

Casino Gaming Worker Interview Questions

1. What is the key to success when communicating with the public.

2. How do you stay up to date on how to pay winnings or collect losing bets as established by the rules and procedures of a specific game?

3. What kind of experience do you have dealing cards to house hands, and comparing these with players' hands to determine winners, as in black jack?

4. What system do you use to ensure that all players have placed bets before play begins? Share an example.

5. Describe an experience when you conducted gambling games such as dice, roulette, cards, or keno, following all applicable rules and regulations.

6. Share an experience you had in dealing with a difficult person and how you handled the situation.

7. Name a time when your patience was tested. How did you keep your emotions in check?

8. Why is it important to inspect cards and equipment to be used in games to ensure that they are in good condition? Any other reasons to inspect cards?

9. What is the most challenging part of applying rule variations to card games such as poker, in which players bet on the value of their hands?

10. Provide an example when your ethics were tested.

11. Walk me through how you supervise staff and monitor gambling tables to ensure security of the game.

12. Provide a time when you dealt calmly and effectively with a high-stress situation.

13. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

14. Name a time when you worked as part of a team of dealers in games such as baccarat or craps.

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15. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)

16. What kind of experience do you have answering questions about game rules and casino policies?

17. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

18. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)

19. In your opinion, how often should you participate in games for gambling establishments to provide the minimum complement of players at a table?

20. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

21. Tell me about the last time you trained new dealers. What have you found to be the best way?

22. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

23. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.

24. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

25. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

26. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and

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can demonstrate some initiative.)

27. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

28. Share an experience when you applied new technology or information in your job. How did it help your company?

29. Describe a time when you successfully provided personal assistance to a coworker or patron.

30. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?

31. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.

32. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)

33. Tell me how you organize, plan, and prioritize your work.

34. Share an experience in which your willingness to lead or offer an opinion helped your company.

35. Give me an example of when you thought outside of the box. How did it help your employer?