



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 23/12/2018

Daily Workload by Time of Day (for Report Period)



Report Summary

Total Contacts	54
Self Exclusion Breaches	9
Self Exclusion Inquiries	1
Self Exclusions Issued	0
Missing Persons	0
Unattended Children	2

Person Registration Details	Comments	Photo
<p>Date / Time 23/12/2018 6:25:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Surveillance</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location Gambler's Help Counselling Service</p> <p>RGA gj014394</p>	<p>Teresa SV advised that [REDACTED] was playing at AR1104. I attended and met with SSO #80. [REDACTED] was removed from gaming floor via Atrium entry and advised to seek a counselling.</p>	[REDACTED]
<p>Date / Time 23/12/2018 9:25:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA gj014394</p>	<p>PP20hrs MGF Table-Games</p> <p>Advised Bill Am for a reminder patron to take a break.</p>	[REDACTED]
<p>Date / Time 23/12/2018 9:28:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA gj014394</p>	<p>PP16hrs VIP Table-Games</p> <p>Spoke to ACM (Mark) [REDACTED] needs to take a Substantial break.</p>	[REDACTED]
<p>Date / Time 23/12/2018 11:14:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA gj014394</p>	<p>PP21hrs VIP Table Games</p> <p>I attended BA1713 to request [REDACTED] to take 24 hours break not return before 12noon on 24/12/2018. [REDACTED] left gaming floor immediately.</p>	[REDACTED]
<p>Date / Time 23/12/2018 11:17:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA gj014394</p>	<p>PP21hrs MGF Table Games</p> <p>I attended Teak Room to request [REDACTED] to take 24 hours break not return before 12noon on 24/12/2018. [REDACTED] left gaming floor immediately.</p>	[REDACTED]



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Person Registration Details		Comments	Photo
Date / Time 23/12/2018 11:30:00 AM Person Name RGC Male Unknown Person ID Perso. Referred By Self Nature of Service Self Exclusion Information Referral Location Gambler's Help Counselling Service RGA gj014394	<p>A caucasian male presented RGSC enquiring self exclusion. I explained the process, obligation and consequence of SE to him. The patron would like talk to his family first. I advised him to seek counselling. GHelp information and RGSC business card provided.</p>		
Date / Time 23/12/2018 11:53:00 AM Person Name Responsible Gaming Audit Person ID Perso. Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA rz034057	<p>Canvassed gaming floor around EGM and FATG areas.</p>		
Date / Time 23/12/2018 12:03:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	<p>24hrsbreak VIP Table Games</p> <p>I attended BA0819 to request [REDACTED] to take 24 hours break not return before 1pm on 24/12/2018. [REDACTED] left gaming floor immediately.</p>		
Date / Time 23/12/2018 12:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	<p>PP23hrs VIP Table Games.</p> <p>Robert and I attended Mahogany Room after noticing [REDACTED] has been playing continuously for nearly 24 hours from Sprunk. we spoke to Nicole ACM and Ben Host. we were told that [REDACTED] had stopped playing and will leave soon. [REDACTED] started at 12:17 pm on 22/12 and finished at 12:16 pm on 23/12. only 1 minute short of 24 hours with no break at all.</p>		
Date / Time 23/12/2018 1:41:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA rz034057	<p>Eamon (SV) advised that [REDACTED] was in Pit 8. RGLO attended and noticed [REDACTED] in Pit 10 on the way to Pit 8. RGLO talked to the patron who stated "I won \$500, I am going". RGLO advised [REDACTED] to stay away from gaming area. SV was notified to cancel SSO's attendance in Pit 8.</p>		
Date / Time 23/12/2018 1:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	<p>PP12hrs VIP Gaming-Machines</p> <p>GM Teak Manager Sam advised.</p>		



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Person Registration Details	Comments	Photo
Date / Time 23/12/2018 1:51:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	PP16hrs VIP Gaming-Machines GM Teak Manager advised.	[REDACTED]
Date / Time 23/12/2018 2:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	24hrsBreak MGF Gaming-Machines I approached [REDACTED] to request him to go hom due to reach 24 hours. [REDACTED] wished to participate the draw at 6pm in Teak Room. I told him to come back after 2pm on 24/12.	[REDACTED]
Date / Time 23/12/2018 2:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Revocation Information Referral Location Chinese Peer Connection (East) RGA gj014394	Lesliy SV advised that [REDACTED] approached Maple Room Matthew ACM requesting revocation. Matthew escorted [REDACTED] to Mings entry. I attended and passed on all relevant information.	[REDACTED]
Date / Time 23/12/2018 2:32:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Other Referral Location No Referral RGA rz034057	Eamon (SV) advised that he observed [REDACTED] outside of Pit 86 giving big load of cash to another Asian male. [REDACTED] moved away from Pit 86 and SV lost the visual.	[REDACTED]
Date / Time 23/12/2018 3:14:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location Gambler's Help Counselling Service RGA rz034057	[REDACTED] arrived at RGLO office inquiring about revocation of his SE. Process was explained by George and patron advised to seek counselling.	[REDACTED]
Date / Time 23/12/2018 3:27:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA rz034057	Eamon (SV) advised that [REDACTED] was in Pit 8. RGLO attended and together with SSO #124 escorted [REDACTED] out via Atrium exit. [REDACTED] cashed out chips at the main cashier before leaving. RGSC card offered and accepted by the patron.	[REDACTED]



