

Slot Operations

Shopper
Name:

Shop Date:

Day:

Time In:
Time Out:

Main Cage - 1

Name of Employee:

Date of interaction:

What time did this interaction take place?

Where did this interaction take place:

How many people were in line in front of you?

Did the Cashier greet you upon approach?

Yes No

Did the Cashier make eye contact?

Yes No

Did the Cashier smile?

Yes No

Was the transaction completed accurately?

Yes No

Did the Dealer offer a closing remark?

Yes No

Comments on this interaction:

Main Cage - 2

Name of Employee:

Date of interaction:

What time did this interaction take place?

Where did this interaction take place:

How many people were in line in front of you?

Did the Cashier greet you upon approach?

Yes No

Did the Cashier make eye contact?

Yes No

Did the Cashier smile?

Yes No

Was the transaction completed accurately?

Yes No

Did the Dealer offer a closing remark?

Yes No

Comments on this interaction:

Slot Person - 1

Name of Employee:

Location of interaction:

What time did the interaction take place:

Date of interaction:

Were you sitting at a gaming machine?

Yes No

Did the Slot person introduce themselves by name?

Yes No

Did the Slot Person respond to the change or service light within 3 minutes?

Yes No

Did the Slot Person greet you upon approach?

Yes No

Did the Slot person make eye contact?

Yes No

Did the Slot person (let you hear him/her) smile?

Yes No

Did employee engage you in a brief conversation while completing task?

Yes No

Did the Slot Person wish you "good luck" or a similar good fortune?

Yes No

Did the Slot Person display a high energy level and enthusiasm?

Yes No

Did the Slot person offer a closing remark, thank you, and/or invite you to return?

Yes No

Comment on this interaction:

Hit the "change/service button." How long did it take for the Slot Person to approach after you hit the button?

Slot Person - 2

Name of Employee:

Location of interaction:

What time did the interaction take place:

Date of interaction:

Were you sitting at a gaming machine?

Yes No

Did the Slot person introduce themselves by name?

Yes No

Did the Slot Person respond to the change or service light within 3 minutes?

Yes No

Did the Slot Person greet you upon approach?

Yes No

Did the Slot person make eye contact?

Yes No

Did the Slot person (let you hear him/her) smile?

Yes No

Did employee engage you in a brief conversation while completing task?

Yes No

Did the Slot Person wish you "good luck" or a similar good fortune?

Yes No

Did the Slot Person display a high energy level and enthusiasm?

Yes No

Did the Slot person offer a closing remark, thank you, and/or invite you to return?

Yes No

Comment on this interaction:

Hit the "change/service button." How long did it take for the Slot Person to approach after you hit the button?

Slot Floor Person - 1

Name of Employee:

Location of interaction:

What time did the interaction take place:

Date of interaction:

Were you sitting at a gaming machine?

Yes No

Did the Slot person introduce themselves by name?

Yes No

Did the Slot Person respond to the change or service light within 3 minutes?

Yes No

Did the Slot Person greet you upon approach?

Yes No

Did the Slot person make eye contact?

Yes No

Did the Slot person (let you hear him/her) smile?

Yes No

Did employee engage you in a brief conversation while completing task?

Yes No

Did the Slot Person wish you "good luck" or a similar good fortune?

Yes No

Did the Slot Person display a high energy level and enthusiasm?

Yes No

Did the Slot person offer a closing remark, thank you, and/or invite you to return?

Yes No

Comment on this interaction:

Slot Floor Person - 2

Name of Employee:

Location of interaction:

What time did the interaction take place:

Date of interaction:

Were you sitting at a gaming machine?

Yes No

Did the Slot person introduce themselves by name?

Yes No

Did the Slot Person respond to the change or service light within 3 minutes?

Yes No

Did the Slot Person greet you upon approach?

Yes No

Did the Slot person make eye contact?

Yes No

Did the Slot person (let you hear him/her) smile?

Yes No

Did employee engage you in a brief conversation while completing task?

Yes No

Did the Slot Person wish you "good luck" or a similar good fortune?

Yes No

Did the Slot Person display a high energy level and enthusiasm?

Yes No

Did the Slot person offer a closing remark, thank you, and/or invite you to return?

Yes No

Comment on this interaction: