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FLOOR SUPERVISOR AND BOXPERSON MANUAL

GENERAL POLICIES AND PROCEDURES

TABLE GAMES
January 2002
Revised 3/03

FLOOR SUPERVISOR and BOXPERSON
POLICIES, PROCEDURES AND STANDARDS

GENERAL POLICIES

1. As an Employee of this company, you were not selected solely because you were technically proficient; but, because of your guest service skills. It is important to recognize that your participation in player interaction is an important part of your job.

2. Always:

   a. Introduce yourself to players.
   b. Show a genuine interest in your players.
   c. Go out of your way to make the guest's experience pleasant.
   d. Move around so that you are accessible to all your players.
   e. Be informed about restaurants, shows, entertainment and events at all [redacted] properties.

3. Never:

   a. Lean on pit stand.
   b. Carry on unnecessary conversation with other Employees.
   c. Ignore players.
   d. Stand in one place for long periods of time.
   e. Cross your arms or display any body language that could be interpreted as negative or unfriendly to our players.

4. Do not take it upon yourself to amend any of the dealing policies or procedures. All suggestions for amendments should be submitted to your Shift Manager.

5. Handling checks/chips is prohibited. This includes mucking on the roulette wheel.

6. Floor Supervisors are never to put anything into the drop box. Always let the Boxperson/ Dealer do it. If anything needs to go into a drop box on a closed game, you must bring a Boxperson/Dealer to the game to perform the task.

7. Falsifying documents of any kind can result in severe disciplinary action up to and including termination.

8. Stay in your assigned area and take care of your own games. Avoid loitering around the desk or podium.

9. When it becomes necessary to correct a Dealer, wait until they get tapped off the game.

Explain the infraction in a proper and orderly manner. Have the Pit Manager present if the situation warrants.

10. When relieving another Floor Supervisor or at the end of your shift, make sure all information is relayed completely and accurately.

11. Call the Pit Manager if a problem arises that you cannot handle.

12. Be attentive to your games, do not sweat the money. Be certain you are not crowding players.

13. Do not carry drinks (coffee, water, etc.) around the pit area. Keep all drinks away from computer terminals.

14. Dealers have been assigned to you. It is your responsibility to train, motivate, and discipline them. The staff is a direct reflection of their management.

15. Exhibit positive body language. Do not stand with your arms folded or your hands in your pocket.

16. Comps are a marketing tool reserved for players. Un-rated players must be "in action" to receive a comp. Any exception to this policy must be referred to the Pit Manager.

17. Floor Supervisors are not allowed to accept cash gratuities.

18. Gifts accepted from guests must be limited to not more than $100 in value.

19. House or pit phones are not to be used for personal calls.

20. Floor Supervisors are not allowed in the Race and Sports Book on their breaks.

21. Gambling on breaks is prohibited.

22. Valet parking is prohibited.

GENERAL PROCEDURES

1. You must call surveillance when:

    a. Checks or cash of [redacted] or more are in continuous play (at least three consecutive hands.)
    b. You see anyone of a suspicious nature.
    c. A player makes a claim, or two players claim the same bet.
    d. There is a monetary error on the game.

   e. A player with preferred limits is playing. (Be sure to note the name of the person you speak with on the player rating form.)
   f. When changing the cards on mini-baccarat.

2. You must call the Pit Manager when:

   a. You are unsure of how to resolve a problem.
   b. A player is winning a substantial amount for the area in which he is playing.
   c. **Baccarat:** When you have significant wins or losses.
   d. A player is betting [redacted] or more, or play is unusual.
   e. You order a fill consisting of [redacted] checks or more.
   f. You have play that is unusual.
   g. You have a No ID player in action.

3. All documents, with the exception of the table card and player activity card, are to be signed using the same signature that appears on your Employee ID badge. Your Employee number, legibly written, must also be included next to your signature.

4. When coming into a section, check all racks against the table inventory. Make sure all checks are accounted for. During the shift, continually adjust the table inventory to reflect the accounting of checks in and out of the rack.

5. On a 6-deck blackjack game, when a Dealer calls "Rolling, (your name)" examine the cards to ensure there are no slugs before authorizing the roll. You must watch two segments of the shuffle: when the cards initially come out of the shoe and from the roll to the load.

6. Try to use your Dealer's first name when giving acknowledgements.

7. When a Boxperson/ Dealer calls money or checks play up to the limit, make sure they understands a hand is NOT to be dealt without your approval.

8. When a Boxperson/ Dealer states an unknown player was underpaid or did not get paid and the payment in question is [redacted] or more, you MUST call surveillance. The tape on the play MUST be reviewed prior to settling the dispute.

9. When a table minimum has been raised, existing players will be allowed to bet as before (grandfather clause).

10. **Baccarat:** A Floor Supervisor must always be positioned between the base Dealers during the entire shuffle.