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<p>Date / Time 23/12/2018 3:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Domestic Referral Location No Referral RGA gj014394</p>	<p>Received a call from Comms advising that Vicpol attended Teak Room and spoke to [REDACTED] after a family member contacted with local police. added [REDACTED] in pager for a futher welfare check.</p>	[REDACTED]
<p>Date / Time 23/12/2018 3:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Welfare Referral Location No Referral RGA gj014394</p>	<p>Received a call from Matthew [REDACTED] ACM requesting RGLO for a welfare check on [REDACTED] after Vicpol spoken to the patron, I attended and met with Matthew and Simon [REDACTED] who expressed concern about Vicpol attending member's only room without their knowledge. I took [REDACTED] away from the table and conducted a welfare on her. [REDACTED] admitted that she had an argument with the family and walked away from home this morning. it was nothing to do with casino. She did not understand why her family member contacted with local police. removed from pager. Leon informed.</p>	[REDACTED]
<p>Date / Time 23/12/2018 4:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA gj014394</p>	<p>Surveillance advised that [REDACTED] was in Maple room. I was not able to attend due to conduct a welfare check in Teak room. I advised security to remove patron.</p>	[REDACTED]
<p>Date / Time 23/12/2018 5:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location Gambler's Help Counselling Service RGA gj014394</p>	<p>[REDACTED] presented at RGSc enquiring about revocation. I explained to him to stay away for 12 months due to his breach of SE. I advised [REDACTED] to seek a counselling.</p>	[REDACTED]
<p>Date / Time 23/12/2018 5:12:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394</p>	<p>PP16hrs MGF Table-Games TG ACM asked to remind [REDACTED] to take regular breaks.</p>	[REDACTED]
<p>Date / Time 23/12/2018 5:28:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Play Periods Referral Location No Referral RGA gj014394</p>	<p>24hrsbreak VIP Table Games Received a call from Mary-Ann AM from Teak Room advising that [REDACTED] was playing at BA1719, I attended and advised [REDACTED] to take 24 hours break. [REDACTED] left gaming floor soon.</p>	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 23/12/2018 6:13:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA gj014394	Spunk report was checked through out the day.	 PHOTO REQUIRED
Date / Time 23/12/2018 7:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA ov360590	24hrs Break MGF Table-Games Splunk report: [REDACTED] played for 25hrs, approached [REDACTED] at WF0901 play periods and break requirement explained. RGLo asked [REDACTED] to leave for a 24hrs break returning no prior to 7pm on 24/12/2018 he left immediately. SYCO Komment added.	[REDACTED]
Date / Time 23/12/2018 7:28:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP20hrs VIP Table-Games Splunk report: [REDACTED] played for 24hrs with 1x4hrs and 1x5hrs break. approached [REDACTED] at VR042143 to advise patron of substantial break, he stated that he will be leaving after the draw at 8pm. added to PP20 to monitor.	[REDACTED]
Date / Time 23/12/2018 7:30:00 PM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA nm018947	Canvassed gaming floor around EGM and FATG areas.	PHOTO REQUIRED 
Date / Time 23/12/2018 7:32:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Teak Host RGA jc017687	PP20hrs VIP Gaming-Machines Patron has reached 21 hrs. GM Teak Manager Carly advised.	[REDACTED]
Date / Time 23/12/2018 7:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA ov360590	SV called to informed that [REDACTED] were on the GF and has left the premises Nil contact to RGLo.	[REDACTED]



