all parties were happy