

# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2017









Person Registration Details	Comments	Photo
<p><b>Date / Time</b> 05/03/2017 6:46:00 AM</p> <p><b>Person Name</b> ██████████</p> <p><b>Person ID</b> ██████████</p> <p><b>Referred By</b> Teak Service Executive</p> <p><b>Nature of Service</b> Welfare</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> jc017687</p>	<p>Received email from Teak Rm Manager Nicole Pers, the ██████████ claimed "she was having some personal issues and she was losing a lot of money and her pension was always going to Crown". ██████████ is put on RGLO mobile pager for a welfare check.</p>	
<p><b>Date / Time</b> 05/03/2017 8:05:00 AM</p> <p><b>Person Name</b> ██████████</p> <p><b>Person ID</b> ██████████</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> Breach of Self Exclusion</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> jc017687</p>	<p>Sighted ██████████ heading up the escalator towards pit 12. Once spotted RGLO, ██████████ decamped thru Mings entry. Steve in Surv informed.</p>	
<p><b>Date / Time</b> 05/03/2017 9:34:00 AM</p> <p><b>Person Name</b> Responsible Gaming Audit</p> <p><b>Person ID</b> Perso</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> GM &amp; FATG focus</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> jc017687</p>	<p>Canvassed the gaming floor around EGM and FATG areas with no issues.</p>	<div style="border: 1px solid black; padding: 5px; width: 100%;"> <p style="text-align: center; margin: 0;"><b>PHOTO REQUIRED</b></p> </div>
<p><b>Date / Time</b> 05/03/2017 1:15:00 PM</p> <p><b>Person Name</b> ██████████</p> <p><b>Person ID</b> ██████████</p> <p><b>Referred By</b> Self</p> <p><b>Nature of Service</b> Self Exclusion Information</p> <p><b>Referral Location</b> RGSC</p> <p><b>RGA</b> jc017687</p>	<p>██████████ called RGSC to enquire about SE. Boundaries and conditions of SE explained. ██████████ said her gambling has brought her financial difficulties and she does not want to gamble anymore. She said she will be in either today or tomorrow to apply for SE. Email sent to George, Joseph and Nina who will be on duty in the next two days. Location and opening hours of RGSC informed.</p>	
<p><b>Date / Time</b> 05/03/2017 3:00:00 PM</p> <p><b>Person Name</b> ██████████</p> <p><b>Person ID</b> ██████████</p> <p><b>Referred By</b> Self</p> <p><b>Nature of Service</b> Self Exclusion</p> <p><b>Referral Location</b> Chinese Peer Connectin (East)</p> <p><b>RGA</b> jc017687</p>	<p>██████████ attended RGSC, accompanied by his son ██████████. ██████████ requested to apply for S/E. Application successfully processed.</p>	