PLAYER RATING CARD

(see Form #1)

1. The player rating card is an integral part of the entire casino function. It is essential that they are completed thoroughly, accurately, and clearly.

2. Rate any player averaging $25 or higher. If you do not know the player, start a rating card and wait for the appropriate time to ask for a name. Players who refuse to give a name must be identified as refusing to do so.

3. The following is a description of how this card is completed and what information is needed to input the card.

4. BOX

   a. Slip number: provided by Pit Clerk
   b. Date: Shift date
   c. Used by Financial Analysis Department.
   d. Seat No.: Location of where player is sitting/standing or color of chips on Roulette.
   e. Customer#: Entered by Pit Clerk or Floor Supervisor.
   f. Birthdate: Used when the customer has a common name.
   g. Guest's name: Last name first, first name second, and middle initial (if known) last.
      i. Ensure that spelling of guest's name is correct.
      i. If at all possible, get date of birth and/or city and state of residence. A name may not seem common to you, but, with a player-base of 250,000+, it is likely we will have another player with the same name.
   h. Credit Line, FM Available: This is the player's credit line, front money and how much the player has available when the request was made. Make sure original credit line is included to possibly determine player's maximum bet.
   i. Credit Requested: The amount given to the player against either the credit line or FM.
      i. Only one amount will be shown in each of the six boxes. If a player takes three $500 *markers,* you will show 500 in three separate boxes.
      i. The boxes will be filled in using the top row first (from left to right) then going on to the bottom row (from left to right).
      i. When a player generates more than six *markers* in any one sitting, you must close out the rating form and begin a new one.
      i. When a player redeems a *marker,* simply circle the amount being redeemed.
   j. Blank area: This area is to be used for your notes. This is where you'll note how many checks a player cam up to the game with, how much cash a player is in, etc.
   k. Pit, Game, Table: Pit number, game type and table number.
   l. Average Bet: The average dollar amount the player plays per hand.
   m. Skill Level: Computer defaults to general on all Baccarat play.
   n. Game Speed: Slow, medium, fast. Used to determine the speed of the shoe and therefore, decisions per hour.
   o. Start and Stop: Actual time player started and stopped playing on the game.
   p. Buy – In: The total amount of cash used to buy-in. Also include in this box commissions paid in cash and *markers* paid in cash. Due to Regulation 6A, it is important to label this

type of payment as "payment of credit".

q. Money Plays: Total amount of cash lost on money plays wagers.
r. Checks: Total amount of checks in. Outstanding (unsigned) rim play is also counted as checks if the rating slip is closed out before the rim is reduced to zero. A note in the comments box should be included if rim play has not been reduced to zero.
s. Credit: Total amount of all uncircled or outstanding *markers.*
t. Total In: Total credit, checks, cash buy-in, and cash money plays added together.
u. Walk: Total amount of checks player left with. Also included in this total are *redemptions* exceeding credit issued on current play.
v. W/L: The difference between the in box and the out box.
w. Supervisor/Employee number: First initial, last name and Employee number of the person completing the rating card. It is very important that the name and Employee number be legible. Do not use your legal signature if it is not legible.
x. Pit Clerk: Signature of Pit Clerk who enters rating into computer.
y. Comments: Add only pertinent information that will assist in reviewing the play at a later date.
z. *Player rating cards* are color-coded. Be sure to use the color that corresponds with the shift you are working.
   Graveyard = Pink
   Days = Yellow
   Swing = Blue

5. When a player comes in cash after midnight, on a rating card that was started before midnight, and he did <u>not</u> buy in cash before midnight, the "before Midnight" rating slip must be closed out and a new one started at the time the player goes in cash.

MARKERS

(see form #2)

1. Identify the player

   a. If the player requesting credit is unknown to you, ask for I.D. A player's card is acceptable.

2. Open Player Rating Card

   a. The player rating card is used to request a marker.
   b. Fill in the player's name, the amount of the marker to be generated, the pit number, game and table number.
   c. Hand the player rating form to the Pit Clerk along with the player's card, if available. If the player does not have a player's card, request one from the Pit Clerk. (Remember that all players may have a player's card, but not all players who have a player's card have credit.)

3. Issue Credit

a. If the credit is approved, place a lammer(s) on the layout equal to the amount of credit requested and direct the Boxperson/Dealer to bring the checks out of the rack.
b. Verify the amount and direct the Dealer to push the checks to the player. On dice games verify the amount and the Boxperson will direct the Dealer to push checks to player.
c. The lammer(s) remain(s) on the layout near the paddle until all paperwork is completed.

4. Obtain the player's signature

a. Verify the player's name, the amount of the marker, the pit number, game and table number before getting the marker signed by the player.
b. Be conscious of your timing in the presentation of the marker. Do not interrupt a hand.
c. Immediately upon receiving the signed marker back from the player, verify that it has been signed.
d. Promptly return the signed marker to the Pit Clerk so the signature may be verified.

