

Essential Skills Summary – TABLE GAMES INSPECTOR

The most important Essential Skills for Table Games Inspectors are:
Numeracy, Oral Communication

Table Games Inspectors oversee the gaming tables to ensure the highest quality of customer service.

| Typical Level & Most Complex | How Table Games Inspectors use Essential Skills |
|-------------------------------|--|
| A. READING TEXT | |
| 1-2 | Table Games Inspectors read memos daily; refer to the games manuals and casino procedures manuals. |
| B. USE OF DOCUMENTS | |
| 1-2 3 | Table Games Inspectors read and fill in a large number of detailed forms every shift. They read detailed forms or get oral information from the dealers. Speed, attention to detail, large sums of money involved increase the difficulty of document handling. |
| C. WRITING | |
| 1-3 | The writing done by Table Games Inspectors constitutes a legal document and must contain no erasures or whiteouts. All changes must be initialled. They maintain a daily Pit Log; keep inventories, table counts; reports; write up employee evaluations and corrective action |
| D. NUMERACY | |
| 1-3 4 | Table Games Inspectors calculate, verify records, and resolve disputes with speed and accuracy. They track discrepancies and estimate chip trays. |
| E. ORAL COMMUNICATION | |
| 1-3 | Inspectors listen for signals from dealers to inform them of the progress of play at all tables. They determine corrective procedure when an error is made. They monitor, coach dealers and draw attention to weakness in procedures. |
| F. THINKING SKILLS | |
| 1-3 | Table Games Inspectors track discrepancies, monitor dealers. They decide how to deal with errors, complaints, plan the rotation of dealers. |
| G. WORKING WITH OTHERS | |
| | Inspectors are constantly in touch with the dealers but without making eye contact. Both take frequent breaks to relieve the stress of constant attention to so many details. |
| H. COMPUTER USE | |
| 1 | Table Games Inspectors scan entries to the tracking system; read and verify printouts. |
| I. CONTINUOUS LEARNING | |
| | Table Games Inspectors bring experience to the job. They get further training from the organization. |
| J. OTHER INFORMATION | |
| | Table Games Inspectors are on their feet at all times. They find repetitive card pushing a strain. They are understanding but firm. |