



# ESSENTIAL SKILLS PROFILE

## SLOT ATTENDANT

**This profile was developed for**

**Organizational Development & Training Services**

**Human Resources Division  
Manitoba Lotteries Corporation**

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**Note:** Information in this profile is based on interviews conducted at the McPhillips Street Station Casino and Club Regent Casino in September/October, 2002. Data collection is based on interviews with two or more Slot Attendants.

# ESSENTIAL SKILLS PROFILE

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### INTRODUCTION

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

The most important Essential Skills for Slot Attendants are:

- Oral Communication
- Numeracy
- Document Use

## ESSENTIAL SKILLS PROFILE SLOT ATTENDANT

### A. READING TEXT

Tasks	Complexity Level	Examples
<i>Typical</i>	1-2	<b>Slot Attendants:</b> <ul style="list-style-type: none"> <li>• read daily memos or pre-meeting notes from management and supervisor to become aware of changes in procedure. May include warnings about suspicious behaviour (counterfeit bill numbers, new machines or machines moved, special coupon promotions). (2)</li> <li>• read posted memos on bulletin board about training opportunities, job openings, general announcements. (2)</li> <li>• read and balance with previous shift's physical count. (1)</li> <li>• check IGS printouts for jackpot payouts or hopper fills. (1)</li> <li>• check coupons for date and/or initials. (1)</li> <li>• read tickets (jackpot cards) on machines that are paying out. (1)</li> <li>• may consult the procedures manuals. (2)</li> </ul>
<i>Most Complex</i>	2	

### Reading Profile

Type of Text	Purpose for Reading			
	To <u>scan</u> for specific information/To <u>locate</u> information.	To <u>skim</u> for overall meaning, to get the "gist".	To <u>read</u> the full text to understand or to learn.	To <u>read</u> the full text to critique or to evaluate.
Forms	>>>		>>>	
Labels	>			
Notes, Letters, Memos	>>>	>>>	>>>	
Manuals, Specifications, Regulations			>	
Reports, Books, Journals				

The symbols >, >> and >>> are explained in the [Notes](#) section.

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### B. USE OF DOCUMENTS

Tasks	Complexity Level	Examples
<i>Typical</i>	1-2	<b>Slot Attendants:</b> <ul style="list-style-type: none"> <li>• use sign-in sheets to record date, time, employee number, numbers of bag, radio and booth keys allotted. (1)</li> <li>• use float sheet to record date, time, signature, details of denominations issued, record 5 serial numbers of bills as bait, track skims. (2)</li> <li>• use booth opening balance sheet to record physical count of coin left from previous shift. Record all denominations. (1)</li> <li>• record data in machine log, date time and reason for opening the machine usually using an abbreviated code such as CJ (coin jam). (1)</li> <li>• check list of counterfeit bill serial numbers. (rarely) (1)</li> <li>• leave payout cards on machines while processing jackpot payouts. (1)</li> <li>• write down jackpot information (machine number, number of coins played, line played and amount of payout) on disposable chit. Enter data in IGS system for jackpot payouts and hopper fills. (2)</li> <li>• request shift changes or days off. (1)</li> <li>• fill out discrepancy report if variance is over \$50 explaining possible reason for the variance. (rarely) (2)</li> <li>• record reasons for time off. (1)</li> </ul>
<i>Most Complex</i>	2	

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### Document Use Profile

- >>> read signs, labels or lists.
- >>> complete forms by marking check boxes, recording numerical information or entering words, phrases, sentences or texts of a paragraph or more.
- >>> read completed forms containing check boxes, numerical entries, phrases, addresses, comments.
- >>> read tables, work schedules and other table-like text.
- >>> enter information, especially numbers, on tables.

The symbols >, >> and >>> are explained in the [Notes](#) section.

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### C. WRITING

Tasks	Complexity Level	Examples
<i>Typical</i>	1-2	<b>Slot Attendants:</b> <ul style="list-style-type: none"> <li>• fill out time, date, name and employee number, provide numerical information about cash flow on forms and tables. (daily) (1)</li> <li>• sign out materials, recording serial numbers. (daily) (1)</li> <li>• take handwritten notes on jackpot payouts on disposable chits, then transfer the information to the IGS system computer. (daily) (2)</li> <li>• fill out discrepancy report if variance is over \$50 explaining possible reason for the variance. (rarely) (2)</li> <li>• request time off, giving reasons. (occasionally) (1)</li> </ul>
<i>Most Complex</i>	2	

### Writing Profile

Length	Purpose for Writing						
	To organize/ To remember	To keep a record/ To document	To inform/ To request information	To persuade/ To justify a request	To present an analysis or comparison	To present an evaluation or critique	To entertain
Texts requiring less than one paragraph of new text	>>>	>>>	>	>			
Texts rarely requiring more than one paragraph		>>	>				
Longer texts							

The symbols >, >> and >>> are explained in the [Notes](#) section.

