

Betting Agency Manager interview questions

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What to expect

Interviews for betting agency manager roles tend to mix operational detail with compliance judgement. You will likely be asked how you run a floor, how you handle a customer who has had too much, and how you keep tills and registers accurate.

- **Process:** Questions about how you roster, reconcile, and run a shift from open to close.
- **Behavioural:** Questions asking for examples of leading a team, handling conflict, or managing a busy race day.
- **Scenario:** Questions putting you in a compliance or customer-service situation, such as a refused bet or a self-exclusion breach.
- **Technical:** Questions on wagering terminal systems, POS, and reconciliation software.
- **Safety:** Questions on security, incident reporting, and responsible gambling obligations.

Typically a phone screen with a recruiter or area manager, then an in-person interview at the venue with the venue manager or licensee. Some employers include a short practical task, such as walking through a till reconciliation or explaining how you would handle a self-exclusion request.

1. Walk me through how you run a typical race day from open to close.

Why they ask

They want to see your operational rhythm and how you prioritise.

How to structure your answer

Process walk-through: start with pre-open checks, move through peak periods, finish with reconciliation and handover.

Example answer

"I start by checking the terminal logins, the self-exclusion register, and the till floats. Before the first race, I brief the counter staff on the promotions and the odds displays. During the peak, I stay on the floor, watching queues and stepping in to verify identities or take a complex bet. After the last race, I reconcile each till, investigate any variance, and file the incident reports. Then I lock the terminals and hand over to security."

2. Tell me about a time you had to refuse service to a customer who was displaying signs of gambling harm.

Why they ask

Compliance and empathy under pressure are core to the role.

How to structure your answer

STAR: situation, task, action, result.

Example answer

"A regular punter had been at the terminal for hours and started chasing losses. My task was to apply our responsible gambling policy without escalating the situation. I approached quietly, introduced myself, and said I needed to take a break from betting with him. I offered a self-exclusion form and a number for support. He was angry at first, but I stayed calm and gave him space. I logged the interaction. He left without further incident, and I followed up with the duty manager."

3. How do you ensure your team follows identity verification and self-exclusion rules?

Why they ask

This is the compliance heart of the job.

How to structure your answer

Technical and process: explain the systems, training, and checks you use.

Example answer

"I make it part of every shift. New staff get a walk-through of the self-exclusion register and the ID checks on their first day. I run spot audits on transactions and give feedback on the spot. I also keep a simple one-page checklist at the counter. When a breach happens, I treat it as a training issue first, then escalate if it repeats."

4. You notice a till is short at the end of a busy night. What do you do?**Why they ask**

They are testing your cash handling and investigation skills.

How to structure your answer

Judgement under pressure: stay calm, follow the process, document everything.

Example answer

"First I recount the till myself, then check the transaction log for any manual payouts or voids. If the variance is still there, I check the security footage and talk to the staff member who worked that till. I document the finding in the incident log and report it to the venue manager. If it looks like theft, I follow the escalation policy. Then I review whether our reconciliation steps need tightening."

5. How do you handle rostering across a seven-day trading week with major race carnivals and public holidays?**Why they ask**

Rostering is a large part of the role and they want to see you plan ahead.

How to structure your answer

Process: explain your forecasting, communication, and contingency planning.

Example answer

"I start with a forecast based on last year's turnover and the racing calendar. I build in extra cover for the big days and make sure I have at least two staff who can cover each shift. I use Deputy to publish rosters two weeks ahead and I confirm leave early. If someone calls in sick, I have a list of casuals who know the system. I also keep an eye on overtime so the wage budget stays in line."

6. What would you do if a customer became aggressive after a bet was voided?**Why they ask**

Security and customer service under pressure.

How to structure your answer

Scenario: assess, de-escalate, act, report.

Example answer

"I would stay calm and keep my distance. I would acknowledge the frustration and explain the decision without arguing. If the customer continued to escalate, I would ask them to leave and call security. If they refused, I would call the police. After the incident, I would write a report and check whether the void could have been communicated better. I would also check on my staff to make sure they were okay."