

# Essential Skills Summary – SLOT FLOOR SUPERVISOR (SLOT FLOOR SHIFT MANAGER)

The most important Essential Skills for Slot Floor Supervisors are:  
**Oral Communication, Thinking Skills, Numeracy**

Slot Floor Supervisors, also known as Electronic Gaming Supervisors/Electronic Gaming Shift Managers are responsible for the day-to-day supervision of the Slot department frontline staff.

Typical Level & Most Complex	How Slot Floor Supervisors use Essential Skills
<b>A. READING TEXT</b>	
1-2	Slot Floor Supervisors read e-mails and memos, read and interpret manuals, consult manager's booklet.
<b>B. USE OF DOCUMENTS</b>	
1-2	Slot Floor Supervisors read coupons, vouchers, chits, credit notes and gift certificates. They obtain variance reports, sign off equipment, cash out slot attendants, print out monthly balancing average sheets; report customer claims, record progressive balances, complete employee daily log and forward log to payroll.
<b>C. WRITING</b>	
1-2 3	Slot Floor Supervisors write employee evaluations, incident reports, complete the employee daily log; make contributions to new training manuals.
<b>D. NUMERACY</b>	
1-2	Slot Floor Supervisors verify and sign off floats, adds, decreases and physical counts of slot attendants at the beginning of the shift and at the end of the day; check totals against physical counts, slot management system totals.
<b>E. ORAL COMMUNICATION</b>	
1-3	Slot Floor Supervisors offer help and support to customers and co-workers alike. Deal with customer complaints; facilitate pre-shift meetings; negotiate with manager and staff to keep the floor adequately manned at all times. Contact the Bank and support services as needed.
<b>F. THINKING SKILLS</b>	
1-2	Slot Floor Supervisors investigate problem machines. They respond to customer complaints; assist staff with coaching and mentoring, re-training;
<b>G. WORKING WITH OTHERS</b>	
	Slot Floor Supervisors meet frequently with managers and Bank supervisors to provide feedback on work processes; strive to maintain an atmosphere of teamwork and mutual support.
<b>H. COMPUTER USE</b>	
	Slot Floor Supervisors use word processing, enter data or read printouts, use a spreadsheet; use bookkeeping, billing and accounting software; use e-mail.
<b>I. CONTINUOUS LEARNING</b>	
	Slot Floor Supervisors as part of regular work activity, from co-workers, and through training offered in the workplace, day-long seminars, computer training.
<b>J. OTHER INFORMATION</b>	
	Slot Floor Supervisors are very active, moving and lifting as well as operating a variety of machines. They are positive and upbeat, open-minded and flexible.