

Essential Skills Summary: SLOT ATTENDANT

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

Slot Attendants make change, sell rolls of coin and pay out small jackpots to the patrons of the Slots area.

Typical Level & Most Complex	How Slot Attendants use Essential Skills
A. READING TEXT	
1-2	Slot Attendants read daily memos or pre-meeting notes; read previous shift's physical count; check IGS printouts; check coupons; may consult procedures manuals. (2)
B. USE OF DOCUMENTS	
1-2	Slot Attendants use sign-in sheets; float sheets; booth opening balance sheet; record data in machine log, hand write jackpot information; request shift changes or days off; fill out discrepancy reports; record reasons for time off.
C. WRITING	
1-2	Slot Attendants sign out materials, recording serial numbers; take hand-written notes on jackpot payouts; fill out discrepancy reports; request time off.
D. NUMERACY	
1-2	Slot Attendants change bills for coins and document opening and closing balance; manage \$500 floats; document discrepancies in detail; handles other forms of paper currency.
E. ORAL COMMUNICATION	
1-2	Slot Attendants respond to requests from guests, provide information, congratulate winners and explain payout. They deal with complaints; deal with cashiers; call for technical support; participate in pre-shift meetings, transmit guest 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 (Slot Attendant II, paying out jackpots) or a booth person (Slot Attendant I). They coach new employees.
H. COMPUTER USE	
1	Slot Attendants log on, identify programs and fill in data on the IGS system for jackpot payouts and hopper refills.
I. CONTINUOUS LEARNING	
	Slot Attendants learn from their co-workers and attend MLC training.
J. OTHER INFORMATION	
	Slot Attendants carry heavy pouches, lift bags of coin to fill hoppers; they tolerate noise and smoke. They are approachable, respectful and reliable.