

Casino Operations

Shopper
Name:

Shop Date:

Day:

Time In:
Time Out:

Blackjack

Name of Employee:

Date of interaction:

What time did this interaction take place?

Where did this interaction take place:

Did you play or observe this game?

[Choose one]

Did the Dealer greet you upon approach?

Yes No

Did the Dealer make eye contact?

Yes No

Did the Dealer smile?

Yes No

When making change did the Dealer wish you good luck?

Yes No

Did the Dealer use your name when he or she was presented with your player's card?

Yes No

Did the Dealer offer a closing remark?

Yes No

Did the Pit Supervisor use your name when accepting your player's card?

Yes No

Did the Pit Supervisor wish you luck when returning your player's card?

Yes No

Pit Supervisor's Name:

Comments on this interaction:

Craps (Dealer, Stick or Box Person)

Name of Employee:

Time of Interaction:

Date of interaction:

Did you play or observe this game?

[Choose one]

Did the Dealer greet you upon approach?

Yes No

Did the Dealer make eye contact?

Yes No

Did the Dealer smile?

Yes No

When making change did the Dealer wish you good luck?

Yes No

Did the Dealer use your name when he or she was presented with your player's card?

Yes No

Did the Dealer offer a closing remark at your departure?

Yes No

Pit Supervisor's Name:

Did the Pit Supervisor use your name when accepting your player's card?

Yes No

Did the Pit Supervisor wish you luck when returning your player's card?

Yes No

Comments on this interaction:

Roulette

Name of Employee:

Date of interaction:

What time did this interaction take place?

Where did this interaction take place:

Did you play or observe this game?

[Choose one]

- Did the Dealer greet you upon approach? Yes No
- Did the Dealer make eye contact? Yes No
- Did the Dealer smile? Yes No
- When making change did the Dealer wish you good luck? Yes No
- Did the Dealer use your name when he or she was presented with your player's card?** Yes No
- Did the Dealer offer a closing remark? Yes No
- Did the Pit Supervisor use your name when accepting your player's card? Yes No
- Did the Pit Supervisor wish you luck when returning your player's card?** Yes No

Pit Supervisor's Name:

Comments on this interaction:

Dead Game

Name of Employee:

Date of interaction:

What time did interaction take place:

Where did interaction take place?

Was a "dead game" sign displayed? (A "dead game" sign is a sign that invites players to approach the dealer-i.e., "Ask me how to play Blackjack.") Yes No

Did the Dealer make eye contact? Yes No

Did the Dealer smile? Yes No

Did the Dealer invite you to play? Yes No

Did you choose to play? Yes No

When making change did the Dealer wish you good luck? Yes No

Did the Dealer use your name when he or she was presented with your player's card? Yes No

Did the Dealer offer a closing remark? Yes No

Did the Pit Supervisor use your name when accepting and returning your player's card? Yes No

Did the Pit Supervisor wish you luck when returning your player's card? Yes No

Pit Supervisor's Name:

Comment on this interaction:

Security Officer

Name of Employee:

Date of interaction:

What time did this interaction take place:

Location of interaction:

Was our security staff neatly and professionally attired? Yes No

Did our security staff appear to be good "roving ambassadors" for our property? Yes No

Did you have any personal contact with security? Yes No

If yes, was the officer(s) courteous and professional? Yes No

Did he/she answer your questions to your satisfaction? NA Yes No

Was the Officer knowledgeable about property locations, shows, restaurants, and amenities? NA Yes No

Did they appear knowledgeable of the property and its amenities? NA Yes No

Were they wearing a name badge? Yes No

Did they help you resolve your problem to your satisfaction? Yes No

Was your contact with security a favorable experience?

Yes No

*If you had contact with security, please describe the reason for the contact (lost key, medical emergency, lost and found, theft of property etc.), what security did as a result of your contact, and your comment on how security handled the situation.

Race & Sports Book

Name of Employee:

Date of interaction:

What time did this interaction take place?

Did the Writer greet you upon approach? Choose NA ONLY if you were not approached and had to seek out the Writer.

NA Yes No

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

Yes No

Did the Writer make eye contact?

Yes No

Ask the Writer about how to place a bet on football, baseball, NASCAR or college sports (choose appropriate sport for season you are visiting Sports Book). Record their response.

Was the Writer friendly and patient while explaining your betting options?

Yes No

Did the Writer display a high energy level and enthusiasm?

Yes No

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

Yes No

Comment on this interaction:

Keno

Name of Employee:

Date of interaction:

What time did interaction take place:

Where did interaction take place:

Did the Keno Person greet you upon approach?

Yes No

Did the Keno Person make eye contact?

Yes No

Did the Keno Person smile?

Yes No

Did the Keno Person use your name when he or she was presented with your player's card?

Yes No

Did you feel you had the Keno Person's undivided attention?

Yes No

Did the Keno Person offer a closing remark?

Yes No

Comments on interaction: