

Andrew Lloyd
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PERSONAL PROFILE

I am a highly-experienced manager with over thirty years' experience in the worldwide hospitality & gaming industry. Throughout my career, have placed customer service, together with profitability, at the top of my agenda and as a result I have enjoyed a very successful career.

In addition to Casino management I was also instrumental in the setting up of a land-based operation in Kiev, Ukraine and was actively involved in all aspects of its development and opening.

As a professional gaming manager, I have been responsible for the day to day running of the casino operation in its entirety and effectively driving team engagement and maximising profitability and ensuring the security and compliance of the unit.

On a personal level I appreciate the importance of impeccable personal presentation and can relate well to clients of all incomes and backgrounds.

As a manager, I am approachable and supportive, always happy to share my knowledge with others to improve service delivery and increase profitability.

SKILLS AND ABILITIES

- Delivers the highest standards of customer service
- Proven managerial ability, able to train and motivate others
- Thorough knowledge of casino games and gambling regulations

QUALIFICATIONS / PROFESSIONAL DEVELOPMENT

Certificate - Personal Managers Licence Holder

EXPERIENCE:

May 2017-October 2017 *Casino Liberté Seychelles*

Title: Casino Shift Manager

Duties: Ensuring all aspects of the casino operation were running to maximum Efficiency. Establishing new clientele base for this new casino and forging Strong relationships with our VIP clientele from the middle east. Hiring staff, training, rotas payroll and delivering excellent customer Service.

2009 - 2017 *Royal Caribbean Cruise Line*

Title: Casino Supervisor

Duties: Supervising a 26 table, 300 slot casino operations on board a luxury liner and ensuring casino operations ran smoothly and profitably by allocating staff to tables, collating hourly figures, taking an end of shift table

count and balancing casino assets. Also, ensuring that excellent customer service was a priority always.

- 1994 - 2008 Stanley mint Casino & The Grand Casino, Liverpool
Title: Gaming Manager
Duties: Dividing my management time between two busy casinos and overseeing the direct daily supervision of the entire casino operation. Interviewing, recruiting and training staff and conducting motivational reviews and implementing disciplinary procedures when necessary.
- 1991 - 1994 Atlantic Maritime, Cruise
Title: Gaming Manager / Croupier
Duties: In addition to the day to day running of existing casino operations I also represented my employers at negotiations to take over and run additional onboard Cruise ship operations and the establishment of a new land-based casino in Kiev, Ukraine
- 1990 - 1991 NCL, Cruise - SS Norway
Title: Inspector / Dealer
Duties: To operate and inspect gaming tables dealing in American roulette, Blackjack, Craps, Poker and Texas hold'em.
- 1986 - 1990 Atlantic Maritime, Cruise
Title: Assistant Gaming Manager/ Croupier
Duties: As above.
- 1979 - 1986 Metropole Casinos Ltd, Bournemouth / Brighton
Title: Dealer / Pit Boss, Cashier, Inspector
Duties: As above.

INTERESTS

I am a keen golfer, I enjoy watching all sports, particularly football. Other interests include reading, gardening, eating out and travelling.

REFERENCES

Available on request.