



(manual section is applicable for above companies)

**HUMAN RESOURCES**  
**Chapter 8 - .02 Casino**
**Revision 63 : August/09/2011****8.02.10 Slot Technician**

## Position Description

Position Title: <b>Slot Technician</b>
<b>Revised Date: 07/11/2008</b>

## POSITION SUMMARY

Installs, services, adjusts and repairs coin-operated slot machines, currency changers, video arcade games and currency and coin-handling equipment located in the shipboard Casino by performing the following duties and responsibilities. The position is also responsible for maintaining and repairing signage and the computerized gym equipment.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

All duties and responsibilities are to be performed in accordance with Royal Caribbean International's Gold Anchor Standards, SQM Policies and Procedures, USPH guidelines, environmental, and safety policies. Each shipboard employee may be required to perform all functions in various venues throughout the ship.

In accordance with Royal Caribbean International's philosophy of *Anchored in Excellence*, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.

1. Adjusts slot machines, video games, coin-handling, card shuffling and all other machines and equipment following manufacturer's specifications, using hand and power tools. Conducts general maintenance and/or service on all machines and equipment. Prepares requisitions for parts, tools, equipment, etc. And forwards to Casino management for approval.
2. Fills machines with coins and test electrical and coin-handling systems.

3. Examines defective machines to determine causes of malfunctions. Adjusts and repairs machines, replacing worn or defective electrical or mechanical parts, using hand tools, such as screwdrivers and pliers.
4. Collects coins and currency from change machines and makes settlements with cashier cage to balance assets and cash retrieved from the machines.
5. Prepares written authorization for jackpot payouts and presents to Cashier and/or Casino management based on established Casino Operation policies.
6. Conducts daily inspections of the Arcade machines and equipment.
7. Maintains a constant presence throughout the Casino. Walks around the Casino to assist guests and provide general information. Extends courtesy and helpful gaming information to guests. Responds to guest complaints in a considerate, professional and positive manner by showing concern and listening actively. Takes ownership of guest concerns.
8. Maintains an awareness of the guests to avoid possible security problems. Observes players and machine operation for improper use or possible security problems. Notifies management and/or security of suspicious behavior.
9. Participates in slot and video game count as assigned and in accordance with Casino Operations policies.
10. Participates in the programming or repair of progressive gaming and other electronic displays including Roulette displays.
11. Maintains and repairs signage and computerized gym equipment.
12. Completes paperwork and/or reports on a per voyage, monthly and/or quarterly basis.
13. Attends meetings, training activities, courses and all other work-related activities as required.
14. Notifies the host, pit or slot management of any high rollers. Captures all relative information.
15. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

## QUALIFICATIONS

*Minimum hiring, language and physical requirements to perform the job.*

### **Hiring Requirements:**

- o Formal training in the repair and troubleshooting of a variety of electrical, mechanical

and/or electronic equipment.

- o Previous slot technician work experience in live casinos preferred.
- o Proven ability to read safety rules, instructions in the use and maintenance of tools and equipment and methods and procedures in mechanical drawings.
- o Proven customer service skills to interact appropriately with guest in a considerate, professional and positive manner by showing concern and listening actively.
- o Ability to communicate tactfully with guests, department heads and shipboard employees to resolve problems and negotiate resolutions.
- o Ability to stand for an extended period of time.
- o Ability to count paper and coin currency quickly and accurately.
- o Ability to perform basic math functions with regard to monetary units and compute slot machine percentages.
- o Completion of high school or basic education equivalency preferred.

**Internal Candidate Requirements:**

*In addition to the stated hiring requirements, internal candidates are required to fulfill the following:*

Completion of one full contract with a performance rating of satisfactory or above.

**Language Requirements:**

- o Ability to speak English clearly, distinctly and cordially with guests.
- o Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- o Ability to speak additional languages such as Spanish, French or German preferred.

**Physical Requirements:**

While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Required to move objects by lifting carrying, pushing, and pulling. Stooping, kneeling and crouching are required to repair and check machines. Full mobility of wrist, thumb, and fingers is required for detailed electrical mechanical repairs.

All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

**Related Entries:**

**END OF SECTION**