

Department Head Interview Questions

1. Walk me through how you circulate among gaming tables to ensure that operations are conducted properly, that dealers follow house rules, or that players are not cheating.

2. What method have you found most effective when you monitor credit extended to players?

3. Share an experience where you had challenges with tracking supplies of money to tables and perform any required paperwork.

4. Provide an effective way to direct the distribution of complimentary hotel rooms, meals, or other discounts or free items given to players, based on their length of play and betting totals?

5. Share an example where you marketed and promoted the casino in order to bring in business. Were you successful?

6. What system have you found most effective when notifying board attendants of table vacancies so that waiting patrons can play.

7. 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?

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

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

10. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

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

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

13. Share an example of a time you had to gather information from multiple sources. How did you determine

Department Head Interview Questions

which information was relevant?

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

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

16. 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.

17. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

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

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

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

21. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

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

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

24. Provide an example when your ethics were tested.

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

Department Head Interview Questions

26. 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.)

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

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

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

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

31. Share an experience in which you effectively resolved a difficult customer complaint.

32. Provide an experience in which you effectively removed a suspected cheater. How did you identify the person?

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

34. Share an effective method you have used to maintain familiarity with all games used at your facility.

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

36. Describe an experience in which you effectively trained new workers.

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

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

Department Head Interview Questions

39. 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.)
40. Provide an experience in which you effectively explained and interpreted house rules.
41. Provide an experience in which you effectively set and maintained bank and table limits for games.
42. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.
43. Would you consider analyzing data or information a strength? How so?
44. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?
45. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)
46. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
47. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
48. Share an experience in which you effectively monitored staffing levels. What methods made you successful? (Be sure that the candidate ensured adequate staff for each shift and arranged for rotations and breaks.)
49. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
50. Provide an experience in which you interviewed and hired new workers. What methods made you successful?

Department Head Interview Questions

51. Share an effective method you have used to ensure that accuracy of operational expenses, budget estimates, betting accounts, and/or collection reports.

52. Share an experience in which you effectively prepared work schedules.

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

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

55. Tell me about your last experience recruiting, interviewing, or hiring an employee. What techniques did you find most effective in finding the right person for the job?

56. Share an experience in which you directed the compilation of or compiled summary sheets.

57. Describe your experience recording, collecting, and paying off bets.

58. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?

59. Share an effective method you have used to establish policies. Share an experience.

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