

Gambling & Casino Player Satisfaction Survey Checklist

 Show only Checklist

Display Style
Default 

Gaming Experience

Assessments of specific game offerings and overall gameplay.

How would you rate the variety of games offered?

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Poor
- ☐ Very Poor

On average, how much do you spend per visit?

Enter a number...



Which types of games do you typically play?

- ☐ Slots
- ☐ Table Games (Poker, Blackjack, Roulette)
- ☐ Video Poker
- ☐ Other

How would you rate the fairness of the games?

- ☐ Completely Fair
- ☐ Mostly Fair
- ☐ Neutral
- ☐ Somewhat Unfair
- ☐ Very Unfair

Please describe any specific game experiences (positive or negative).

Write something...

Casino Environment

Evaluations of the casino's atmosphere, cleanliness, and ambiance.

Cleanliness Rating (1-10)

Enter a number...

Noise Level

- ☐ Too Quiet
- ☐ Too Loud
- ☐ Just Right

Which of the following aspects of the environment did you find appealing?

- ☐ Lighting
- ☐ Decor
- ☐ Music
- ☐ Layout
- ☐ None of the above

Please describe the atmosphere of the casino.

Write something...

How would you rate the temperature of the casino?

- ☐ Too Cold
- ☐ Too Warm
- ☐ Comfortable

Staff Interactions

Feedback on interactions with dealers, floor staff, and other casino personnel.

How would you rate the friendliness of the dealers?

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Poor
- ☐ Very Poor

How would you rate the responsiveness of the floor staff?

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Poor
- ☐ Very Poor

Please describe any specific positive interactions you had with staff.

Write something...

Please describe any negative interactions you had with staff.

Write something...

How long did you typically wait to receive service from staff (in minutes)?

Enter a number...

Did the staff appear knowledgeable about the games and rules?

- ☐ Yes
- ☐ No
- ☐ Not Sure

Promotions & Rewards

Feedback on loyalty programs, promotions, and rewards offered to players.

How satisfied are you with the variety of promotions offered?

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

How often do you redeem promotions (approximately per month)?

Enter a number...

Which types of promotions are most appealing to you?

- ☐ Free Play
- ☐ Cash Back
- ☐ Bonus Points
- ☐ Exclusive Events
- ☐ Tiered Rewards

How clear and easy to understand are the terms and conditions of promotions?

- ☐ Very Clear
- ☐ Clear
- ☐ Neutral
- ☐ Confusing
- ☐ Very Confusing

What could we do to improve our promotions and rewards program?

Write something...

Food & Beverage Services

Assessments of dining options, bar service, and overall food quality.

How would you rate the food quality (1-5, 1=Poor, 5=Excellent)?

Enter a number...

How would you rate the beverage selection (1-5, 1=Poor, 5=Excellent)?

Enter a number...

What type of food did you order?

- ☐ Appetizers
- ☐ Main Course
- ☐ Dessert
- ☐ Drinks
- ☐ Other

How would you rate the speed of service?

- ☐ Very Slow
- ☐ Slow
- ☐ Average
- ☐ Fast
- ☐ Very Fast

Please provide any specific comments about the food or beverages you consumed.

Write something...

How would you rate the cleanliness of the dining area?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

Security & Safety

Evaluations of security measures and the perceived safety of the casino.

Did you observe any suspicious activity?

- ☐ Yes
- ☐ No
- ☐ Unsure

How safe did you feel while at the casino?

- ☐ Very Safe
- ☐ Safe
- ☐ Neutral
- ☐ Unsafe
- ☐ Very Unsafe

On a scale of 1-10 (1 being not present at all, 10 being extremely visible), how visible were security personnel?

