**Soft Skills Example 1: Problem Solving**

**Title**: Resolving Customer Disputes Effectively at Saracen Casino

**Overview**:  
While working at Saracen Casino, I frequently encountered customers who were upset due to game disputes, payout misunderstandings, or wait times. On one occasion, a guest was frustrated over a machine error that did not issue a ticket after cashing out. Tensions were rising quickly, and the situation could have escalated.

**My Approach**:  
I stayed calm, actively listened to the customer’s concern without interrupting, and validated their frustration. I then followed protocol by documenting the issue, contacting a floor manager, and calmly explaining the process to the guest while offering water to de-escalate the tension. I also double-checked the machine log to confirm the payout discrepancy and worked with the technician on duty to resolve it.

**Outcome**:  
The issue was resolved within 15 minutes, and the customer left satisfied after receiving their full payout. Management commended my professionalism and ability to maintain control under pressure.

**Skills Demonstrated**:

* Conflict resolution
* Active listening
* Professional communication
* Composure under pressure
* Customer service