

## Department Head 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.)

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

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

13. Share an example of a time you had to gather information from multiple sources. How did you determine

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which information was relevant?

14. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

15. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

16. 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.

17. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

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. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)

21. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

22. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

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

24. Provide an example when your ethics were tested.

25. 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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26. 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.)

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

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

29. Share an experience in which your willingness to lead or offer an opinion helped your company.

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