



BLACKJACK PROCEDURES

TABLE GAMES

January 2002

Revised 1/03

BLACKJACK PROCEDURES

GENERAL PROCEDURES

1. The Dealer will keep the game moving at a good pace, but not rush the guests.
2. The Dealer must always “call out” when required, regardless of the Floor Supervisor’s location and receive acknowledgment.
3. If the Dealer makes a mistake or the guest makes a claim, a Floor Supervisor must always be called regardless of the amount.
4. Be alert for irregular play; when you are suspicious, call a Floor Supervisor. Notify a Floor Supervisor when any of the following occur.
 - a. Guest doubles down for less than original bet.
 - b. Guest hits hard seventeen or higher.
 - c. Guest doubles on hard 12 or higher.
 - d. Guest requests a card down. Guest stands on eleven or under.
 - e. Guest makes his first bet a large bet of any combination of chips or money plays.

NEW DECKS

1. The Floor Supervisor will open and inspect the front and back of all decks that are to be used on a game in the presence of the Dealer. The Floor Supervisor checks for any cards with flaws, marks or decks that may have any missing, blank or additional cards. After the cards are checked, the Floor Supervisor will place the deck face up to the right of the Dealer.
2. The Dealer will spread the cards face up on the layout for verification. After checking the front of the cards, the Dealer will re-spread the cards face down and check the back. The deck will then be riffled once and placed in the discard rack. Repeat this process until all six decks are staggered in the discard rack.
3. Remove three decks from the discard rack and wash together. When completed, exchange the washed decks for the unwashed decks and repeat.
4. Call "Shuffle" and proceed with departmental shuffling procedure.

GAMES USING THE MULTI DECK KING SHUFFLER

1. King Shuffler- New decks will be changed daily.
2. The Floor Supervisor will open and inspect the front and back of all decks that are to be used on a game, in the presence of the Dealer. The Floor Supervisor checks for any flaws, marks or any missing, blank or additional cards. After the cards are checked, the Floor Supervisor will place the deck face up to the right of the Dealer.
3. The Dealer will spread the cards face up on the layout for verification. After checking the front of the cards, the Dealer will re-spread the cards face down and check the back. The deck will then be riffled once and placed in the discard rack. Repeat this process until all five decks are in the discard rack.
4. Remove approximately one half of the decks from the discard rack and wash together. When completed, exchange the washed decks for the unwashed decks and repeat.
5. To “feed” the King Shuffler cards, take approximately one half of the deck at a time and put into the shuffle machine until all cards have been shuffled in. Between rounds all the cards from the last hand should go directly into the shuffler.

SHUFFLE

1. Shuffle when:
 - a. New decks are put into play.
 - b. The cut card appears.
 - c. Directed by a Floor Supervisor.
 - d. Your game goes dead. In pits 16 and 17 the dealer will spread the cards face down until a player comes to the game.
 - e. In pits other than 16 & 17, the dealer must shuffle and load the shoe immediately when their game goes dead. At no time should the cards remain in the discard rack when there is a dead game. Call “shuffle” and proceed with departmental shuffling procedures.
2. When calling out shuffle, use the Floor Supervisor's name. Speak in a loud, clear voice and wait for approval. Do not turn away from the game to see where your Floor Supervisor is standing. Repeat until you receive an acknowledgment.
3. When you have received an acknowledgment, take the remaining cards from the shoe and place them in front of the chip tray on the right side
4. Remove the roller from the shoe, checking to make sure that there are no remaining cards left. Place the cards (taken from the shoe) into 3 equal stacks.

