

Casino Shift Manager (csm) Interview Questions

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

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

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

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

5. How do you stay fit in order to perform physical activities that are required in the workplace?

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

7. 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?

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

9. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

10. Share an experience in which you monitored the payment of hand-delivered jackpots and the functioning of slot machine coin dispensers. How did you ensure promptness and effectiveness?

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

12. 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.)

13. Provide an example when your ethics were tested.

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

15. Provide an experience in which you resolved a difficult patron complaint.

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

17. Share an effective method you have used to ensure that rules are followed and/or that machines are functioning.

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

19. 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.)

20. Provide an experience in which you successfully repaired or adjusted a slot machine.

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

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

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

24. Share an experience in which you supervised the work of slot department workers. What methods made you successful?

25. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.

26. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

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27. 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.

28. Provide an experience in which you successfully removed a guest who was causing problems.

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

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