

## Mutuel Department Manager 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.)