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### D. NUMERACY

Tasks	Complexity Level	Examples
<b>Slot Attendants:</b>		
>>>> Money Math	1	<ul style="list-style-type: none"> <li>change bills for rolled or loose coins or exchanges defective coin for new coin. (1)</li> <li>document opening and closing balance by doing a physical count of all cash in booth or pouch. (1)</li> </ul>
>>>> Scheduling or Budgeting/Accounting Math	2	<ul style="list-style-type: none"> <li>manage (verify, record adds and decreases) floats of \$500. documents with speed, detail and precision. (2)</li> <li>document discrepancies in detail with the help of the supervisor. (2)</li> <li>accept and records other forms of paper currency such as coupons, gift certificates. (2)</li> </ul>
>>>> Measurement and Calculation Math	1	<ul style="list-style-type: none"> <li>round off amounts of progressive jackpots to the highest nickel. (1)</li> </ul>
>> Numerical Estimation	1	<ul style="list-style-type: none"> <li>may estimate need for and add or decrease in amount of coin in booth or pouch. (1)</li> </ul>

The symbols >, >> and >>>> are explained in the [Notes](#) section.

### Math Skills Profile

#### a. Mathematical Foundations Used

<b>Number Concepts:</b>		
Whole Numbers	>>>>	read and write, count, round off, add or subtract, multiply and record whole numbers. For example, they do a physical count of coin to balance their booth with the previous shift, recording the number of bags or rolls of coin and recording the cash value. round off progressive jackpot payouts to the highest nickel.
Rational Numbers - Decimals	>>>>	read and write, round off, add or subtract decimals, multiply or divide by a decimal. For example, multiply or divide decimals in handling records of dollars and cents.

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### Number Concepts:

Rational Numbers - Percent	>	may read and write percentages. For example, checking their own balancing average on monthly report.
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### Statistics and Probability:

See <a href="#">Use of Documents</a> for information on:	<ul style="list-style-type: none"> <li>• using tables, schedules or other table-like text.</li> </ul>
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The symbols >, >> and >>> are explained in the [Notes](#) section.

### b. How Calculations Are Performed

Slot Attendants make calculations:

- >> in their head.
- >> using a calculator.
- >> using a computer for data entry and recording.

The symbols >, >> and >>> are explained in the [Notes](#) section.

### c. Measurement Instruments Used

Slot Attendants measure:

- >>> time – using a clock or watch to record date and time of transactions, late breaks, etc.
- >>> weight or mass – using a changer to count out change. May, on rare occasions verify weight of bag on scale.

They use:

- the Imperial measurement system.

The symbols >, >> and >>> are explained in the [Notes](#) section.

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### E. ORAL COMMUNICATION

Tasks	Complexity Level	Examples
<i>Typical</i>	1-2	<b>Slot Attendants:</b> <ul style="list-style-type: none"> <li>• respond to requests from guests, provide information about the casino, maintain an approachable attitude. (1)</li> <li>• congratulate winners and explain how they will proceed to effect the payout. (1)</li> <li>• deal with complaints in a polite and respectful manner, refer irate and unreasonable guests to supervisor or to Security. (2)</li> <li>• clarify transactions by vocalizing each step, for example, “two rolls of twenty?” (1)</li> <li>• notify supervisor about suspicious behaviour, guests “down” (fallen or ill), or technical problems that Slot Attendants are unable to deal with themselves. (frequently) (1)</li> <li>• deal with cashiers on a daily basis for jackpot payouts and hopper fills. (daily) (1)</li> <li>• contact security to request escorts to and from booths when transporting cash. (daily) (1)</li> <li>• frequently call for technical support to deal with coin jams, coin and credit confusions. (1)</li> <li>• participate in pre-shift meetings to get updates from supervisors on changes in procedures, shift changes, new machines, etc. (daily) (2)</li> <li>• transmit guest requests to a waitress. (1)</li> <li>• offer suggestions and recommendations regarding floor procedures, for example, a new ruling about folding currency inside pay slips limits number of jackpot payouts a slot attendant can handle at a time. (occasionally) (2)</li> <li>• train new slot attendants by shadowing and coaching. Encourage co-workers by being jokingly competitive. (2)</li> </ul>
<i>Most Complex</i>	2	

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### **Modes of Communication Used:**

Slot Attendants communicate:

- >>> in person.
- >>> using a two-way radio.
- >>> using number codes to signal problems to supervisor, security or technical support.

The symbols >, >> and >>> are explained in the [Notes](#) section.

### **Environmental Factors Impacting Communication:**

Slot Attendants work in a noisy atmosphere because of the slot machines on the floor and the coin handlers in the Bank area.

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### Oral Communication Profile

Type	Purpose for Oral Communication											
	To greet	To take messages	To provide/ receive information, explanation, direction	To seek, obtain information	To co-ordinate work with that of others	To reassure, comfort	To discuss (exchange information, opinions)	To persuade	To facilitate, animate	To instruct, instil understanding, knowledge	To negotiate, resolve conflict	To entertain
Listening (little or no interaction)												
Speaking (little or no interaction)	>>>		>>>									
Interact with co-workers	>>>	>	>>>			>		>	>			
Interact with those you supervise or direct			>									
Interact with supervisor/ manager		>		>>>	>>>							
Interact with customers/ clients/ public	>>>	>	>>>			>>						
Interact with suppliers(cashiers) servicer (tech support)	>>>		>>	>>								
Participate in group discussion Present information to a small group Present information to a large group							>>>					

The symbols >, >> and >>> are explained in the [Notes](#) section.

