

## 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.

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

12. Provide an experience in which you successfully accepted credit applications and verified credit references.

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

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

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

16. 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.)

17. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

18. Describe your experience issuing payoffs to winners.

19. Provide an example when your ethics were tested.

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

21. Share an experience in which you successfully repaired a slot machine.

22. 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?

23. 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.)

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

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

26. 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.)

27. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change?

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(Make sure the candidate is flexible.)

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

29. Tell me about a recent experience you've had working with your hands.

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