

Essential Skills Summary – SLOT ATTENDANT (ELECTRONIC GAMING ATTENDANT)

The most important Essential Skills for Slot Attendants are:
Oral Communication, Numeracy, Document Use

Slot Attendants provide exceptional customer service to customers. This position is responsible for providing assistance to players, paying out jackpots, and exchanging currency. The incumbent provides players with instructions regarding all slot games and communicates general information about the casino.

Typical Level & Most Complex	How Slot Attendants use Essential Skills
A. READING TEXT	
1-2	Slot Attendants read daily memos or pre-meeting notes; check slot management system printouts; check coupons; may consult procedures manuals.
B. USE OF DOCUMENTS	
1-2	Slot Attendants use sign-in sheets; float sheets; opening balance sheet; record data in machine log, hand write jackpot information; request shift changes or days off; fill out discrepancy reports.
C. WRITING	
1-2	Slot Attendants sign out materials, recording serial numbers; take hand-written notes on jackpot payouts; fill out discrepancy reports.
D. NUMERACY	
1-2	Slot Attendants change bills for coins and document opening and closing balance; manage floats; document discrepancies in detail; handles other forms of paper currency.
E. ORAL COMMUNICATION	
1-2	Slot Attendants respond to requests from customers, provide information, congratulate winners and explain payout. They deal with complaints; deal with cashiers; call for technical support; participate in pre-shift meetings, transmit customer requests, train new slot attendants
F. THINKING SKILLS	
1-2	Slot Attendants troubleshoot problems in the machines and report irregularities.
G. WORKING WITH OTHERS	
	Slot Attendants are flexible about their duties, they may work as a key person, paying out jackpots or making change of customers. They coach new employees.
H. COMPUTER USE	
1	Slot Attendants log on, identify programs and fill in data on the slot management system for jackpot payouts and hopper refills.
I. CONTINUOUS LEARNING	
	Slot Attendants learn from their co-workers and attend corporate training.
J. OTHER INFORMATION	
	Slot Attendants lift bags of coin to fill hoppers; they tolerate noise. They are approachable, respectful and reliable.