

Casino Guest Support Issue Checklist

Initial Contact & Information Gathering

Capturing initial details of the guest's issue and identifying the severity.

Contact Timestamp

Guest ID (if applicable)

Enter a number...

Guest Name

Write something...

Brief Description of Issue

Write something...

Initial Contact Method

- Phone
- Email
- In-Person
- Online Chat

Guest Demeanor (Initial Impression)

- Calm
- Frustrated
- Upset
- Neutral

Issue Categorization & Prioritization

Determining the type of issue (e.g., gaming, dining, lodging) and assigning urgency.

Issue Category

- Gaming Floor
- Dining
- Lodging
- Entertainment
- Casino Operations
- Other

Issue Severity

- Low
- Medium
- High
- Critical

Estimated Resolution Time (Minutes)

Guest VIP Status

- General
- Silver
- Gold
- Platinum

Brief Issue Description (for categorization)

Write something...

Troubleshooting & Resolution Attempts

Steps taken to resolve the guest's issue, including communication and coordination with other departments.

Detailed Description of Troubleshooting Steps Taken

Write something...

Initial Solution Attempted

- Direct Assistance
- Referral to Department
- Documentation Review
- Equipment Reset
- Policy Explanation

Number of Attempts Before Escalation

Enter a number...

Time Spent on Initial Troubleshooting

Resources Utilized (e.g., system logs, knowledge base)

- System Logs
- Knowledge Base
- Internal Communication Channels
- External Vendor Support

Guest Feedback During Troubleshooting (Verbatim)

Write something...

Escalation Procedures (If Necessary)

Details regarding escalation to supervisors or specialized teams for complex issues.

Escalation Tier Required

- Tier 1 (Supervisor) - Minor Issue
- Tier 2 (Manager) - Moderate Issue
- Tier 3 (Executive) - Major Issue/Legal Concern

Estimated Time to Resolve (Minutes)

Enter a number...

Detailed Issue Summary for Escalation Team

Write something...

Department Requiring Escalation

- Gaming Operations
- Food & Beverage
- Hotel Services
- Security
- Other

Date of Escalation

Enter date...

Time of Escalation

Guest Communication & Follow-Up

Documenting communication with the guest and ensuring satisfaction with the resolution.

Summary of Communication with Guest

Write something...

Date of Initial Contact

Enter date...

Time of Initial Contact

Communication Method (Phone, Email, In-Person)

- Phone
- Email
- In-Person

Number of Follow-Up Attempts

Enter a number...

Guest Satisfaction Level

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Guest Feedback/Comments

Write something...

Documentation & Reporting

Recording details of the issue, resolution, and any lessons learned for future improvements.

Detailed Description of Issue

Write something...

Issue Resolution Time (Minutes)

Enter a number...

Issue Severity (Post Resolution)

- Low
- Medium
- High

Departments Involved (e.g., Security, Gaming, Dining)

- Security
- Gaming
- Dining
- Lodging
- Marketing

Date of Incident

Enter date...

Time of Incident

Supporting Documents (e.g., Photos, Witness Statements)

 Upload File

Compliance & Security

Verifying adherence to company policies, legal requirements, and security protocols throughout the process.

Issue Involved Sensitive Data?

Yes

No

Number of Guests Affected

Enter a number...

Date of Incident

Enter date...

Confirmed PCI Compliance?

Yes

No

N/A

Details of Security Protocol Followed

Write something...

Reported to Security Team?

Yes

No

Relevant Security Logs (if applicable)

 Upload File