

## Mutuel Machine Operator Interview Questions

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

2. Describe methods you have found effective to compute and verify amounts won and lost, then pay out winnings or refer patrons to workers such as gaming cashiers so that winnings can be collected.

3. What kind of experience do you have conducting gambling tables or games, such as dice, roulette, cards, or keno, and ensure that game rules are followed?

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

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

6. What have you found to be the safe and best way to collect bets in the form of cash or chips, verifying and recording amounts?

7. Share with me what system you have in place to ensure that all players have placed their bets before play begins.

8. Describe an experience where you had to compare the house hand with players' hands to determine the winner.

9. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?

10. Provide an example when your ethics were tested.

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

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

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

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14. What is the most challenging part of inspecting cards or equipment to be used in games to ensure they are in proper condition?

15. How well are your writing skills when you prepare collection reports for submission to supervisors?

16. What kind of experience do you have to answer questions about game rules or casino policies?

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

18. 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.)

19. 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.)

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

21. Walk me through how you operate games in which players bet that a ball will come to rest in a particular slot on a rotating wheel, performing actions such as spinning the wheel and releasing the ball.

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

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

24. Share your approach to supervise staff and games and mediate disputes. Were you successful?

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

26. Please share an experience in which you presented to a group. What was the situation and how did it go?

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

28. 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.

29. 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.)

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

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

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

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

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

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

36. 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.)

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

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

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

40. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?

41. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?