Robert Smith

Gaming Supervisor

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SUMMARY

Over 3 years of experience assist to transfer all transaction from cashiers to customers and administer all games shifts and resolve all queries from customers and prepare required paperwork for all processes.

SKILLS

Superior written and verbal communication skills.

WORK EXPERIENCE

Gaming Supervisor

Knighted Ventures - May 2015 – 2022

- Responsible to run the Pit and other gaming activities.
- Supported and managed the gaming team to provide the best customer experience.
- Taken action to implement the security of the venue when duty managing.
- Optimised the efficiency of the gaming operation, ensuring that there is sufficient availability of gaming product and that occupancy is encourage by creating an environment where customers are comfortable to play.
- Supervised and approved the distribution of complementary rooms, meals, discounts, and other perks given to players to ensure a quality experience based on client loyalty and duration of play.
- Ensured banks and table limits are correctly set.
- Performed other related duties as assigned.

Gaming Supervisor

Delta Corporation - 2011 – 2015

- Circulated throughout assigned area to observe operations, ensures that house, tribal, state, and federal rules and regulations are followed, and monitors gamblers behavior for signs of cheating.
- Greeted clientele in a friendly and courteous manner.
- Ensured that employees continuously provide courteous and prompt service.
- Explained games and rules to patrons as requested.
- Addressed and resolves complaints and concerns from clientele; as appropriate, reports concerns and incidents to supervisors.
- Alerted security when patrons are suspected of cheating or misbehaving.
- Maintained current knowledge of games in operation at the facility and of possible strategies and tricks for cheating at such games.

EDUCATION

Bachelor Of Science

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