

## Mutuel Clerk Interview Questions

1. What is the key to success when communicating with the public.
2. How do you stay up to date with new or all gaming regulations?
3. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
4. What system have you found most helpful when counting funds and reconciling daily summaries of transactions to balance books?
5. Why is it important to maintain confidentiality of customers' transactions? Share an example.
6. What is the most challenging part of determining cash requirements for windows and ordering all necessary currency, coins, or chips?
7. What system do you have in place to maintain cage security?
8. Provide an example when your ethics were tested.
9. Describe methods you have found effective to verify accuracy of reports, such as authorization forms, transaction reconciliations, or exchange summary reports.
10. What kind of experience do you have preparing reports, including assignment of company funds or recording of department revenues?
11. What have you found to be the best way to supply currency, coins, chips, or gaming checks to other departments as needed?
12. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
13. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

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

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

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

17. Walk me through how you provide customers with information about casino operations.

18. Describe an experience when you provided assistance in the training and orientation of new cashiers.

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

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

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

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 a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

24. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

25. 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.)

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 can demonstrate some initiative.)

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

28. How do you stay fit in order to perform physical activities that are required in the workplace?

29. 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.

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

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

32. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?

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

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

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

36. Share an experience in which you've successfully learned how to handle a new piece of equipment?

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

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

39. 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.)