## Casino scenarios for Mystery Shopper exercise 2016 Scenarios 1: Assessing staff response to long hours of play

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| **Scenario** | **Description** | **Visit duration** | **Casinos** |
| **Scenario 1**  **Long hours of play (12 hours)** | Player plays for up to 12 hours, shows no general or harmful signs of gambling  Note:   * Visit begins 6 hours into the first shift – so we can see shift log handover * Visits should be halfway through one shift and shopper should stay in the same bank of machines. * Player needs to play continuously (or at the very least not have more than 30 minutes cumulative break over a 5 hour period) | 11-12 hours | Auckland  Hamilton  Christchurch  Dunedin |
| **To meet expectations, venue staff must:**   * notice that they had someone playing for a long time; * check in with the mystery shopper; * intervene by providing help-seeking advice or information; and * record any observations, concerns, interactions and interventions in a log book (or similar). | | | |

## Scenario 2: Assessing staff response to verbal and non-verbal gambling harm cues

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| Scenario | Description | Visit duration | Casinos |
| **Scenario 2**  **Verbal and non-verbal** | Player enters the casino and starts playing. 1.5 hours later player starts to exhibit signs of agitation, in earshot of casino staff about how the machine is not paying out and mentions the amount that he/she has already spent.  After another couple of hours player progressively becomes more and more agitated and starts pushing the buttons really hard making noise.  If spoken to by staff, player should mention how unlucky he/she is today while their previous experience was a good one and that’s why they are trying to come back and re-create the experience only this time the money is running out and not even get a free spin/ features. | 6 hours | Auckland  Hamilton  Christchurch  Dunedin  Queenstown SkyCity  Queenstown Wharf |
| **To meet expectations, venue staff must:**   * check-in with the mystery shopper; * provide the mystery shopper with help-seeking advice and (if appropriate) interrupt the mystery shopper’s play; and * record concerns, interactions and interventions in a log book (or similar), with links made with other gambling incidents undertaken by the mystery shopper over the consecutive visits. | | | |

## Scenario 3: Assessing staff response to declined cash withdrawals

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| Scenario | Description | Duration | Casinos |
| **Scenario 3**  **Excessive access to money including EFTPOS declines** | The player goes to casino and plays for 45 mins. Over the next hour player visits the same ATM machine 4 times and withdraws $20 - each transaction successfully. Goes back and plays for another hour and goes to the main cashier to withdraw cash from EFTPOS. Player tries to withdraw $120, this declines. Player tries to withdraw $80.00, this declines and then tries for $40.00 which declines. | 2 hours | Auckland  Hamilton  Christchurch  Dunedin  Queenstown SkyCity  Queenstown Wharf |
| **To meet expectations, venue staff must:**   * identify these interactions as general signs of gambling harm; * check in with the mystery shopper either by way of a general comment, a more specific talk about their gambling, or the handing out of a harm minimisation leaflet; and * record any observations, concerns, interactions and interventions in a log book (or similar), with links made with other gambling incidents undertaken by the mystery shopper over the consecutive visits. | | | |