

## Shift Supervisor Interview Questions

1. Share an effective method you have used to ensure that rules and regulations are followed in game operations.

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

3. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?

4. 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?

5. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

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

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

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

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

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

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

12. 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?

13. Share an effective approach to working with a large amount of information/data. How has your approach

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affected your company?

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

15. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

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

17. 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.

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. Provide an experience in which you successfully identified a sign of cheating.

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

22. Share an effective method you have used to maintain familiarity with games and strategies used by cheaters at each game.

23. Provide an example when your ethics were tested.

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

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

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26. Provide a time when you dealt calmly and effectively with a high-stress situation.
27. Describe your experience recording, issuing receipts for, and paying off bets.
28. Provide an experience in which you resolved a difficult complaint.
29. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
30. Share an effective method you have used to greet customers and to ensure they are receiving quality service.
31. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
32. Provide an effective method you have used to verify the counting, wrapping, weighing, and distribution of currency and coins.
33. Provide an experience in which you effectively monitored stations and games. How did you ensure adequate staffing?
34. What factors do you consider when establishing banks and table limits for games? Provide an experience.
35. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
36. Describe a time when you successfully provided personal assistance to a coworker or patron.
37. 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.)
38. Give me an example of when you thought outside of the box. How did it help your employer?
39. What factors do you consider when determining how many gaming tables to open each day? Share an

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experience.
40. Provide an experience in which you effectively explained or interpreted the house rules for a patron.
41. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
42. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
43. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?
44. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.
45. 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.)
46. Share an experience in which your willingness to lead or offer an opinion helped your company.
47. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
48. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
49. 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.)
50. Share an effective method you have used to evaluate workers' performance.
51. What factors do you consider when establishing policies on types of gambling offered, odds, and/or extension of credit? Share an experience.

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52. 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.)
53. Provide an experience in which you successfully provided fire protection, first-aid, or related assistance.
54. Share an experience in which you successfully interviewed, hired, and/or trained workers.
55. Share an effective method you have used to ensure that accuracy of operational expenses, budget estimates, billing accounts, and/or collection reports.
56. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
57. Provide an example of when you were persistent in the face of obstacles.
58. 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?
59. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
60. Provide an experience in which you identified signs of compulsive gambling in a patron and provided assistance.
61. What is the most challenging part of budgeting for you?
62. What are some long-range objectives that you developed in your last job? What did you do to achieve them?
63. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
64. Share an example of when you established and accomplished a goal that was personally challenging. What

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helped you succeed?
65. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.
66. Would you consider analyzing data or information a strength? How so?
67. Name a time when your creativity or alternative thinking solved a problem in your workplace.
68. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.
69. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
70. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?
71. 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?
72. How do you stay fit in order to perform physical activities that are required in the workplace?