5. Verification and Signature

a. Sign the and put your CM # on the "I" stub and enter the transaction on table card.
b. Present the "I" stub and the table card to the Boxperson/Dealer. They should check to ensure information is correct, Sign and put CM# on the stub before dropping it in the box.

6. Must be $ amount. DO NOT use decimal. (1,000 not 1.0.)

a. *Boxperson procedure:*
b. Boxperson should sign and put CM# on both the "I" stub and the table card, drop the stub in the box and return the lammers to the rack.
c. *Dealer procedure:*
d. Bring lammer(s) equaling the amount of the marker to the center of the layout.
e. Sign and put CM# on the "I" stub, initial and put CM# on the table card, and instruct the Dealer to drop the "I" stub in drop box.
f. **Baccarat:** lammers are brought to the left/right side of the rack.

7. Complete Transaction

a. Receive the lammer(s), table card, and marker from the boxperson/Dealer.
b. Replace table card and give the marker directly to Pit Clerk. (Do not leave the marker on the podium.) This procedure should be done in a timely manner.

REDEMPTIONS

(see form #2)

REDEMPTIONS ON GAME OF ISSUANCE

1. Collect payment

   a. Direct the Boxperson/ Dealer to collect the amount of the redemption.
   b. Direct the Boxperson/ Dealer to place the checks and the lammer(s) in front of the drop box paddle or on the wheel rim. **Baccarat:** lammer(s) will be placed on the front line of the corresponding player's commission box.
   c. Cash should be exchanged for checks after the amount has been verified.
   d. Checks should be converted to the highest denomination.

2. Request and obtain marker from Pit Clerk

   a. *Make sure it is the correct marker for your transaction.*

3. Give the player the counter check portion of the marker

4. Verify and document transaction

   a. Write the word "Time" and enter time the marker was redeemed.
   b. Sign and put your CM# on the "P" stub and enter transaction on table card.
   c. Enter "Total Paid" (the amount of the redemption) on the "P" stub
   d. Enter "Method of Payment" TC for table checks or Cash
   e. Present "P" stub, and table card to Boxperson/Dealer who will verify that the information is correct.

   *** Must be $ amount. DO NOT use decimal. (1,000 not 1.0.)**

5. Boxperson/ Dealer Procedure

   a. Verify that all information is correct.
   b. Bring checks and lammer to the center of the layout and run down the checks to prove the amount.
   c. Sign and put your CM# on the "P" stub, initial and put your CM# on the table card, and drop the "P" stub in drop box. Return lammers to the rack.

OTHER REDEMPTIONS

1. Redeeming a marker from another game in your section

   a. Request marker from Pit Clerk.
   b. Place a lammer on the game and direct the Boxperson/ Dealer to bring in the checks or cash and verify the amount.
   c. Place the redemption amount in front of the drop box paddle. **Baccarat:** place the

redemption amount between commission boxes 7 & 8.

d. Call surveillance with the player's name, the amount of the redemption, document number (last five digits), where the redemption is coming from, and where it is going.
e. Write and circle that coded number under the "P" on the payment slip.
f. The Pit Manager will place the redemption (including lammer) in a check rack and carry it to the game of issuance. Always use a check rack when moving cash or checks.
g. Proceed with the redemption on game of issuance using the redemption procedure previously mentioned.

2. Cash redemption of a marker issued at an earlier time

   a. Record amount of redemption in the "Cash Redemption" box.
   b. Record a zero (0) in the "In", "Out", "Win/Loss" and "Stop" boxes. Record the time of the transaction in the "Start" box (must be at least one minute).
   c. Hand in to Pit Clerk immediately.

3. Partial redemptions

   a. If a player asks to redeem a portion of a marker:
   b. Direct the Boxperson/Dealer to collect and verify the amount of the redemption and place the checks and lammer button in front of the drop box paddle/or on the rim of the wheel.
   c. Let the Pit Clerk know that you need a partial redemption for $____ amount.
   d. Have the player sign the new marker and return the original marker to the player.
   e. Call surveillance and explain you are doing a partial redemption. Inform them of the new marker # along with the rest of the information normally given to them. Surveillance will issue an acknowledgement # which will be placed on the "P" stub. Also, write the new document # and indicate the method of payment on the "P" stub.
   f. Make sure that the original document # has been written on the "I" stub of the new marker as well as the "Desk Issue Record." Handle the remainder of the redemption in the normal manner.

4. Table Card procedure:

   a. Place a line through the last entry and enter the new balance. In the "Pay" column, enter the method of payment and the new marker #. Initial the authorization column as you normally would.

5. If there are any concerns about redemption procedures, call the Pit Manager.

   a. If a player requests to redeem a marker from another game, call the Pit Manager.
   b. If a player requests to redeem a marker that has already been transferred to the cage, the marker must be redeemed at the cage. You cannot transfer a marker from the cage to the pit.

