

BLACKJACK PROCEDURES

Shuffle:

Double Deck:

When standing at a dead table or after tapping another dealer out, pick up the deck and break it in half and riffle the cards.

Strip the deck 7 equal times.

Take 1/3 from the top and put it on the bottom, break in half and riffle.

Take 1/3 from the bottom, put it on top, break in half and riffle.

Break the deck in half and give it one more riffle.

When passing the deck to a customer to be cut, make sure you keep the deck low to the table. At least ten cards from top or bottom must be cut. After the customer inserts the cut card in the deck, bring the deck back and cut the deck. Then take the shuffle warning card and insert it 5 cards past halfway. Burn one card and you are ready to deal.

When the shuffle warning card comes out, finish the hand.

If it is the first card out, do not deal, it is time to shuffle.

At this time the shuffle is a little bit different.

Take what's left over in your hand and set it on the table.

Take the discards and set them next to the other cards.

Shuffle these two stacks together and proceed with the rest of the shuffle.

Strip 7 times, 1/3 from the top, etc....(same as above).

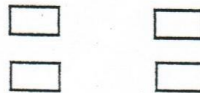
Shoe:

When it is time to shuffle (the same rule applies from the double deck shuffle concerning the warning card) *you must* get an approval from the Floor Supervisor. Call out "shuffle" and wait for an OK. After receiving the approval, then and only then take the remaining cards from the shoe and put them in the discard rack with the rest.

Bring all 6 decks out and set them in front of you.

Break that stack into two equal stacks and set them a little to each side.

Break both of those stacks in half again. You should now have 4 equal stacks that look like this:



Now take 1/4 of the upper right stack and 1/4 of the lower left stack and bring them in front of you and stack them together. Now take 1/4 of the upper left and 1/4 of the lower right and do the same. Shuffle this stack just as you would a double deck except, when you get to the last riffle do not push the cards together. Instead, leave them laced and move them up, in between the top two stacks, like so:



Now take $\frac{1}{4}$ of the upper left and $\frac{1}{4}$ of the lower right, opposite of where you started before, and bring them in front of you. Now $\frac{1}{4}$ from the upper right and $\frac{1}{4}$ from the lower left. Proceed with the same shuffle remembering to leave the last shuffle laced. Put these cards on top of the other laced stack.

You will do this four (4) times ($\frac{1}{4}$ of each stack) *alternating* where you take your first $\frac{1}{4}$ from. You should now have one laced stack in front of you.

At this point you need another *OK* from the supervisor.

Call out "shuffle check" and *wait* for approval.

Once you get the OK roll the deck over and push the cards all the way together. You can use the shoe to push the cards up against if you would like to.

Now offer the deck to a customer to be cut. Make sure that at least one deck (52 cards) is cut.

Bring the deck back and cut the deck. At this point you take the cut card and cut at least 1 and $\frac{1}{2}$ decks off the back of the shoe but not more than 2 decks. Put the cards in the shoe, burn one card and you are ready to deal.

Rules:

You may Double down on any first two cards.

You may Split pairs up to 4 times except for Aces. You cannot re-split Aces.

You may Double down after a split.

If a customer is playing multiple hands, they *do not* have to double the table minimum. Of course, they cannot look at their next hand until they are done playing their previous hand, unless an Ace is showing, in which case they may look at their hands one at a time.

The [REDACTED] does not use hole card peekers and we do not look under tens.

So remember, when you have a ten up, do not pay a blackjack, take a bet that has busted after being split or a double down on a breaking hand that has, in fact, busted out. Wait until you turn your hole card over. If you have an Ace, all blackjacks are pushes and we only take the original bet on splits and double downs. If a player busts out after a split or on a double down and there is a ten up, do not push the cards together, leave them spread. You may put the bet from the busted hand on top of the cards if you'd like.

Tapping on and off a game:

When tapping a dealer off a game, stand directly behind them and tap them on the shoulder. No talking unless it pertains to the game.

If you are being tapped out on a double deck, finish the hand and take all cards and spread them face up in front of you. Do not look for the cut cards. The dealer coming into the game will find them. Clear your hands and exit the game to your right or left.

If you are on a shoe, finish the hand, clear your hands and exit the game. Do not burn a card or bring a card out of the shoe.

The dealer coming into the game will take one card out of the shoe and burn it.

