SLOT ASSESSMENT INDEX

Service Response	**Arrival Time:**	The timeliness of the team members response to Floor Manager notifications of change lights, jackpots, tilts, or other service issues, i.e. how long it takes to reach a service issue once notification has been issued.
	Guest Service:	Positive greeting with a smile. Ask guest relevant questions and personalize the experience.
Zone Accountability	**Cleanliness of Section:**	Team members ability to maintain a clean section while performing exceptional Guest Service, e.g. chairs pushed in, glasses brought to the end of machine banks, ashtrays clean and off the floor.
	Guest Service:	Models our service expectations by maintaining a clean and positive environment for our guests to play.
Section Mobility	**Movement Througout the Section**	Team members mobility throughout section that will enable awarness of section and Guest's needs at all time.
	Guest Service:	As team member moves throughout section, they should make eye contact, smile and greet out guests.
Proactive Service	**Maintenance/ Service Issues:**	Proactively anticipate machine downtime, e.g. paper fills, button maintenance, card readers, light bulbs, bill accepters.
	Engagement Opportunities:	Proactively approach guests to offer assistance, provide services, and share information.
	Guest Service:	Team member's ability to provide knowledge of current promotions, slot machine varieties and how to play/locations, and communicate any delays in processes.
Timeliness of Service	**Process efficiency:**	Team member's ability to complete slot functions in a prompt and efficient manner, e.g. resets and jackpots.
	Guest Service:	Positive and personalized greeting with a smile. Celebrate with the guest by congratulating them and thanking them for playing.

OBSERVATION GUIDELINES

SCORING RANGE	
1	= Expectations not demonstrated or modeled.
2	= Inconsistenlty demonstrated behaviors and/or the standards were not effectively modeled.
3	= Inconsistenlty demonstrated behaviors and/or the standards were only somewhat modeled.
4	= Consistently demonstrated majority of behaviors and/or the standards were only mostly modeled.
5	= Consistently and fully demonstrated all of the required behaviors.

Did team member demonstrate required behaviors? To what degree?

PERCENTAGE RANGE	
88% - 100%	Passing assessment
Less than 87%	1 on 1 with progressive discipline