5. Place the stacks randomly into the existing cards in the discard rack---top, center and bottom.
6. Remove all cards from the discard rack and bring to the center of the table. Maintain constant physical and visual control of the cards at all times while they are out of the shoe.
7. Divide the cards into two equal stacks (A&B). Separate the cards allowing a space for a third stack (C).
8. Take $\frac{3}{4}$ of a deck from each stack (A&B) and riffle once, the shuffled cards will now become stack (C). Take $\frac{3}{4}$ of a deck from the new shuffled stack (C) and $\frac{3}{4}$ of a deck from the stack on the left (A) and riffle one time. Take $\frac{3}{4}$ of a deck from the center stack (C) and $\frac{3}{4}$ of a deck from the right stack (B) and riffle one time. Alternate this process and continue until all cards are shuffled, a total of seven riffles.
9. Divide the cards into two equal stacks again.
10. Place cut card in center of the table. Take $\frac{3}{4}$ of a deck from each stack and riffle 1 time. **DO NOT LACE**. Place the shuffled cards on top of cut card. Repeat this process until all cards are shuffled, a total of four riffles.
11. Announce and wait for approval to “roll” the cards keeping the shuffled cards in physical and visual contact at all times. Once the cards have been “rolled”, square up the deck and offer the cut to a player, with the shoe remaining in the center of the table

CUTTING THE CARDS

1. The cut is offered:
 - a. With the backs of the cards facing the player who will be cutting the cards.
 - b. Without lifting the cards over the shoe.
 - c. Without extending the cards beyond the insurance line.
2. The cut should be offered to a different player each time.
3. If all players refuse to cut the cards, the Dealer must do so after notifying the Floor Supervisor.
4. A Dealer’s cut should be approximately cut in the middle of the deck.
5. Do not allow the players to insert the cut card more than once or to run the cut card along the edges of the cards. If you have reason to believe a player has knowledge of the location of a specific card and is trying to cut to it, inform your Floor Supervisor before proceeding.

6. Load the cards into the shoe, while it remains in the **center** of the table.
7. Burn the first card out of the shoe.

TABLE LIMITS

1. In all Pits [REDACTED] the minimum a player must bet on each hand when playing two or more hands is double the table minimum on each spot unless the bet is \$25 or more. Three spot maximum.
2. [REDACTED] are allowed to play all spots at the table minimum. Special players may also have special betting limits. The Pit Managers will notify you of such limits.

CARD DELIVERY AND PLACEMENT

1. Scan the layout. Once the first card leaves the shoe, players are not allowed to alter a bet or to make a new bet.
2. Cards will be placed face-up with the index and center row of pips visible.
3. Get a clear hit/stand hand signal from all players, regardless of their card total, and deliver hit card without hesitation.
4. Announce all soft totals as a courtesy to players.
5. Be aware of the condition of the cards; nicks, crimps, daubs, etc. Do not allow players to touch bets after cards are dealt. Call the Floor Supervisor if you encounter any problems.
6. Neither the incoming nor the outgoing Dealer will burn a card during the relief process.

PAYOFFS

1. Bets will be paid from right to left always working from the outside tubes of the check rack.
2. All payoffs should be made next to the original bet, including Blackjack payoffs. Payoffs should never be bridged.

PAYMENT OF BLACKJACK

1. **NOTE:** Dealer always uses the mirrored device “peeker” to check for a Blackjack when the Dealer’s up card is an Ace or ten-value card.
2. Pay all Blackjacks immediately from right to the left and place the cards in the discard rack.
3. Never alter the original bet on Blackjack payoffs. All payoffs must be made from the rack without converting any part of the original bet.

COLOR UP

All color will be brought in, and placed towards the left side of the dealers working area in front of the rack. Once it has been run down the Dealer will remove the entire amount from the rack, place to the right get approval from the Supervisor and send it out to the player.

INSURANCE

1. Insurance will be offered when the Dealer’s up card is an Ace. “Insurance” should be announced in a clear, audible voice, while simultaneously running your hand along the full length of the insurance line. Dealer should then announce “no more insurance” before checking their hand for a Blackjack.
2. Change for insurance bets will be made after you have checked your hand for Blackjack.

CARD PEEKER

1. When the Dealer’s up card is an Ace or a ten-value card, the Dealer will check the “peeker” to determine if they have a Blackjack before any action is taken. The “peeker” is a mirrored device used to determine the hole card.
 - a. Ace will be turned horizontal and slid into the “peeker” to check for a ten-value card.
 - b. Ten-value Card will be slid vertically into the “peeker” to check for an Ace.
 - c. Remove cards from the “peeker” and continue play.
2. If the Dealer does have a Blackjack, both cards are exposed and the losing bets are taken, otherwise, continue with normal Blackjack procedures.

