

Poker Room 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.

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27. Describe your experience recording, issuing receipts for, and paying off bets.

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28. Provide an experience in which you resolved a difficult complaint.

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

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30. Share an effective method you have used to greet customers and to ensure they are receiving quality service.

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