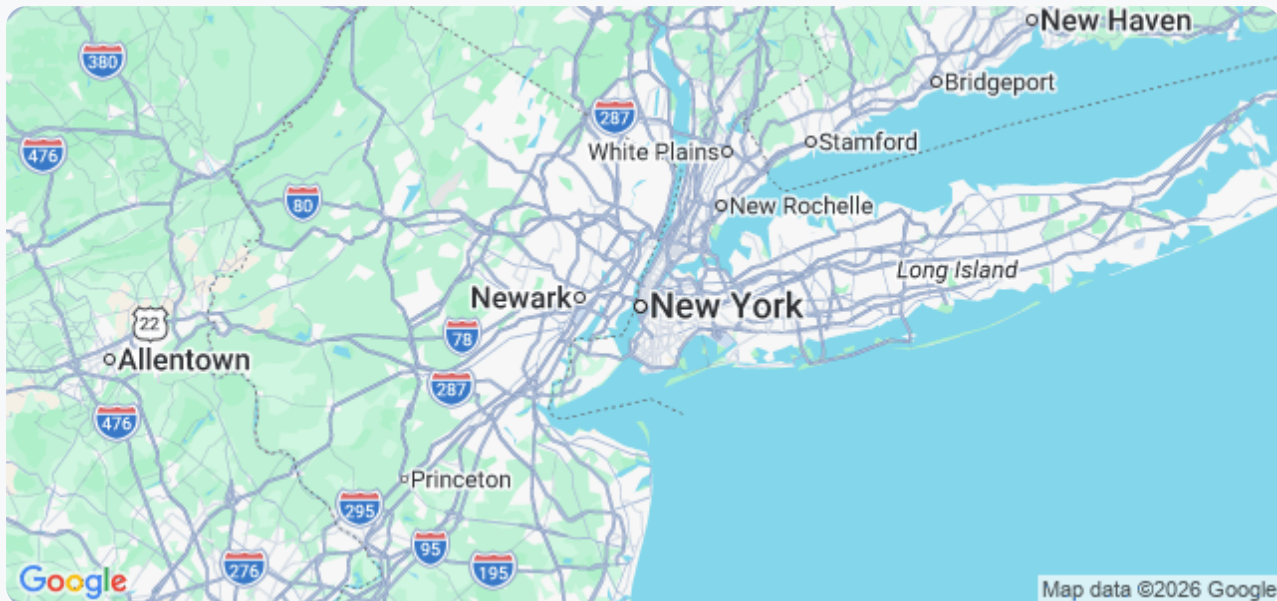
Enter a number...

Please describe any specific security concerns or incidents you witnessed.

Write something...

Approximate Location of Incident (if applicable)

 [Set My Current Location](#)



Were emergency exits clearly marked and accessible?

- ☐ Yes
- ☐ No
- ☐ Not Observed

Ease of Use & Navigation

Feedback on the casino's layout, signage, and overall ease of navigation.

How easy was it to find your desired game?

- ☐ Very Easy
- ☐ Easy
- ☐ Neutral
- ☐ Difficult
- ☐ Very Difficult

How clear was the signage throughout the casino?

- ☐ Very Clear
- ☐ Clear
- ☐ Neutral
- ☐ Confusing
- ☐ Very Confusing

Approximately how long did it take to find a table/machine?

Enter a number...

How helpful were staff when you needed directions?

- ☐ Very Helpful
- ☐ Helpful
- ☐ Neutral
- ☐ Not Helpful
- ☐ Not Applicable

Do you have any suggestions for improving the casino's layout or navigation?

Write something...

Payment & Cashier Services

Assessments of cash handling processes, ATM availability, and cashier efficiency.

Amount of last withdrawal/cashout (USD)

Enter a number...

How would you rate the speed of the cashier service?

- ☐ Very Slow
- ☐ Slow
- ☐ Average
- ☐ Fast
- ☐ Very Fast

How satisfied were you with the cashier's knowledge and helpfulness?

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

Waiting time in queue (minutes)

Enter a number...

Any additional comments about the payment or cashier experience?

Write something...

Overall Satisfaction

General impression and likelihood of returning/recommendation.

Rate your overall experience (1-10, 1 being worst, 10 being best)

Enter a number...

How likely are you to recommend this casino to a friend?

- ☐ Very Likely
- ☐ Likely
- ☐ Neutral
- ☐ Unlikely
- ☐ Very Unlikely

How would you describe your recent visit?

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Fair
- ☐ Poor

What was the best part of your experience?

Write something...

What could we have done to improve your experience?

Write something...

Demographics (Optional)

Collection of anonymous demographic data for market analysis (e.g., age range, frequency of visits).

Age

Enter a number...

Gender

- ☐ Male
- ☐ Female
- ☐ Other
- ☐ Prefer not to say

Frequency of Visits (approximate)

- ☐ First Time
- ☐ Less than Monthly
- ☐ Monthly
- ☐ Weekly
- ☐ Daily

Average Spend per Visit (optional)

Enter a number...

Primary Reason for Visit

- ☐ Gaming
- ☐ Dining
- ☐ Entertainment
- ☐ Socializing