



POLICIES AND PROCEDURES

BLACKJACK SWITCH

EFFECTIVE DATE: 6/1/07

GENERAL POLICIES

1. Gambling on breaks is prohibited.
2. Returning late from breaks will not be tolerated.
3. Uniforms
 - A. Apron, vest, and nametag are provided by [REDACTED]
Name tag must be worn chest level on left side of vest.
 - B. Dealers in any public area of the hotel must be fully uniformed;
collar and vest buttoned, apron, and name tag.
4. Required Appearance

MEN'S PANTS and WOMEN'S SLACKS:

Must be black in color and made of dress material. Tailored skirts no shorter than 3 inches above the knee. NO ruffles, leather, denim, stretch knit, or corduroy. NO stirrup pants.

MEN'S SHIRTS and WOMEN'S BLOUSES:

Must be long sleeved, solid white. NO French cuffs, baggy sleeves, ruffles or lace.

SHOES:

Must be solid in style and solid black in color. Shoes must be well maintained.

SOCKS and HOSIERY:

Dark socks only. Hosiery must be black, tan, or beige and CANNOT have any design or be a fishnet style.

5. Fraternalization of an employee with a customer outside of the Company is not permitted without Shift Manager approval.
6. In order to prevent customer complaints and suspicions, dealers must spend their relief periods in the dealer's lounge or [REDACTED] and not loiter in any public areas of the hotel.
7. When a hand is raised to the mouth to cover or stifle a cough or yawn, only

- the back of the hand is to be placed over the mouth.
8. Leaving the hotel premises while on shift is prohibited without authorization of a Shift Manager.
 9. Conduct self in a manner that always reflects credit on the [REDACTED] and encourages others to do the same.
 10. When a drink is spilled at a table, cleanup will be the responsibility of the dealer. This cleanup should be accomplished in as efficient a manner as possible while at the same time maintaining surveillance of the entire game and of the players insofar as this is possible.
 11. For any additional policies not covered here, refer to your [REDACTED] Employee Handbook.

GAME PROTECTION

1. Be aware of the condition of the cards while in play and while changing them. If you see any defects or unusual marks, call for a Supervisor immediately. When changing decks, check that all decks are complete.
2. Always keep your eyes on the layout. You cannot protect a game that you are not watching.
3. Never turn your back on the bankroll, even if you have a dead game.
4. Pinchers and Pressers are most likely to work on first and third bases. Be aware of all bets made, but first and third bases demand special attention. When paying third base, glance at first and second bases and remember how much is in those boxes. **REMEMBER WALK YOUR GAME!**
5. If you have any doubts or suspicions on any moves that are being made by a player, use discretion and bring it to the attention of a Supervisor immediately.
6. When dealing to first base, step towards it so that you have a good view of the rest of the game. Stepping towards the middle when dealing to third base will give you a better field of vision towards first. "WALK YOUR GAME"
7. Watch any player handling money or putting their hands near or over their checks in the betting area.
8. Call out "**CHECKS PLAY**" when necessary. After the Supervisor has been made aware of the action, it is no longer necessary to repeat.

OPENING THE GAME FOR PLAY

1. The Dealer and Floor Supervisor are responsible for the counting of the bankroll and verifying the count on the table inventory slip.
2. Check the table inventory slip for the following:
 - A. Game type and table number.
 - B. Total amount of each denomination.
 - C. Final totals of all denominations.
 - D. Signature of the outgoing Supervisor, Dealer, and employee numbers.
3. If there are discrepancies, the Floor Supervisor will advise the Pit Manager IMMEDIATELY.

GAME OVERVIEW

Blackjack Switch involves playing 2 blackjack hands with the cards being dealt in the same way as regular blackjack.

Once the hands have been dealt, the player has the added option of switching over the top 2 cards of each blackjack hand to create stronger combinations.