If you are in the middle of your shuffle when you are tapped out on a shoe game, finish the shuffle and burn one card before you leave. The dealer coming in will also burn one card before dealing.

Tips:

Tips go in your pocket except when there is a special event and you are allowed to wear something other than your [REDACTED] dealing shirt. In this case they will be put on the side of the table near the discard rack.

Tips are not allowed to ride. All winning bets for the dealer must be taken immediately after the cards are picked up. If a customer wants to let a bet ride for the dealer, it must be placed on top of their bet. A simple "Thank You" is all that is required on all tips.

After being tapped off a game, all dealers will drop their tips at the podium and clear their hands after doing so.

Tips are split all ways for 24 hours and picked up the next day in an envelope at the main casino cage at the window closest to the rest rooms. Please try to pick up your tips the next day. The casino cage is not a bank.

Dealing Procedures:

When a customer is playing multiple hands, pitch the first one behind and place the next two in front of the bets.

When tucking your hole card, remember the three keys.

1. Bring the deck down to the table.
2. Slide the tip of the card between your ring finger and middle finger.
3. Keep your hand on the table.

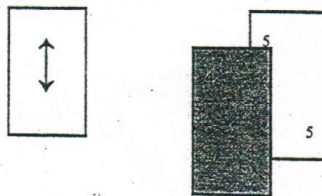
Deck position:

When waiting to give hits, make sure your deck is held up, slightly tilted and flat. Not at an angle to the right or left.

When giving hits, make sure you do not lower your deck to give a hit.

Spreading cards:

You must spread the cards so that the center of the card from top to bottom can be seen.



Picking up the cards:

Start with the customers on the right and work your way around to the left.

The dealers cards are picked up last and stay on the bottom as you put them into the discard rack. Please be careful, as we cannot back the cards up to correct a mistake unless you follow this procedure and pick them up in the correct order.

Working out of the rack:

Silver can be used from both sides of the rack.
Start with the outside tubes and work your way in.
Work out of one tube only, from each side.
You can move the outside tube from either side to the other if you need to.
Color (red, green, black) can only be used from the right side of the rack and work left.
You cannot move the color. You must work from the tube that it is in.

Paying bets:

When paying color for color always "size" into the bet.
Bets of more than one color need to be separated before being paid.
When the customer has 25-30 chips of any one color, try to convert them to the next denomination up.
When converting, bets of 6 chips or more must be broken down. Bets of 5 chips or less do not.

Money plays:

All money being played must be laid flat. No folded money is allowed to be played.
If the money is placed flat there is no need to touch it.
If you know what is there, call it out (money plays ten dollars).
If you don't know what is there (money plays to the limit).
If the bet wins, spread it out before you pay it.
If it losses, put it in the rack until after you pick up the cards, then count it out to the side and drop it in the box.
If the money is being played on a split or double down, it must be counted before you give another card.

Making change:

0-49 Say nothing
50-99 Call it out once and hand it out
100-300 Call it out twice, if no response complete transaction.
Above 300, you must receive an approval before handing it out.

Table markers:

After a customer asks you to mark a bet, you must call out the amount i.e. "Mark 5 dollars" and *wait* for an OK from the supervisor. After receiving this approval you will bring out the amount of the customers bet twice. The supervisor will move one of them to the side. Then you will move the other next to the customers bet. Now proceed with the hand as usual. If the customer wins that bet, pay it as usual, then take one bet back and pay the marker immediately and say "Marker down". If the customer pushes that hand, take back the bet you lent immediately and pay the marker and

say "Marker down".

If the customer losses take both bets and wait until after the hand to make change and pay the marker.

Mistakes:

Remember everybody makes mistakes, but you, as a dealer, are *not* allowed to correct them. No matter how small you might think the mistake is, *do not* correct it. Stop right there and do not proceed any further. Call a supervisor over and tell them exactly what happened. If you cannot get a supervisors attention, keep trying until you do. *Never* try to correct it yourself. *This cannot be overemphasized.*

Game pace:

300 hands an hour. Which equates to 7 bets (or spots) a minute, including shuffles. This brisk pace is *very important*. The [REDACTED] uses this pace as a basis for rating players as well other important factors related to gaming.

Remember to be friendly on the game and to say "good luck" on every original buy-in. We encourage you to interact with the customers as long as it doesn't interfere with the pace of the game or cause mistakes.

Good Luck with your new job!!

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