

Gaming Attendant interview questions

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What to expect

Interviews for Gaming Attendant roles are usually run by a venue or gaming manager and focus on whether you can be trusted alone on the floor with compliance obligations, cash, and patron conflict. Expect a mix of regulatory knowledge checks and practical scenario questions rather than abstract discussion.

- **Compliance and regulatory:** Checks your understanding of RSA, RCG, and venue obligations around responsible gambling and identification checks.
- **Scenario and judgement:** Presents a floor situation, such as a machine fault or an agitated patron, to see how you'd act under pressure.
- **Behavioural:** Asks about past experience handling disputes, difficult patrons, or reporting concerns to management.
- **Process and technical:** Walks through routine tasks such as clearing a machine jam or reconciling a cash float.

Most interviews open with questions about your RSA/RCG certification status and general venue experience, move into two or three scenario-based questions about the gaming floor, then close with a couple of behavioural questions about teamwork and reporting. Some venues include a short walkthrough of the gaming floor or a shadow shift as a practical follow-up.

1. Talk me through what you'd do if a gaming machine flashes a fault code while a patron is mid-session.

Why they ask

This tests whether you know the practical sequence for handling machine faults without losing the patron's trust or breaching procedure.

How to structure your answer

Answer as a step-by-step process: first action, who you notify, how you communicate with the patron, and how you close out the fault.

Example answer

"I'd first check the machine's display to see what the fault code indicates, then let the patron know calmly that I need to look into it before they continue. If it's something simple like a paper jam in the ticket printer I'd clear it on the spot. If it needs a technician, I'd log the fault through the gaming machine monitoring system, radio the duty manager, and offer the patron the option to move to another machine while it's sorted. I'd also make a note of any credits or payout showing on the screen before I touch anything, in case there's a dispute later."

2. Tell me about a time you had to deal with a patron who was upset about a payout dispute.

Why they ask

Payout disputes are common on the gaming floor and the interviewer wants to see you can de-escalate without breaching venue policy.

How to structure your answer

Use STAR: describe the situation, your specific task, the action you took, and the result.

Example answer

"A patron once insisted a machine owed them a payout that hadn't printed. My task was to resolve it without the situation escalating in front of other patrons. I asked them to step with me to a quieter part

of the floor, pulled up the machine's activity log, and walked them through what it showed. It turned out the credits had already been redeemed in a previous session. I explained this clearly and offered to have the duty manager review the log with them if they wanted a second opinion. The patron accepted the explanation and stayed on to keep playing."

3. A patron who looks intoxicated wants to keep playing and is getting agitated when you raise it. What do you do?

Why they ask

This checks judgement under pressure and whether you'll follow responsible service obligations even when a patron pushes back.

How to structure your answer

Answer as a judgement-under-pressure response: state the priority, the immediate action, and the fallback if the patron doesn't cooperate.

Example answer

"My priority is the safety of the patron and everyone else on the floor, not winning an argument. I'd speak to them quietly and directly, explain that I can't let them keep playing, and offer water or to call them a taxi. If they become more agitated, I'd radio the duty manager or security straight away rather than continue the conversation alone, and I'd make sure I document what happened for the incident log afterwards."

4. What do you understand about your obligations under the Responsible Conduct of Gambling requirements in this state?

Why they ask

Gaming venues are audited on compliance, so interviewers need to confirm you understand your legal obligations, not just venue-specific rules.

How to structure your answer

Answer directly and specifically: name the certification, the key obligations it covers, and how you apply them day to day.

Example answer

"My RCG certificate covers things like checking ID for anyone who looks under 18 or under 25 depending on the venue's policy, watching for signs of problem gambling, and knowing how to refer a patron to support services like Gambling Help. On the floor, that means I'm watching the machines and how patrons are behaving, and I'll raise a concern with management if someone seems to be chasing losses or showing signs of distress, even if they haven't asked for help themselves."

5. How do you approach cash reconciliation at the end of a shift, and what do you do if the figures don't match?

Why they ask

Cash handling accuracy is a core part of the role and mismatches need to be handled methodically.

How to structure your answer

Walk through the process step by step, then explain the specific troubleshooting steps for a discrepancy.

Example answer

"At the end of a shift I count the float against the till log and cross-check it with the gaming machine activity recorded in the venue management system. If the figures don't match, I recount before assuming there's a real discrepancy, since a lot of mismatches come down to a miscount rather than missing cash. If it still doesn't balance, I flag it to the duty manager immediately with my notes on what I've checked, rather than trying to quietly fix it myself."

6. Tell me about a time you noticed something unusual with a patron's behaviour that you reported to management.

Why they ask

This probes whether you actively watch for compliance and safety issues rather than just reacting when something goes wrong.

How to structure your answer

Use STAR: set up the situation, what you specifically noticed, the action you took, and the outcome.

Example answer

"I noticed a patron moving between several machines and asking other players odd questions about how the machines paid out, which didn't match normal patron behaviour. I mentioned it to the duty manager rather than approaching the patron myself, since I wasn't sure what was going on. Management reviewed the footage and it turned out to be worth flagging under the venue's compliance procedures. It reinforced for me that raising something early, even if it turns out to be nothing, is better than assuming someone else has noticed."