For example, the player is dealt a **King** followed by a **Four** for the first hand and a **Six** followed by a **Queen** for the second hand. (i.e. The top 2 cards are a four and a queen respectively).

The player can now choose to switch over the **Four** and **Queen** to now give the first hand consisting of a **King** and a **Queen** and the second hand consisting of a **Six** and a **Four**.

Obviously some switching decisions are quite difficult to make so this option adds an exciting concept and demands a new challenging addition to skilful decision-making within the game.

Once the player has decided whether to switch or not, the hands are then played out as in regular blackjack.

Basic Rules

1. Blackjacks pay even money.
2. Dealer total of 22 will push all players hands.
3. All doubling and splitting is allowed as in regular Blackjack.

SUPER MATCH

After the initial deal has been completed the dealer will first attend to the "Super Match" bets. Starting from the last box the dealer will now check the players hands that now comprise four cards.

The payout scale is as follows and will also be displayed prominently on the table layout.

Using all four of the players cards

1 pair	1/1
3 of a kind	5/1
2 pair	8/1
4 of a kind	40/1

As the dealer checks the hands he or she will announce to each player the result of each hand and pay or remove the bets.

Winning bets once paid are handed off to the player. This is a security measure to prevent the players hands passing over their bet on the Blackjack Switch.

IF MORE THAN ONE OF THE OUTCOMES ABOVE OCCUR SIMULTANEOUSLY THEN THE WAGER IS PAID ONCE USING THE HIGHEST PAYOFF THAT OCCURS WITHIN THAT PARTICULAR HAND.

SHUFFLE

When shuffling use the House double deck shuffle. When putting new cards on game check fronts and backs of card , wash both decks together then do the house shuffle.

BLACKJACK

In this game Blackjack is only on the original two card hand. When the player switches their cards and an Ace and Ten or Face card hand is created, it is now 21 or 11 however the player wants to play it. All Blackjacks are to be paid and removed from the game, before the player is allowed to switch their cards. If the player declines the Blackjack pay and wants to use the hand to switch or double down notify the Floor Supervisor at once.

INSURANCE

If after the initial deal has been concluded and the dealers up card is an Ace he or she will announce "Insurance". Players are now entitled to place a bet on the insurance line of up to half of their original bet. As the players in Blackjack Switch play two hands they may insure one or both hands. Players who have Blackjack are not offered even money but must either take insurance or wait for the conclusion of the hand. NO EVEN MONEY ON BLACKJACK. The dealer will then announce "insurance closed" and check the down card. If the dealer does not have blackjack the insurance bet lose and are removed. The hand continues starting with the first hand on the dealers left. If the dealer does have a blackjack all bets lose with the exception of player blackjacks. These hands are a push and the players bet will stand. After all losing bets have been removed the insurance bets will be paid 2 to 1 and handed back to the players.

DOUBLING DOWN

Players may double down on any two card total except Blackjack (the player must decline the original Blackjack payoff to use the hand for switching or doubling down later in the game, notify the floor supervisor if this is done). Any Ace and Ten or Face card created by switching is counted as 21 or 11 and may be doubled down on. The player may also double down on a declined Blackjack hand. The double down card will be placed face up horizontally on the double down hand.

SPLITS

The player may split any pair, 2 thru 10, J, Q, K three times (original card and three more for a total of four hands). The player may double down after the split. Aces may only be split once (original card and one more for a total of two hands). Aces receive one card only and may not be doubled down on.

CURRENCY BETS

1. All currency bets must be unfolded and spread and must remain spread until the bet has been paid or dropped. \$100's or more need verification from a floor supervisor.

If the player objects to the dealer touching or checking the bet leave it as is, and call out, "Money plays up to and including the table limit", wait for verification from the floor supervisor before dealing the cards to the players.

2. The maximum table limit will be paid or taken.
3. Currency from a losing "Money plays" bet will be counted immediately and dropped. Do not put it in the discard rack and continue on to the next hand.
4. Players are not allowed to switch checks for a lost currency bet.
5. Be alert to the fact that a player betting paper money might pick up the money and run if the bet is lost.