TABLE CARD

(see form #3)

The table card is used to document marker activity for a 24 hour period. It is important that the entries are clear, accurate and in continual balance with the computer. Always check the date, pit, game and table number before making an entry. Entries are only made on one side of table card. **Baccarat:** the table card is in a book format and all sides are used.

1. Marker issuance

   a. Before entering a name on the table card, check to ensure the player has not been previously entered. Always leave at least one space between entries; however, you may skip as many spaces as you think will be necessary.
   b. In the "NAME" column, print the player's last name, first name and then their account #.
   c. Enter the amount of the marker in the "AMOUNT" column using complete amounts and no "$" signs. For example, a $2,500 marker will be written 2,500.
   d. In the "AUTHORIZATION" column, both the Floor Supervisor and Boxperson/ Dealer will use initials and CM# to authorize the transaction.
   e. When entering subsequent markers, keep a running total. Put a line through the last amount entered, and enter new amount.

2. Marker redemption

   a. If the balance on the table card is to be paid in full, circle the amount being paid and enter a "0" in the following space.
   b. If a portion of the balance is to be paid, put a line through the last entry and enter the new balance. The new balance will be the last entry less the redemption.
   c. In the "PAY" column, you must enter the method of payment. Use CA for cash, TC for table checks and CS for credit slip.
   d. Initial in the "AUTHORIZATION" column as previously mentioned.
   e. If an error is made, notify the Pit Manager to correct the error. Never cross out or white-out anything on the table card.

3. Transferring a marker to the cage.

   a. All transfers documented on the table card will be written in red ink.
   b. If all of the player's markers are transferred to the cage, circle the total, enter a "zero" on the next line and indicate the method of payment using "CS" and the document number written on the transfer slip. The transaction must be verified and initialed.

PLAYER ACTIVITY CARD "RIM CARD"

(see form #4)

The *player activity card* is used to document "rim" credit. This is a controlled document and must be authorized and distributed by a Pit Manager. The *player activity card* is used to log "rim" credit of one player only, for 24 hours and one table only.

Rim Card Procedure

1. Rim Card must be signed out and in, in the Control Log by a Pit Manager.

2. When rim card is settled by issuance of a marker, the marker number must be indicated.

3. When a payment is made, the type of payment must show i.e.: M = Marker, TC = Chips, C = Cash.

4. If activity remains on a Rim Card and an additional card is required to continue activity or change shifts, the following procedure should be used.

   a. On a line below the last activity the outgoing card should read "Transferred to (shift) card #______". The figure –0- must show in the "balance" column.
   b. The new activity card should read "Transferred from (shift) card #_______." The transferred amount should be written in the balance column.

5. Only the balance amounts are to appear in the balance column.

6. The first time a player generates a rim transaction in a series of plays, the time should be written in. Successive transactions during the same series of plays do not require the time written in.

7. The Floor Supervisor's initials in the first column and the Dealer's in the second column for each type of transaction.

8. Each employee who initials on the front of the card must initial on the back of the card with the Employee number for identification.

9. The card must be completed in ink. Any alterations must have a single line through with an initial. No white out may be used.

10. All Rim Cards must be returned to the Pit Manager at the end of swing shift. The Pit Manager will return the card to the Baccarat Cage and close out the entry in the Control Log.

FILLS

(see form #5)

1. The Floor Supervisor will complete all fill slips, however they must notify the Pit Manager of all fills of $50,000 and more.

2. Watch your racks closely and make sure your Dealers have sufficient checks.

3. Fills may be made whenever you need checks; however it is extremely busy during changes of shift at the casino cage. Try to avoid fills at those times.

4. Input Form

   a. Fill in the date and time, write the shift, fill in the pit, game and table numbers, and circle "Fill".
   b. Fill in the dollar amounts next to the denominations you need. Only full stacks may be ordered.
   c. Always check to see if the rack needs $1's and 50-cent pieces. If you can fit even one stack/roll, order it.
   d. Add up amounts ordered on the "Total" line.
   e. Sign the form, record the amount of the fill and increase the amount of individual denominations on your table inventory sheet.
   f. Give the slip to the Pit Clerk.
   g. After inputting in the computer, the Pit Clerk will set the white copy of the input form near drop box.

5. When the fill arrives check that the paperwork is correct for the game, sign the paperwork from the security officer, witness the Boxperson/ Dealer as they put the fill into the rack and make sure they sign and drop the white fill slip and input slip into the drop box. The yellow copy will be returned to the Security officer.

