

SAMPLE REPORT · ILLUSTRATIVE ONLY

CANDIDATE NAME REDACTED FOR SAMPLE

Casino Dealer Applicant — Table Games

DATE

June 4, 2026

TIME TAKEN

6m 41s

129/200

DEVELOPING DEALER

Coachable foundation — clear gaps in guest interaction and emotional control.
Hire only with a development plan in place.

5 RED FLAGS

TRAIT BREAKDOWN

Interaction & Friendliness		22/40
Patience & Emotional Control		23/40
Communication & Listening		30/40
Attention to Detail & Focus		29/40
Teamwork & Dependability		25/40

RED FLAGS DETECTED (5)

Interaction & Friendliness

- ◆ "I find it difficult to remain friendly when someone is visibly rude to me."
- ◆ "I tend to keep to myself when I feel stressed or overwhelmed."

Patience & Emotional Control

- ◆ "I tend to lose patience when I must deal with the same issue repeatedly."
- ◆ "I find it difficult to stay calm when I feel overwhelmed."

Teamwork & Dependability

- ◆ "I feel frustrated when asked to perform a task outside of my usual routine."

CONSISTENCY ISSUES (1 PAIR)

"I adapt quickly to changes in schedules, procedures, or expectations."

— CONTRADICTS —

"I feel frustrated when asked to perform a task outside of my usual routine."

WHAT THIS MEANS

This candidate's gaps are concentrated in **guest interaction and emotional control** — the traits that most directly drive guest experience, dealer toke income, and repeat play. These are precisely the areas the **Win-Win-Win Performance System™** is built to develop.

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Targeted follow-up questions generated from this candidate's flagged traits — giving your interviewer a structured way to probe the specific concerns above before making a hire decision.

INTERACTION & FRIENDLINESS

1. Tell me about a time you had to stay warm and friendly with a guest who was being difficult. What did you do?
2. How do you reset emotionally between guest interactions when you're having a tough day?
3. Describe a situation where you had to mask your frustration. How did you handle it?

PATIENCE & EMOTIONAL CONTROL

1. Walk me through how you stay calm when a guest is repeatedly confrontational.
2. How do you maintain the same level of attention during a long, repetitive shift?
3. Tell me about a time your emotions almost got the better of you at work. What happened?

TEAMWORK & DEPENDABILITY

1. Describe a time you had to admit a mistake immediately. How did your team respond?
2. Tell me about a time you went beyond your usual role to help a colleague.
3. How do you adapt when procedures or schedules change unexpectedly?

FROM SCREENING TO DEVELOPMENT

The CDAT shows you **who** to coach and **where**. The Win-Win-Win Performance System™ is how that coaching gets done — turning a Developing Dealer's interaction gaps into the guest experience that drives toke income and repeat play.