

## Surveillance Agent Interview Questions

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

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

3. How do you stay up to date in order to monitor establishment activities to ensure adherence to all state gaming regulations and company policies and procedures?

4. What is the challenging part of observing casino or casino hotel operations for irregular activities such as cheating or theft by employees or patrons, using audio and video equipment and one-way mirrors?

5. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

6. 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.

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

8. Provide an example when your ethics were tested.

9. Describe an experience when you reported all violations and suspicious behaviors to supervisors, verbally or in writing?

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

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

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

13. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

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14. What kind of experience do you have supervising or training surveillance observers?

15. Describe an experience when you acted as oversight or security agents for management or customers.

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

17. 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.)

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

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

20. What are some long-range objectives that you developed in your last job? What did you do to achieve them?

21. 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 can demonstrate some initiative.)

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. Provide an example of when you were persistent in the face of obstacles.

24. Name a time when your creativity or alternative thinking solved a problem in your workplace.

25. Describe methods you have found effective to act as oversight or security agents for management or customers.

26. Share your approach to inspect and monitor audio or video surveillance equipment to ensure it is working appropriately.

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

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

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

30. 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.)

31. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

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

33. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.

34. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

35. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

36. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)

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