CREDITS

(see form #5)

1. Credits should be made when checks need to go from the game to the casino cage.

2. It is extremely busy in the casino cage at change of shift. Try to avoid doing credits at this time.

3. Baccarat checks in denominations of $500 or higher must be credited back to the casino cage before ending your shift.

4. Input Form

   a. Fill in the date and time, write the shift, fill in the pit, game and table numbers, and circle "Credit".
   b. Fill in the dollar amount next to the denomination(s) being credited. Credits do not have

to be in full stacks. You may credit less than 20 checks of any given denomination.

c. Add up all amounts being credited on the "Total" line.
d. Sign the form, record the amount of the credit and reduce the amount of the individual denominations on your table inventory sheet.
e. Give the slip to the Pit Clerk.
f. Once the security guard has collected the chips, you and the Dealer will sign the credit slip. Place lammers equal to the amount of the credit near the drop paddle.

g. When the Security officer returns all four signatures should be present, the Dealer will drop the both white copies in the drop box and the Floor Supervisor will remove the lammers from the game.

BACCARAT SHUFFLE PROCEDURES

1. Surveillance will be called during all shuffle procedures (pre-shuffle and loading the shoes on the games).

2. The pre-shuffled shoe par will be made up daily.

3. The shoes will be made up on a closed game to be specified by the Baccarat Pit Manager on duty.

4. A copy of the Pre-Shuffled Shoe Log will be sent to Surveillance daily by the Baccarat Pit Manager on duty and a copy will be kept on file in the Baccarat pit.

5. The pre-shuffled shoe containers and seals will be kept with the cards, locked up in a secured area, under 24 hour surveillance.

6. We will shuffle shoes on games, (if requested by the customers) using the Baccarat shuffle procedures.

Baccarat Shuffling Procedure I: Shuffling and Loading Pre-shuffled Cards into Boxes

1. This procedure requires two (2) Dealers and one (1) Baccarat Supervisor.

2. The Baccarat Supervisor will deliver eight (8) decks of sealed cards to the table.

3. Four (4) decks of cards will be given to each Dealer.

4. The Dealers will ascertain that the decks are sealed by inspecting each deck.

5. The Dealers will open one deck at a time, remove the two (2) jokers and two (2) control cards, place the empty card boxes with the jokers and control cards in the discard bucket and spread (fan) the deck face up. This procedure will be continued until all of the decks are spread.

6. After all the decks are spread, inspection begins. When inspecting the decks, the Dealer will look for the proper card sequence to assure that all cards are present and that none are duplicated.

7. After Baccarat Supervisor approval, the Dealers will pick up the decks and spread them face down. The cards will then be inspected for:

    a. Any evidence of tampering or markings on the edges, fronts or backs of the cards, color tinges, blemishes, flaws or bent cards, etc., that may be used to identify the face value of the card.
    b. Proper [redacted] Baccarat logo.
    c. If any irregularities are found in any deck, notify the Baccarat Supervisor immediately. The entire deck will be canceled and a new deck will be used as a replacement, no single card replacements will be allowed.

8. After the decks are checked, the Dealers will shuffle each deck once and place them in a single stack in front of the commission boxes.

9. The Dealers will then wash the cards thoroughly.

10. After the wash is complete, the cards are split up and assembled into one stack.

11. The Dealer assembling the shoe will then fan five (5) groups of cards and re-stack them to ensure that all the cards are face down.

12. The stack will be split into two (2) equal stacks and each Dealer will divide their stack in half. The Dealers will then take a half deck or more cards from each pile and shuffle, strip and place those cards beside the discard bucket. This process continues until all cards are shuffled and assembled into two (2) stacks.

13. The Dealer assembling the shoe will then take a half deck or more from each stack and complete the last shuffle until all of the cards are in a single stack.

14. After approval from the Baccarat Supervisor, the cards will be rolled over, squared up and loaded into the clear plastic box.

15. After loading the cards into the box, the lid will be placed on the box and the box will be sealed.

16. The Dealer and the Baccarat Supervisor will sign the Shuffle Log and enter the information, including the serial number of the seal, on the Log.

17. After the box has been sealed, the discard bucket will be emptied on the game, the jokers and control cards will be torn in half and disposed of (with the empty card boxes) in a designated trash container.

18. The Baccarat Pit Manager will lock the sealed, pre-shuffled shoe in the card cabinet.

Baccarat Shuffling Procedure II: Preparing the Pre-Shuffled Shoe for Play

1. Once the final hand is complete, the Dealer, upon approval from a Baccarat Supervisor, will break down the shoe, take out the remaining cards and place them in the bucket.

2. During this time, the base Dealers will finalize all commission transactions.

3. Upon approval from the Baccarat Supervisor, the Dealer will remove the bucket, empty the used cards and the card bag from the bucket and square the cards for canceling. The empty bucket will then be shown to the Supervisor and Surveillance.

4. The Baccarat Supervisor will enter the information on the card bag while the Dealer is squaring the used cards.

5. The used cards will be bound with rubber bands and canceled by marking all four (4) sides of the deck with a permanent felt-tipped marker. The canceled cards will then be placed in the plastic bag and sealed.

6. The Dealer will sign the outgoing card bag and ensure that the Baccarat Supervisor has properly completed the information required on the bag.