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Person Registration Details	Comments	Photo
<p>Date / Time 23/12/2018 8:00:00 PM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA nm018947</p>	Scanned files.	 <p>PHOTO REQUIRED</p>
<p>Date / Time 23/12/2018 8:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA ov360590</p>	Tony from SV advised that [REDACTED] was in Pit 8 [REDACTED] was located walking toward pit 7 SSO 167 attended with RGLO escorted him off the GF via Ming's exit. Nil contact to RGLO	[REDACTED]
<p>Date / Time 23/12/2018 8:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Guest Services Nature of Service Other Referral Location No Referral RGA nm018947</p>	Texas Pers (VIP Premium Host) from Crown Perth called to enquire when [REDACTED] SE in Melbourne. He then passed on his female colleague who asked if a SE patron from Perth was able to play in our Premium rooms, I said no. TB also enquired about the Revocation process, it was explained [REDACTED] would have to go through the Melbourne process and wait 12 months from when she SE.	[REDACTED]
<p>Date / Time 23/12/2018 8:57:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Guest Services Nature of Service Revocation Information Referral Location Gambler's Help Counselling Service RGA nm018947</p>	[REDACTED] called to enquire about Revocation. All was explained.	[REDACTED]
<p>Date / Time 23/12/2018 9:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA jc017687</p>	Sighted [REDACTED] in pit 4. Mark in SV informed. RGLO escorted [REDACTED] out thru west entry. [REDACTED] stated she is "working now". Advised to seek counselling from GH. RGSC business card issued.	[REDACTED]
<p>Date / Time 23/12/2018 10:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA ov360590</p>	<p>PP20hrs MGF Table-Games</p> <p>Teak TG ACM (Bing) called to advised that he had talked to [REDACTED] to advise her to take a break but she was very rude and argumentative claiming that she has had a 6 hrs break and staying at Crown Promenade. Upon checking SYCO and Splunk there were 2x3hrs break at 7.18am till 10:35am and 15:39 till 18:53. No substantial break was taken, RGLO asked [REDACTED] to leave for a 12hrs breaks.</p>	Personal Information



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<p>Date / Time 23/12/2018 10:30:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location Gambler's Help Counselling Service</p> <p>RGA nm018947</p>	<p>Advised by SV that [REDACTED] was attempting to gain entry to the Teak Room. I attended with Security and spoke with [REDACTED]. He claims he Revoked back in 2011 and I asked how did he do that and he said he came to the Crown offices and signed some paperwork and he was told he was allowed back in. I explained that is not our Revocation process. He then went on to say that from 2011 he has been in many occasions with friends and has been going to the Mahogany Room. Security removed him from the gaming floor. He accepted our business I recommended GH.</p>	[REDACTED]
<p>Date / Time 23/12/2018 10:35:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By MIS</p> <p>Nature of Service Data Follow up</p> <p>Referral Location RGSC</p> <p>RGA ov360590</p>	<p>Data follow up: [REDACTED] claimed to have no problems gambling her and the husband just come to Crown on the weekend to get away and enjoying their time here. Taken off pager.</p>	[REDACTED]
<p>Date / Time 24/12/2018 12:10:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location Riverside Host</p> <p>RGA jc017687</p>	<p>PP16hrs MGF Gaming-Machines</p> <p>Riverside Rm Mage Helen informed. Helen has asked Tommy to talk to patron in Vietnamese and remind them to take breaks.</p>	[REDACTED]
<p>Date / Time 24/12/2018 12:39:00 AM</p> <p>Person Name Responsible Gaming Audit</p> <p>Person ID <u>Perso</u></p> <p>Referred By Responsible Gaming</p> <p>Nature of Service GM & FATG focus</p> <p>Referral Location No Referral</p> <p>RGA ov360590</p>	<p>Canvassed gaming floor around EGM and FATG areas.</p>	<p>PHOTO REQUIRED</p> <p> responsiblegaming <small>Responsible Gaming Centre 1800 634 634 Responsible Gaming Centre 1800 634 634</small></p>
<p>Date / Time 24/12/2018 12:44:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Other</p> <p>Referral Location No Referral</p> <p>RGA jc017687</p>	<p>Data Follow Up : 2/ No observable signs. [REDACTED] was playing on TH0721 with other players. Did not approach.</p>	[REDACTED]
<p>Date / Time 24/12/2018 12:46:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Other</p> <p>Referral Location No Referral</p> <p>RGA jc017687</p>	<p>Data Follow Up : 1/ No observable signs. [REDACTED] was playing in Teak Rm with female friend. Did not approach.</p>	[REDACTED]



