



Please provide answers to the following questions in sentence form as attachments. Reference the Section Title and Question Number when providing your answer.

- **Service Orientation**

1. Describe, in detail, the type of service that you provide to your guests/customers/co-workers that displays exceptional customer service. Provide at least one example of a particular situation where you went above and beyond to provide exceptional Customer Service.
2. Describe, in detail, the manner in which you typically solve guest, customer or co-worker problems. Provide at least one example where you were presented with a particularly tough situation that you were able to turn around and create a positive experience.

- **Leadership**

1. Describe, in detail, an instance where you showed leadership amongst your peers/co-workers. How did this leadership support/promote a company initiative/effort?

- **Teamwork**

1. Describe, in detail, an instance where you demonstrated the ability to work as part of a team. How did this teamwork lead to the overall success of the project?
2. Briefly describe at least 3 instances in which you worked as part of a team to accomplish a task that you would not have been able to do alone. How did working as a team help to accomplish the goal more effectively/efficiently?

- **Initiative**

1. Describe in detail at least one situation in which you took initiative to identify a new technique, process, opportunity, etc. to improve your job function, your Department, or Casino Operation in general.
2. Describe at least one situation (not previously used) in which you took initiative above and beyond your regular duties to provide either: a) Exceptional Customer Service, b) Leadership, or c) Teamwork.