7. The Baccarat Pit Manager will deliver the eight (8) decks of pre-shuffled cards to the game in a clear plastic box, with a numbered, removable seal attached. A card bag containing two (2) rubber bands will also be brought to the game. The Baccarat Pit Manager will remove the bagged, canceled cards from the game.

8. The Dealer will break and remove the seal from the box containing the pre-shuffled cards. The Dealer will sign the incoming card bag, place the broken seal removed from the card box in the card bag along with the felt-tipped permanent marker and place the bag in the bottom of the discard bucket.

9. The Dealer will remove the pre-shuffled cards from the card box and separate the cards into two (2) stacks. The Dealer will then take a half deck or more from each stack and complete on shuffle with a lace into the yellow cut card in front of the bucket.

10. The Dealer must then get approval to roll the cards over from the Baccarat Supervisor. After the cards are rolled, there will be a slight hesitation to show the Baccarat Supervisor and Surveillance that the lace is correct. The cards will then be squared up.

11. The Dealer will offer the cards to the guest to cut. The cut should be no less than one deck from the front or the back. If no players are present, the Baccarat Supervisor will cut the cards.

12. The Dealer will insert the cut card at least ¼ deck from the back of the shoe. This will be the cushion.

13. The Dealer will slide the first card out of the shoe, turn it face up and burn, face down, the same number of cards which correspond to the value of the up card. The Dealer will then drop the up card. The Dealer will then drop the up card and all the burn cards in the bucket.

14. The Dealer will then announce: "Baccarat is ready to resume. Place your bets."

15. This procedure will be completed as quickly as possible.

16. Conversation between Dealers and Floor Supervisors during the shuffle is to be restricted to that pertaining to the game.

Shuffling Procedure in Baccarat Using Preshuffled Shoes

1. Once the final hand is complete, the Dealer, upon approval from a Baccarat Supervisor, will break down the shoe, take out the remaining cards and place them in the bucket.

2. During this time, the base Dealers will finalize all commission transactions.

3. Upon approval from the Baccarat Supervisor, the Dealer will remove the bucket, empty the used cards and the card bag from the bucket and square the cards for canceling. The empty bucket will then be shown to the Supervisor and Surveillance.

4. The used cards are to be bound with rubber bands and canceled by marking all four (4) sides of the deck with a permanent felt-tipped marker. The canceled cards will then be placed in the plastic bag and sealed.

5. The Dealer will sign the outgoing and card bag and ensure that the Baccarat Supervisor has properly completed the information required on the bag.

6. The Baccarat Pit Manager will deliver the eight (8) decks of pre-shuffled cards to the game in a clear plastic box, with a numbered, removable seal attached. A card bag containing two (2) rubber bands will also be brought to the game.

7. The Dealer will break and remove the seal from the box containing the pre-shuffled cards. The Dealer will sign the incoming card bag, place the broken seal removed from the card box in the card bag along with the felt-tipped permanent marker and place the bag in the bottom of the discard bucket.

8. The Dealer will remove the pre-shuffled cards from the card box and separate the cards into two (2) stacks. The Dealer will then take a half deck or more from each stack and complete one shuffle with a lace onto the yellow cut card in front of the bucket.

9. The Dealer must then get approval to roll the cards over from the Baccarat Supervisor. After

the cards are rolled, there will be a slight hesitation to show the Baccarat Supervisor and Surveillance that the lace is correct.

10. The Dealer will then offer the cards to the guest to cut. The cut should be no less than one deck from the front or the back. If no players are present, the Baccarat Supervisor will cut the cards.

11. The Dealer will insert the cut card at least ¼ deck from the back of the shoe. This will be the cushion.

12. The Dealer will slide the first card out of the shoe, turn it face up and burn, face down, the same number of cards which correspond to the value of the up card. The Dealer will then drop the up card and all the burn cards in the bucket.

13. The Dealer will then announce: "Baccarat is ready to resume. Place your bets".

14. This procedure will be completed as quickly as possible.

15. Conversation between Dealers and Floor Supervisors during the shuffle is to be restricted to that pertaining to the game.

TABLE INVENTORY

(see form #6)

1. The table chip inventory is used for check accountability, for figuring out the win/loss, and for recording cash in the drop box.

2. Adjust the table chip inventory to reflect transactions that increase and decrease each denomination.

3. If you find yourself in a situation where you cannot account for missing checks, call Pit Manager. A tape review may be requested from surveillance.

4. You should be able to account for all missing checks.

OPENING GAMES

1. The Pit Manager or Floor Supervisor will unlock the lid on the game. Boxpersons/Dealers will not remove lid until you are present.

2. The Boxperson/Dealer will remove the lid and store it in its proper place.

3. The Boxperson/Dealer will remove the table chip inventory card from the rack and place it on the layout.

4. Count down the rack in the exact same manner as when closing a game (prior section).

5. As the Boxperson/Dealer physically counts down the rack, verify all amounts and the total by placing a check mark in the "D" column and signing the "D" line of the table chip inventory card.

