

Surveillance Officer Interview Questions

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

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

3. How do you stay up to date in order to monitor establishment activities to ensure adherence to all state gaming regulations and company policies and procedures?

4. What is the challenging part of observing casino or casino hotel operations for irregular activities such as cheating or theft by employees or patrons, using audio and video equipment and one-way mirrors?

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

6. 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.

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

8. Provide an example when your ethics were tested.

9. Describe an experience when you reported all violations and suspicious behaviors to supervisors, verbally or in writing?

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

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

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

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

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14. What kind of experience do you have supervising or training surveillance observers?

15. Describe an experience when you acted as oversight or security agents for management or customers.

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

17. 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.)

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

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

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