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<p>Date / Time 24/12/2018 12:57:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Data Follow up</p> <p>Referral Location RGSC</p> <p>RGA jc017687</p>	<p>Data Follow Up : 2/ RGLO approached [REDACTED] in Poker Rm. He claimed to have no gaming issues and he is in control of his gambling. RGSC services offered and business card issued. Deleted from pager.</p>	[REDACTED]
<p>Date / Time 24/12/2018 1:30:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Security</p> <p>Nature of Service Unattended Child</p> <p>Referral Location No Referral</p> <p>RGA ov360590</p>	<p>[REDACTED] is the partner of unattended children's mother [REDACTED]. Being issued a WOL by SSM (Shane). nil contact to RGLO</p>	[REDACTED]
<p>Date / Time 24/12/2018 1:30:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Surveillance</p> <p>Nature of Service Unattended Child</p> <p>Referral Location No Referral</p> <p>RGA ov360590</p>	<p>COMMS called RGLO for unattended children at CT1601. RGLO Oanh and Nina attended to find [REDACTED]. [REDACTED] was crying and distressed talking to HSM (Mo) and [REDACTED] was asleep in the room. [REDACTED] stated that his mum [REDACTED] and partner [REDACTED] has been out of their room since 10pm. [REDACTED] was able to find his mum licences for RGLO and provided a phone number. SSM (Shane) attempted to get in contact with [REDACTED] several time with no success. SSM (Shane) tried again and she answered the call, once she got back to the room she was intoxicated and acted up against SSM (Shane). Both [REDACTED] and partner [REDACTED] was issued with a WOL, she was andriy stated that SSM can call VICPOL and she will leave the hotel immediately. RGLO could hear voices were raised when [REDACTED] and partner [REDACTED] went back to their room while SSM and HSM was waiting, SSO knocked on their room checking to see how long they will take and she answered the door naked stated that sh</p>	[REDACTED]
<p>Date / Time 24/12/2018 2:27:00 AM</p> <p>Person Name Responsible Gaming DOR</p> <p>Person ID Perso</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Operational Overview</p> <p>Referral Location No Referral</p> <p>RGA ov360590</p>	<p>Spunk report was checked through out the day.</p>	
<p>Date / Time 24/12/2018 2:30:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Surveillance</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location Gambler's Help Counselling Service</p> <p>RGA nm018947</p>	<p>Advised by SV that [REDACTED] was in Pit 8. I attended with Security and removed him via Ming's. Spoke briefly with [REDACTED] and encouraged him to stay away and seek assistance with GH.</p>	[REDACTED]



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Person Registration Details	Comments	Photo
Date / Time 24/12/2018 2:43:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA jc017687	PP16hrs MGF Table-Games RGLO attended and talked to ██████. She said she is tired. RG strategies advised. She then left shortly afterwards. GM AM Aiden informed.	██████████
Date / Time 24/12/2018 3:15:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jc017687	PP20hrs VIP Table-Games Played for 20.5 hrs. Central ACM informed by SMS.	██████████
Date / Time 24/12/2018 4:00:00 AM Person Name RGC Male Unknown Person ID Person Referred By Self Nature of Service Other Referral Location No Referral RGA ov360590	Unknown male called to RGLO mobile 5 times asking "is this Crown?" Answered "Yes" then he asked "who are you?" RGLO answered RG at Crown Melbourne then he hanged up. He called back asking for RGLO's name but hanged up once RGLO asked him who he was.	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">PHOTO REQUIRED</p>  <p style="font-size: 8px;"> <small> 1800 858 888 London's Gambling Help: 800 438 888 Responsible Gaming Centre: 3002 401 098 </small> </p> </div>
Date / Time 24/12/2018 4:27:00 AM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA jc017687	Canvassed gaming floor around EGM and FATG areas.	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">PHOTO REQUIRED</p>  <p style="font-size: 8px;"> <small> 1800 858 888 London's Gambling Help: 800 438 888 Responsible Gaming Centre: 3002 401 098 </small> </p> </div>
Date / Time 24/12/2018 4:43:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jc017687	PP16hrs VIP Table-Games Patron played for 18 hrs. Maple ACM informed by SMS.	██████████
Date / Time 24/12/2018 5:34:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Teak Host RGA jc017687	PP16hrs VIP Gaming-Machines Played for 17 hrs. Take Rm Mgr will remind patron to take break.	██████████



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Person Registration Details		Comments	Photo
Date / Time 24/12/2018 5:46:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jc017687	PP16hrs VIP Table-Games Playing for 17 hrs. Mah Rm ACM Mark will inform patron to take break.		
Date / Time 24/12/2018 5:51:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jc017687	PP16hrs VIP Table-Games Playing for 17 hrs. Mah Rm ACM Mark will inform patron to take break.		
Date / Time 24/12/2018 6:00:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jc017687	PP16hrs VIP Table-Games Playing for 17 hrs. Maple ACM informed thru SMS.		
Date / Time 24/12/2018 6:00:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA ov360590	Data follow up: ██████ was playing with a group of friends on AR0907. RGLO recognised 1 of his friend have been asked to leave for 24hrs break on 22/12/2018 and also recognised ██████ has been playing around quite often. did not approach by RGLO.		

Registration Date/Time	Operational Overview	Created By
23/12/2018 6:13:00 PM	Spunk report was checked through out the day.	gj014394
23/12/2018 8:00:00 PM	Scanned files.	nm018947
24/12/2018 2:27:00 AM	Spunk report was checked through out the day.	ov360590