

# TG SUPERVISOR ASSESSMENT INDEX

<b>Section Performance</b>	<b>Walking the Section:</b>	Supervisor's continued mobility throughout section that will enable awareness of games and Guest's needs at all times. Purpose driven actions with specific intent.
	<b>Task/Time Management</b>	Supervisor's ability to prioritize their time with necessary job related tasks. i.e. markers before comp issuance
	<b>Floor Awareness:</b>	Proactive attention to cleanliness and response to Dealers, games, and Guests within their section.
	<b>Guest Service:</b>	Supervisor has an overall positive outward appearance. Makes eye contact, smiles, greets Guests and fellow Team Members, and asks for and returns players card.
<b>Section Knowledge</b>	<b>SOP/IC Knowledge:</b>	Supervisor's knowledge of our policies and procedures concerning the games and duties they are responsible for, as well as the location of standard operation procedures(SOP).
	<b>Adherence to procedures:</b>	Supervisor's overall comprehension and enforcement of our policies and procedures concerning the games they are responsible for.
	<b>Appearance standards:</b>	Supervisor's enforcement and adherence of our policies and procedures concerning approved appearance standards.
	<b>Guest Service:</b>	Proactive and helpful while communicating game procedures and knowledge of property to internal and external guests.
<b>Rating &amp; Game Variances</b>	<b>Average Bets:</b>	Accuracy of rated Average Bets within Supervisor's section.
	<b>Buy-ins:</b>	Accuracy and timeliness of Buy-ins within Supervisor's section and MTL/CTR information.
	<b>Cheque Tracking:</b>	Accuracy of rated cheques in/out of rack and knowledge of player win/loss.
	<b>Rack Maintenance:</b>	Available cheque inventory for appropriate game action.
	<b>Game Irregularities:</b>	Supervisors ability to manage mistakes on a live game and/or adjust rated play.
	<b>Guest Service:</b>	Engaging in conversation to create a personalized lasting experience. Ask Guests and Team Members relevant questions and personalize the experience.

<b>Communication</b>	<b>Operations Staff Interactions:</b>	Ability to provide timely, relevant and thorough information to Management and Front Line Team Members.
	<b>Acknowledgements:</b>	Acknowledge and verbalize approval for buy-ins, color-ups, cheque changes.
	<b>Positive Guest and Dealer Coachings:</b>	Supervisors ability to diffuse situations and provide feedback in a positive manner.
	<b>Guest Service:</b>	Models our service expectations by maintaining smooth game operations and a positive environment for our Guests to play while being part of special moments and wins.
<b>Systems Knowledge</b>	<b>Process efficiency:</b>	Supervisor's overall skill and proficiency when using Pit Systems.
	<b>Guest Service:</b>	Contributes to our service promises and standards by ensuring flawless guest service. Utilizes the tools on hand and provide knowledge and maximize the guest's experience.

*Did team member demonstrate required behaviors? To what degree?*

<b>SCORING RANGE</b>	
1	= Expectations not demonstrated or modeled.
2	= Inconsistently demonstrated behaviors and/or the standards were not effectively modeled.
3	= Inconsistently demonstrated behaviors and/or the standards were partially modeled.
4	= Consistently demonstrated majority of behaviors and/or the standards were mostly modeled.
5	= Consistently and fully demonstrated all of the required behaviors.

<b>PERCENTAGE RANGE</b>	
88% - 100%	Meets or exceeds expectations.
80% - 87%	Improvement needed. Coaching with development opportunities. Reassessment to follow.
Less than 79%	Unsatisfactory performance. Coaching with progressive discipline along with reassessment to follow.