6. The Boxperson/Dealer will now verify all amounts and the total by placing a check mark in the "C" column and signing the "C" line of the table chip inventory card.

7. After the amounts and the total have been verified, and signed for, the Boxperson/ Dealer will drop the table chip inventory card into the drop box.

8. If there is a discrepancy in ANY of the amounts or in the total, notify the Pit Manager and surveillance. This will be done regardless of the amount of the discrepancy.

9. A copy of all table chip inventory cards involving a discrepancy must be forwarded to surveillance.

CLOSING GAMES

1. The Dealer will bring the game lid up onto the layout.

2. Remove and label the cards, dice, or tiles.

3. The Boxperson/Dealer will physically count down the rack in your presence:

    a. Checks of $100 and higher must be proven separately. One stack of 20 checks will be proven and all remaining stacks of the same denomination will be sized into the previously proven stack. On Craps and Roulette games all $500 checks and higher, with the exception of the back row, will be removed from the bankroll. Ensure each stack in the back row contains only checks of like denomination. Return all checks to the bankroll, inspecting each stack to ensure all stacks contain the same denomination. Run down one stack of checks and ensure the entire bankroll measures up to it.
    b. Checks of $25 and lower will be proven using one full tube (60) of checks.
    c. The amount of dollars, halves, and/or quarters will be estimated. Estimate the denominations so your total rounds off to the nearest $100.
    d. All short stacks must be cut out and proven on the layout in front of the rack.
    e. In horizontal racks, checks will be spaced off using dollar tokens. Also, be sure to space off all short stacks. Short stacks are capped with three tokens.

4. As the Boxperson/ Dealer physically counts down the rack, fill out the top portion of the table chip inventory card.

5. The Boxperson/ Dealer will call out the total amount of each denomination and you will visually and verbally confirm the amounts called and record the amount on the table chip

inventory card.

6. Add the amounts, fill in the correct total, and sign the "B" line of the table chip inventory card.

7. The Boxperson/ Dealer will now verify the amounts and the total, place a check mark in the "B" column next to all correct amounts, and sign the "A" line of the table chip inventory card.

8. The Boxperson/ Dealer will place the table chip inventory card in the rack, face up and in full view and place the lid on the rack/bankroll.

9. Lock the lid and the Boxperson/ Dealer will ensure the lid is locked.

FLOOR SUPERVISOR STANDARDS

A Floor Supervisor should:

1. Provide Guest Service

    a. Greet guests pleasantly.
    b. Be readily available to explain policies and answer questions.
    c. Accommodate reservation and comp requests promptly and efficiently.
    d. Be courteous.

2. Meet Quality Standards

    a. Well groomed and properly attired according to our dress and appearance policy.
    b. Behavior should reflect a positive and professional posture.
    c. Discourage distractions not related to duties.
    d. Criticize constructively in private.
    e. Praise others.

3. Meet Quantity Standards

    a. Maintain control of section during periods of high volume.
    b. Ensure Boxpersons/Dealers games are paced according to procedure.
    c. Rate all players based on company rating guidelines.

4. Set a Good Example

    a. Maintain an upbeat attitude.
    b. Encourage others to behave in a positive, professional manner.
    c. Be a good role model.

5. Pay Attention to Detail

    a. Complete all paperwork accurately and legibly.
    b. Inform Pit Manager of irregular Boxperson/Dealer and/or player behavior.
    c. Report equipment malfunctions and safety hazards.
    d. Stay on top of all transactions and know the status of their assigned games.
    e. Be detail oriented.

6. Meet Standard of Attendance

7. Follow Policies and Procedures

    a. Demonstrate an awareness of and adherence to company and departmental internal controls.

8. Train Employees

    a. Train Boxpersons/Dealers according to Table Games Policies and Procedures.

9. Use Common Sense

    a. Defuse conflicts within company guidelines.
    b. Screen comp requests and make appropriate recommendations.
    c. Recognize and participate in appropriate conversation with players and other Employees.
    d. Use good judgment when ordering fills and credits by monitoring activity of game and recognizing level of play.
    e. Use tact and discretion when dealing with information of a sensitive nature.

10. Adapt to Change

    a. Acknowledge the fact that scheduling changes are dictated by company needs.
    b. Endorse procedural improvements and personnel changes.
    c. Adjust table minimums appropriately.
    d. Be flexible.

11. Work Well With Others

    a. Communicate pertinent information to relief Floor Supervisor, Pit Manager, and Boxperson/Dealer.
    b. Openly share ideas with peers.
    c. Recognize "Team Concept" by respecting the opinions and performance of others.
    d. Be a cooperative team player.

12. Follow Directions

a. Carry out specific assignments as directed by management.

13. Respect the Rights of Others

    a. Always arrive in a timely manner to relieve outgoing Floor Supervisor.
    b. Return from breaks on time.
    c. Anticipate breaks and have paperwork completed.
    d. Understand others are entitled to a different opinion and/or point of view.