SURRENDER

1. Players may surrender half of their original bet on their two (2) original cards before the Dealer's hand is acted upon, but NOT before it has been determined if the Dealer has a Blackjack.
2. Each surrender request is handled, in order, as the players decide how to play his/her hand, by taking half the original bet and placing it in the check tray and then placing the corresponding cards in the discard rack.
3. When a player chooses to surrender the Dealer will take the wager from the betting circle and place it in front of the rack, then take from the rack, one half of the amount that was wagered and give it to the player and lock up the original bet.

SPLITTING

1. Players are allowed to split their hand when their first two cards are of equal value.
2. The player indicates they would like to split by adding a second bet that is equal to the original.
3. The player can re-split if the first hit card is of equal value to the original cards, including Aces. When splitting Aces the player may receive only one card on each Ace. Up to four hands may be created from the original bet.
4. The player may double down on split hands, except when splitting Aces.
5. Split hands should be paid as individual bets, not totaled. If one bet wins and the other loses, the Dealer will pay the winner and take the loser.

DOUBLING DOWN

1. Players are allowed to double down on any of their first two cards. The player will indicate this by placing a bet of equal or lesser value next to their original.
2. If a player doubles down for less, notify the Floor Supervisor by calling out "Doubling down for less."

3. The Dealer will properly place the double down wager to their right of the original bet before the double down card is dealt.
4. If a player elects to double down on 4,4 or 5,5 inquire as to whether it is a split or double down.
5. Double down cards are always dealt face up and perpendicular to the original cards, unless the player specifically requests the card to be dealt face down.
6. Announce all hard-total double downs (12 or higher) so that the Floor Supervisor and the player are alerted.

IRREGULARITIES

1. Under all circumstances a Supervisor **must be called** whenever a Dealer or player has an incorrect number of cards; cards are accidentally exposed; or a player misses being hit. The Supervisor will instruct the Dealer on the proper procedures and explain the player's option to them. The Dealer **will never** attempt to correct the situation.

UNDER NO CIRCUMSTANCES ARE HIT CARDS TO BE BACKED UP TO A PREVIOUS PLAYER. CALL THE FLOOR SUPERVISOR.

2. If a player questions the result of the previously played hand, it may become necessary to "recreate" the hand from the discard rack.
 - a. Call the Floor Supervisor immediately.
 - b. Only at the direction of the Floor Supervisor, will the Dealer take the cards out of the discard rack, in order, one at a time and reconstruct the hand starting with the Dealer's hand first and continuing on from right to left.
 - c. A Floor Supervisor must always be present when a Dealer reconstructs a hand.

GAME PROTECTION

1. Ensure the seal on new boxes of cards is intact when opening a new game.
2. If you have reason to believe a player is attempting to cut the cards to a specific card, inform your Floor Supervisor immediately. Only one insert of the cut card is permitted.
3. Walk the game, paying special attention to first and third base.
4. Ensure you get clear hand signals (regardless of the total) from all players. In the event a player refuses to give hand signals, inform your Floor Supervisor.

5. Notify your Floor Supervisor of cards that are marked in any way. Even though players are not allowed to handle cards, cards can still be marked using checks.
6. Ensure the shoe is attached to the game with the chain provided.

DOUBLE DECK

GENERAL PROCEDURES

1. The player may not touch their bet, from the time the first card is dealt, until the bet is either paid or a push is indicated.
2. Players may only handle cards with one hand.
3. Instruct players to scratch for hits behind the betting circle.
4. Once the player's cards are tucked under the bet, they must remain there until the Dealer turns the cards over.
5. Cards are not to go beyond the game railing. If you lose sight of any cards, inform your Floor Supervisor immediately.
6. The two spots to the Dealer's left (first and second) should be paid with deck hand unless it is not physically possible to do so. You must walk the game when paying with your right hand to ensure proper game protection.