COURTESY CALL BETS

When a customer requests a courtesy bet and the Supervisor feels that the customer warrants this courtesy, the following procedure will apply:

1. Lammer(s) or checks equal to the amount the player has requested will be placed on the layout near the drop box by the floor supervisor.
The dealer will then place the appropriate amount of chips in the betting area of same player.
2. If the bet wins, the dealer will pay the bet with the chips from the tray and immediately retrieve the payoff to settle the lammer, and announce "marker down".
3. If the bet loses, the lammer/checks will be settled upon the completion of the hand, after the layout is swept.
4. Push hands will be settled immediately --- indicating a push and then retrieving the bet announcing "marker down".

MAKING CHANGE - CURRENCY/COLOR

1. **DO NOT** call \$100.00 small.
2. CHECK CHANGE is taking checks to a lower denomination. COLOR CHANGE is taking checks to a higher denomination. Obtain the Floor Supervisor's acknowledgment for \$100 or more before bringing chips in from customer.
3. When opening a half-dollar roll, peel ends up and unroll the wrapper. Half dollar rolls are not to be banged on the rack.
4. CHANGE will be called out for currency and COLOR will be called out when going up for checks when received from player. Obtain the Floor Supervisor's acknowledgment for \$100 or more BEFORE checks are taken from the check tray.

5. When making change for currency:

A. Count down the currency face down and in front of the check tray.
Audibly state the amount.

B. Currency breakdown:

(1) \$100 bills:

Count out in five (5) vertical rows of five (5) that they slightly overlap making a total of \$2,500. Place this bundle upside down in front of the drop box paddle. Each subsequent bundle of \$2,500 is to be placed at right angles to the previous bundle.

(2) Bills (Other):

Large amounts of lower denomination will follow the same procedure as mentioned above.

50's columns of \$200.00
4 X 5

20's columns of \$100.00
5 X 5

10's columns of \$ 50.00
5 X 5

5's columns of \$ 25.00
5 X 5

1's columns of \$ 5.00
5 X 5

50's only are in columns of four (4) bills down - 5 across. Insure a Floor Supervisor has verified all counts.

(3) When the Floor Supervisor has verified count, cut out checks in front of the check tray before giving to the player.

(4) The Floor Supervisor will acknowledge accuracy of checks, and dealer will then hand off checks to the customer. After customer has chips, dealer will drop cash.

6. When making change for checks either up and down:

- A. Get supervisor approval before taking in chips from customer.
- B. Count down the checks in front of check tray and call out the amount.
- C. Place "colored" checks in the check tray.
- D. Prior to making change on a dead game, pick up the deck(s) and place them in the discard rack on a shoe game, hold deck(s) in hand on single/double deck.

NOTE: \$500, \$1,000, and \$5,000 checks are not to be used unless directed by floor supervisor. In addition, foreign check approval must be obtained from the Floor Supervisor prior to changing.

CONVERSIONS

The most important thing to remember while dealing any game is that it is a team effort between the dealer, all supervisors and our Surveillance Department to protect the integrity of that particular game.

A good dealer deals cleanly and clearly for anybody to understand without a second look at what he/she is doing. This includes the players. Most problems in this area arise when totals and conversions are attempted.

Another important aspect relating to this area is totaling and converting the players too quickly out of the units they bet most frequently. Therefore, you should train yourself to watch the player's bankroll and the way that their money is bet so that they never run out of the checks that make up their standard bet.

Use Good Common Sense

Once again, remember to deal cleanly and clearly. When it becomes necessary to total or convert, verbalize all such transactions to the Supervisors and to the player. Anything less than this is unacceptable at [REDACTED] Communication between you and your Floor Supervisor is essential for a clean and clear conversion.

Color Conversion

Converting lower value checks to high value checks.

