

# START SOMETHING SPECTACULAR!

## CAREERS IN HOSPITALITY – GAMING ATTENDANT

Gaming attendants work in clubs, pubs or casinos. They are responsible for providing efficient and courteous service to gaming patrons. The tasks are varied and the work involves dealing with the public, working indoors and attending to gaming tables and/or machines.

### Duties and Tasks

A gaming attendant may perform the following tasks:

- attend gaming machine
- operate TAB outlet
- conduct a KENO game
- provide responsible gambling services
- provide food and beverage service
- process financial transactions
- operate a bar
- clean and tidy bar
- analyse and report on gaming machine data



Gaming attendants in Queensland need to have a Gaming Machine Licence, this is not mandatory however favourable on employment.

### Career Pathways

Working as a gaming attendant can lead to work in other areas of the hospitality industry such as: gaming supervisor, manager, games and promotions director, door steward, cloak room attendant, change steward, TAB/KENO attendant, gaming supervisor, gaming manager, or games/promotions director.

Pathways can be within the gaming sector or across the hospitality sector.

### Work Conditions

Gaming attendants usually work nights and weekends in brightly or dimly lit areas of pubs, clubs and casinos. Even though there are anti-smoking laws for these establishments, the areas where there are gaming machines are usually smoking zones. These conditions are changing but a gaming attendant must be prepared to have a lot of contact with people and work in a smoky and noisy environment.

Gaming attendants are required to wear a uniform and usually work with gaming chips. If they work in a casino, they may deal independently or with one or two others. They also work closely with a supervisor who watches their table and a pit boss who coordinates a group of tables. There is also constant camera surveillance.

## Personal Requirements

Most employers have a common set of attributes that they look for in employees, regardless of the job. These include things like:

- A friendly and confident manner
- Reliability and loyalty
- Honesty and integrity
- Common sense
- Commitment and motivation
- Enthusiasm and willingness to do a range of tasks
- Good personal presentation
- Adaptability and ability to deal with changes and unexpected situations
- Positive self esteem
- Willingness to learn

In addition, gaming attendants need to have the following:

- a high standard of personal grooming and presentation
- pleasant personality with good interpersonal skills
- enjoy public contact and dealing with a diverse range of customers
- maturity and self-confidence
- accuracy and attention to detail
- ability to stand for long periods
- good hand eye coordination
- flexibility to work evenings, weekends and extended hours.

### For more information

Career Gateway <a href="http://www.careergateway.serviceskills.com.au">www.careergateway.serviceskills.com.au</a>	Career Gateway helps parents and career advisors, employers and students with career information
Australian Job Outlook <a href="http://www.jobsearch.gov.au">www.jobsearch.gov.au</a>	Australian government website that provides information on job prospects, weekly earnings, type of work and other useful occupational information.
Wagenet <a href="http://www.wagenet.gov.au">www.wagenet.gov.au</a>	The aim of this site is to help you find information about wages and conditions of employment.
Year 12 What Next? <a href="http://www.year12whatnext.gov.au">www.year12whatnext.gov.au</a>	Australian government website designed to help Year 12 students plan their post school education and training
My Future <a href="http://www.myfuture.edu.au">www.myfuture.edu.au</a>	Australian government website containing comprehensive career information.
My Hospitality <a href="http://www.myhospitality.com.au">www.myhospitality.com.au</a>	Free Australian hospitality industry and trade directory, employment provider and information source

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