NEW DECKS

1. The Floor Supervisor will open and inspect the front and back of all decks that are to be used on a game, in the presence of the Dealer. The Floor Supervisor checks for any flaws, marks or any missing, blank or additional cards. After the cards are checked, the Floor Supervisor will place the deck face up to the right of the Dealer.
2. The Dealer will spread the cards face up on the layout for verification. After checking the front of the cards, the Dealer will re-spread the cards face down and check the back. The deck will then be shuffled once and placed in the discard rack. Repeat this process for the second deck.
3. After both decks have been verified, wash the decks, call "Shuffle" and proceed with Double Deck shuffling procedure.

SHUFFLE

1. Shuffle when:
 - a. New cards are put into play.
 - b. The first cut card appears.
 - c. Instructed by a Floor Supervisor.
2. Dealers must get an acknowledgment before shuffling from a dead game.
3. All cards must be returned to the top of the discard rack prior to shuffling.
4. Bring the double deck to the center of the table. Cut the double deck in half and place each half on the bottom of the insurance line parallel to each other. Simultaneously cut each half in half again and place these stacks above the others.
 - a. Pick up alternating stacks and begin the shuffle: riffle, strip, box/turn, riffle. Place cards on the insurance line in the center of the table.
 - b. Pick up remaining stacks and repeat step A.
 - c. Bring cards from insurance line in towards the rack and riffle once.

CUTTING THE CARDS

1. The cut is offered level with, and as close to the layout as possible. Never extend the cards beyond the insurance line.
2. At least twenty cards must be cut from either end of the deck.
3. An insert cut must be used when cutting the cards.
4. After the cut is completed, the second cut card is inserted not less than $\frac{3}{4}$ of a deck from the bottom of the shuffled deck.
5. After the first player has placed a bet, lower the deck close to the layout and burn the top card. Place it in the discard rack without exposing it.

DECK POSITION & PROTECTION

1. The deck is held at a 45-degree angle, chest level and away from the body.
2. Do not dip the deck to deliver hit cards.
3. Protect the deck at all times, keeping the front and corners covered. In the hold position, the thumb must be off the deck.

CARD DELIVERY & PLACEMENT

1. Tuck the hole card by using the side load.
2. Players with bets on two or more hands will have their second and subsequent hands dealt in front of their bets. Each hand must be completed before going on to, or looking at, the next hand. Players are permitted to check all of their hands, if insurance is offered.
3. Double down cards are delivered with the corner tucked under the double down bet and the rest of the card toward the player.
4. When a player splits Aces, the cards delivered will be handled in the same manner as double down cards.
5. When turning a player's cards over with the deck hand, the cards will be turned "end over end."

HANDING OFF THE DECK

1. When being relieved, hand the deck with right hand (showing open and empty palms to camera) to left hand of incoming Dealer (who will show open and empty palm to camera). Incoming Dealer will burn a card and continue dealing.
2. If the outgoing Dealer is in the process of shuffling, the shuffle will be completed, including the cut. The outgoing Dealer will then follow above procedure for handing off the deck.
3. If the outgoing Dealer has not started the shuffle, the deck will be spread face down.

SPECIAL NOTES

1. Surrender is not offered on the double deck games.
2. Re-splitting aces is not offered on the double deck games.
3. All six deck shoe procedures apply for any procedures not mentioned. Should a procedure appear in both sections, the double deck procedure will prevail.
4. All fills will be done at the shuffle.

GAME PROTECTION

1. Always be on the lookout for:
 - a. Cards showing signs of being bent, crimped or marked.
 - b. Players making unnatural moves; going to body or hands inside clothing.
 - c. Unusual strategy with continuous winning.
 - d. Diversions on or around game.
 - e. Evidence of signals between players.
2. Players are allowed to handle their cards with one hand only. Politely explain to players the acceptable way to handle cards to avoid crimping, bending, waving, nicking, etc.
3. Once a player's cards are tucked under the bet they must remain there until the Dealer turns them over. Players are not allowed to re-check their cards.
4. Be aware of players who continually rearrange the order of their cards.
5. Players may not go beyond the railing with cards. All cards must stay within the railing.
6. Walk the game, paying special attention to first and third base.

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