

# TAKING CARE OF MACHINE INCOME



## Machine Empty

**Very rarely** a machines hopper/bank may empty. Generally there are one or two reasons for this:

- 1 The machine has paid out two jackpots in quick succession. This can sometimes happen as machines are set to pay a win on a percentage basis [see extra details]
- 2 A large amount of small change has been used to play the machine [20p, 10p's etc.] or a lot of bank notes. As £1 coins are won from the prize hopper, the hopper may finally empty.
- 3 There is a fault - This is easily rectified by a call to your service engineer.  
Reohorn Automatics

**"The machine hasn't paid me out!"** - Is the chant we have all heard!

Please encourage all your staff to witness a payout – consider a small sign near the machine asking customers to advise staff before they "cash the bank" {Request the machine to pay out any winnings they have 'saved'}

## Staff Playing The Machine

We cannot stress enough the importance of keeping keys secure.

A universal problem is that on a 'quiet night' staff may use the keys to access the till/cashbox and use the coin to play the machine themselves.

Many don't see this is a problem as they are not technically 'stealing' – if they play the machine and loose, the coins remain in the machine and you are no worse off.

**BUT if they win – Do they keep the winnings??**

This will impact on your machine revenue and is difficult to prove, but if your machine income drops off – ask yourself first – Are the keys secure?

Consider disallowing staff on duty from playing the machines. They may watch from the bar as customers play & lose. If staff are allowed to swoop in to continue the play and win! The customer who lost will not be happy to see this!

## Amusement & Gaming Machine Suppliers