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Person Registration Details		Comments	Photo
<b>Date / Time</b> 05/03/2017 4:59:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Teak Service Executive <b>Nature of Service</b> Seeking other Assistance <b>Referral Location</b> RGSC <b>RGA</b> jc017687	<p>Received call from Teak Service Exec Richard to check for any stop code on ██████████. Confirmed that there is no stop code from RGSC. ██████████ did display UB in the past. RGLO attended and talked to ██████████. She mainly complained about the difficulty in obtaining cash advances from Velvet Bar. Suggest ██████████ to withdraw from ATM as an alternative. Advised Teak Service Exec Richard to check with Room Manager and monitor ██████████ behaviour in future. RGSC business card issued. Photo updated.</p>		
<b>Date / Time</b> 05/03/2017 5:15:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGSC <b>RGA</b> jc017687	<p>Syco alert, RGLO directed ██████████ (GM Plat) to take a 24 hrs break, not to return before 5:15pm 06/03/17. Riverside Rm Manager Sam informed. ██████████ claimed to have no gaming issues. RGSC business card issued. Komment updated.</p>		
<b>Date / Time</b> 05/03/2017 6:40:00 PM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGSC <b>RGA</b> jc017687	<p>In response to SYCO, RGLO reminded ██████████ (GT Plat), to take a break. ACM Haig informed.</p>		
<b>Date / Time</b> 05/03/2017 7:10:00 PM <b>Person Name</b> Unknown POI ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Table Games <b>Nature of Service</b> Seeking other Assistance <b>Referral Location</b> Northern <b>RGA</b> gj014394	<p>Received a call from Michael (AM) in pit 12 seeking RGLO for assistance. I attended and met with Michael (AM) and Andrew (ACM) who informed that a Vietnamese Female had won a jackpot of \$12,686 at 7pm. Her behaviour had brought staff attention, because the patron claimed she did not have any identification. after trying to make few calls, this patron provided her name as ██████████. ██████████ then she walked away from pit 12 before I approached.</p>		
<b>Date / Time</b> 05/03/2017 7:25:00 PM <b>Person Name</b> Unknown POI ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Other <b>Referral Location</b> No Referral <b>RGA</b> gj014394	<p>I made a call to Natasha (Surv) requesting create a PID file on this patron. Also, I requested Surveillance to monitor this patron if she comes back.</p>		
<b>Date / Time</b> 05/03/2017 7:56:00 PM <b>Person Name</b> Unknown POI ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Surveillance <b>Nature of Service</b> Other <b>Referral Location</b> No Referral <b>RGA</b> gj014394	<p>Natasha advised that This patron had returned to pit 12. I attended and met her near the cash change booth. Dealer Thi <u>Person</u> acted as a Vietnamese Interpreter. I requested the patron provide her full name, date of Birth and any valid identification to proof who she is. This patron declined to provide any Identification by saying that her daughter had held all her identification because she did not wish her mother come to casino.</p> <p>This patron reluctant wrote her name as ██████████ which were not matched with the previous one. I explained that we were not able to give the jackpot to her due to no valid identification provided. Patron decamped quickly via Food Court.</p> <p>Michael (AM) , Andrew (ACM) and Gordan (ACM) had been informed. I requested them to passed onto relevant staff and noitced RGLO if patron's returns.</p>		



## RESPONSIBLE GAMING


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Person Registration Details		Comments	Photo
<b>Date / Time</b> 05/03/2017 8:07:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> gj014394	Surveillance advised that [REDACTED] was playing at BA0808. I attended and met with VCGLR. [REDACTED] decamped via Atrium before being approached. nil contact.	[REDACTED]	
<b>Date / Time</b> 05/03/2017 8:11:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Information <b>Referral Location</b> No Referral <b>RGA</b> gj014394	Received a call from [REDACTED] enquiring about revocation. All relevant information has been passed on.	[REDACTED]	
<b>Date / Time</b> 05/03/2017 8:31:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> gj014394	Surveillance advised [REDACTED] was removed from gaming floor after security checking his ID in Maple Room at 8:25pm. nil contact.	[REDACTED]	
<b>Date / Time</b> 05/03/2017 8:40:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> gj014394	Joel (Surv) advised that [REDACTED] was playing at BA0809. I attended but [REDACTED] decamped via Mings entry before being approached. nil contact.	[REDACTED]	
<b>Date / Time</b> 05/03/2017 10:10:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> gj014394	In response to Syco Alert, I attended Teak Room requesting [REDACTED] (TG/Plat) to take a break. Not to return gaming floor before 11pm 06/03/2017. Patron left immediately. Adam (AM) advised..	[REDACTED]	
<b>Date / Time</b> 05/03/2017 11:00:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Self Exclusion Information <b>Referral Location</b> No Referral <b>RGA</b> gj014394	Received a call from Mark (AM) in pit 4 advising a male patron requesting for self exclusion. I attended and escorted [REDACTED] back to RGSC. I explained the process, obligation and consequence of SE to [REDACTED] who opted to think about it because he was not 100% understand the English. He will ask his friend to come with him as a interpreter and supporter in the next few days. RGSC's business card and brochures provided.	[REDACTED]	



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Person Registration Details		Comments	Photo
<b>Date / Time</b> 05/03/2017 11:45:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> WOL <b>Referral Location</b> No Referral <b>RGA</b> gj014394	Received a call from Andy (Surv) advised that [REDACTED] was removed from BA1227 by security.	[REDACTED]	
<b>Date / Time</b> 06/03/2017 4:09:00 AM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> <b>Personal</b> <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> gj014394	Canvassed the gaming floor around EGM and FATG areas with no issues.	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><b>PHOTO REQUIRED</b></p>  <p style="font-size: small;">             AMERICAN ASSOCIATION OF              GAMBLING AUDITORS              Gambler's Assistance Help 1-800-818-8188              Responsible Gaming Centre 3600 807-0488           </p> </div>	