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### F. THINKING SKILLS

#### 1. Problem Solving

Tasks	Complexity Level	Examples
		<b>Slot Attendants:</b>
<i>Typical</i>	1	<ul style="list-style-type: none"> <li>troubleshoot problems in the machines and report irregularities. (1)</li> </ul>
<i>Most Complex</i>	1	<ul style="list-style-type: none"> <li>identify large payouts (over \$25) or mistakes on payouts and notify the supervisor. (1)</li> </ul>

#### 2. Decision Making

Tasks	Complexity Level	Examples
		<b>Slot Attendants:</b>
<i>Typical</i>	1	<ul style="list-style-type: none"> <li>decide when irregularities have to be investigated. For example, a bag weighs in light. (rarely) (2)</li> </ul>
<i>Most Complex</i>	2	<ul style="list-style-type: none"> <li>decide when a machine problem can be solved and when a technician is needed. (daily) (1)</li> </ul>

#### 3. Job Task Planning and Organizing

Complexity Level	Description
	<b>Slot Attendants:</b>
1	<ul style="list-style-type: none"> <li>generally work within a very structured program. They are flexible about the duties they are assigned each day. For example, working as a key person (Slot Attendant II, paying out jackpots) or a booth person (Slot Attendant I). Slot Attendants have some input into the general organization of the floor. For example, on the distribution of the IGS machines around the Slot Floor area.</li> </ul>

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### 4. Significant Use of Memory

Examples
<p><b>Slot Attendants:</b></p> <ul style="list-style-type: none"> <li>• memorize number codes for radio messages.</li> <li>• remember abbreviations for machine log entries.</li> <li>• always keep procedures in mind, remembering to verbalize transactions with guests and to document everything with precision.</li> </ul>

### 5. Finding Information

Complexity Level	Examples
2	<p><b>Slot Attendants:</b></p> <ul style="list-style-type: none"> <li>• rely on their supervisors for daily briefing and usually refer to them with questions about procedures. They may on occasion refer to procedures manual themselves to clarify doubts.</li> <li>• are in constant radio contact with security and technical support to request help and information.</li> </ul>

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### G. WORKING WITH OTHERS

#### Participation in Supervisory or Leadership Activities

Slot Attendants have the opportunity to offer input about procedures during daily pre-shift meetings. They are frequently asked to coach new employees and shadow them during their first shifts. They are sometimes asked to make recommendations about the assignment of duties to new staff based on this monitoring.

- >>> participate in formal discussions about work processes or product improvement.
- >>> have opportunities to make suggestions on improving work processes.
- >> monitor the work performance of others.
- > inform other workers or demonstrate to them how tasks are performed.
- >>> orient new employees.
- > identify training that is required by, or would be useful for, new employees.

The symbols >, >> and >>> are explained in the [Notes](#) section.

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**H. COMPUTER USE**

<b>Complexity Level</b>	<b>Computer Use Profile</b>
1	<b>Slot Attendants:</b> <ul style="list-style-type: none"><li>• log on, identify program and fill in data on IGS system for jackpot payouts and hopper refills.</li><li>• use a database to enter data on a closed system.</li></ul>

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### I. CONTINUOUS LEARNING

#### How the Learning Occurs

Learning may be acquired:

- as part of regular work activity.
- from co-workers.
- through training offered in the workplace, one-day seminars, mainly in the area of customer service.

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### J. OTHER INFORMATION

In addition to collecting information for this Essential Skills Profile, our interviews with Slot Attendants also asked about the following topics.

<b>Physical Aspects</b>	<p>The slot attendants interviewed mentioned these physical aspects of their jobs.</p> <p><b>Body Position</b> - Slot Attendants are on their feet for the duration of their shifts. They must tolerate noise and smoke.</p> <p><b>Strength</b> - Key Attendants carry a pouch of coin, Booth Attendants push heavy carts. Hopper fills involve lifting 11-15 pound bags of coin.</p>
<b>Attitudes</b>	<p>Slot Attendants are first-line customer service employees. They are approachable, respectful and reliable. The ability to be calm when put under pressure by guests is helpful.</p>
<b>Future Trends Affecting Essential Skills</b>	<p>The introduction of TiTo machines will mean less coin will be handled in the Slot areas. There will be more computer entries to make. Scannable pass cards will be used rather than documenting and initialing transactions manually. Jobs will be combined into general customer service staff positions.</p>

### Notes

Throughout this document, the following codes have been used:

- >>> indicates that most respondents use that skill
- >> indicates that some respondents use that skill
- > indicates that at least one respondent uses that skill

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