Partial Conversion

Taking part of a player's bet to arrive at the payoff.

Total Conversion

Taking all of the player's bet on the payoff.

The general guidelines for payoffs and conversions are:

1. To pay color for color unless it becomes absolutely necessary to convert.
2. Do not convert a player into \$500 denomination or above without the expressed consent of a Floor Supervisor.
3. When checks are cut down for a conversion, the checks should be left cut down until the entire transaction is complete.
4. Supervisors have the authority to deviate from general guidelines under unusual circumstances.

CHECK CUTTING

1. \$1.00, \$5.00, \$100.00 and \$1,000.00 checks should be cut down in units of five (5), the only exception are 6, 7, 8, 9 checks.

EXAMPLE:

1 through 5 checks	1 stack
6 checks	3 - 3
7 checks	3 - 3 - 1
8 checks	4 - 4
9 checks	4 - 4 - 1
10 checks	5 - 5

NOTE: When handling \$1,000.00 checks, always prove the last stack of five checks 2 - 2 - 1.

2. \$25.00, \$500.00, \$25,000 checks should be cut down in units of (4), verifying the last stack 2 - 2.

EXAMPLE:

1 through 4 checks	1 stack
5 checks	4 - 1
6 checks	3 - 3
7 checks	3 - 3 - 1
8 checks	4 - 4

NOTE: When handling \$500.00 checks, always prove the last stack of four checks 2 - 2.

3. \$5,000.00 checks should be cut down in units of 5. Always prove the last stack 2-2-1.

TOKES

1. Soliciting tokes is strictly prohibited.
2. Both the bet and payoff on all winning toke bets must be taken down. Toke bets may not be "parlayed".
3. Color changes for tokes should be made by the dealer with verification by the supervisor.
4. Always pay the toke bet last. As a courtesy and in accordance with procedure, pay the customer first.
5. Winning toke bets must be tapped quietly once or twice on the layout before being dropped.
6. When a player throws in a toke, it must be dropped. If a player gives you the option of playing or dropping a toke, you must drop it into the toke box. Politely explain to the player that once we are given the option to play or drop the toke, we must drop it.
7. Never transfer tokes from hand to hand. If you pick up a toke with your right hand lay the toke in front of the tray, clear the left hand and drop the toke with the left hand.

8. Never drop pink checks 9(\$500's) without the consent of the floor supervisor.
9. Maximum token bet is 10% over the table limit on Blackjack. Bets may be matched on splits and double downs.

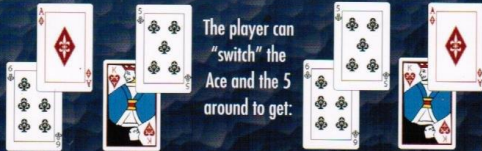
Blackjack Switch®



An exciting new addition to regular Blackjack allowing **you** to control the order of your cards!

HOW TO PLAY

Each player plays 2 hands and places an identical bet in both betting spots. Players now have the choice of keeping the hands they have been dealt or 'switching' their 2nd cards around. For example, if a player is dealt:



All doubling and splitting is allowed as in regular Blackjack even after 'switching'.

As the dealer cannot 'switch' the casino will employ 2 rules to compensate for this extremely powerful player feature.

- ★ 'Blackjacks' pay even money...As more as created in the game.
- ★ 'Push 22' - If the dealer makes a hard total of 22 then all remaining bets are 'pushed'.



SUPER MATCH

Furthermore, you have the option of playing the 'Super Match' bonus bet, another exciting addition to the game featuring multiple payouts. (Payouts are printed on the layout).

Players who place this bet are aiming to be dealt a pair, or better, from any of the 4 initial cards dealt to them.

Simple, but with a brilliant twist ... **Blackjack Switch®**

'Switching' can only be performed after the dealer has checked for a 'Blackjack' and Insurance may be taken using the regular Blackjack procedure.

Players may 'switch' back their cards provided no further action has been taken.

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