

Player Services Representative Interview Questions

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

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

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

4. What is the state of your records, such as monetary exchanges, authorizations forms, and transaction reconciliations? Name one thing you would like to improve upon in your record-keeping.

5. Share an experience in which you exchanged money, credit, and casino chips.

6. Provide an experience in which you effectively sold gambling chips, tokens, and/or tickets.

7. Describe your experience counting money and auditing money drawers.

8. Provide an effective method you have used to maintain cage security.

9. Share an experience in which you calculated the value of chips.

10. Share an experience in which you reconciled daily transactions to balance books.