14. Be Self Motivated

    a. Demonstrate an interest in learning additional games and improving Floor Supervisory skills.
    b. Develop ideas into action plan.
    c. Display confidence.
    d. Utilize time constructively.
    e. Show initiative.
    f. Show interest in advancing within the company.

15. Communicate Clearly

    a. Speak clearly and accurately.
    b. Be easily understood.
    c. Be responsive.

16. Listen Well

    a. Exercise patience by allowing the other person to speak.
    b. Acknowledge information.
    c. Respond to Boxperson/Dealer procedural calls.
    d. Display understanding.
    e. Convert instructions into actions.

17. Make Good Decisions

    a. Be decisive.
    b. Decisions are consistent with company and departmental policies.
    c. Do not allow personal feelings to influence decisions.

18. Speak Well in Public

    a. Contribute constructive material.
    b. Demonstrate knowledge of subject matter.

19. Know When and How to Delegate

    a. Give direction when needed.

b. Give corrective direction in private.

20. Resolve Conflicts

    a. Mediate differences.
    b. Work to solve conflicts.

21. Motivate Others

    a. Influence others to accomplish goals.
    b. Demonstrate an interest in fellow Employees' success.
    c. Compliment others for a job well done.

22. Practice Progressive Discipline

    a. Practice effective counseling.
    b. Reinforce and follow progressive discipline policy.

23. Provide Feedback

    a. Consistently provide feedback.
    b. Use feedback to improve overall results.

24. Recognize Achievement

    a. Use positive reinforcement.
    b. Document achievement in work history.
    c. Acknowledge a job well done.

DRESS & APPEARANCE STANDARDS

1. A professional and well-groomed appearance is essential to your role as a Floor Supervisor and guest service representative. The following guidelines are applicable to all Floor Supervisors.

2. Clothing must be neat, clean, and pressed at all times.

3. Western style suits and shoes (boots) are strongly discouraged and are not conducive to the company image

4. Shoes must be well maintained and polished. Boots must be worn inside the pant leg.

5. A name badge, provided by the company, must be worn chest level and on the left-hand side. Worn name badges will be replaced free of charge.

6. Socks must be dark colored.

7. Nylons and hose must be of a neutral color and cannot have any designs or be of a fish net style.

8. Men's attire

    a. Suits must be in colors and fabrics compatible to a business environment.
    b. Slacks and coordinating jackets must be compatible to a business environment.
    c. Dress shirt must be either white shirt or a pastel color.
    d. Tie
    e. Dark suits with light shirts are to be worn on the weekends. (Friday – Sunday)
    f. Dark suits with a white shirt must be worn in the [redacted] Casino at all times. (no sports jackets)

9. Women's attire

    a. Suits must be in colors and fabrics compatible to a business environment.
    b. All slacks/skirts and coordinating jackets must be compatible to a business environment.
    c. Skirts must not be shorter than 3" above the knee.
    d. Shorts, stretch pants, culottes, and stirrup pants are not conducive to the pit environment and are not allowed.
    e. Shoes must be well maintained and polished. Shoes can be open toes or sling backs but not both. Sandals are not permitted.

10. [redacted] Gaming Regulations require that everyone working in a casino have their [redacted] Metropolitan Police Department Gaming Card **on their person** during all working hours. Please keep this in mind when choosing your attire.

GROOMING STANDARDS

1. Fingernails

    a. Clean and well manicured.
    b. Extreme and/or unusual colors of nail polish are not permitted.

2. Hair

    a. Must be neat, clean, simply arranged, and in a natural style and color. Extreme or unusual hairstyles are not permitted.
    b. Females: Accessories must be kept to a minimum and must be suitable for our business environment. Headbands must not exceed 1" in width.
    c. Males: Hair must not fall below the bottom of the collar or below the bottom on the ear lobe. Moustaches and sideburns must be well groomed, neatly trimmed, natural, and

fully-grown at time of hire. The edges of a mustache must not extend beyond the bottom lip. If you grow a moustache after you are hired, it must be done while you are on vacation or a company authorized leave of absence. It must be fully-grown prior to returning to work and is subject to approval by your Pit Manager. Beards are not permitted.

3. Grooming

    a. Cosmetics should coordinate and complement your individual skin color. Extreme colors and styles must be avoided.
    b. Heavily scented perfumes, colognes, or after-shaves may not be worn.

4. Sunglasses or tinted eyeglasses are not permitted.

5. Long, dangling or gaudy earrings are not permitted and males are not permitted to wear any type of earring. Earrings will be limited to two per ear. Men are not permitted to wear earrings.

6. No other visible body piercing is permitted.

7. Accessories can enhance your appearance and are encouraged. Accessories should be selected carefully, with good taste, and in moderation.

LIFE SAFETY

EVACUATION

1. Responsibilities in the event an evacuation notice is given and **time permits:**

    a. **Pit Managers and Floor Supervisors**
        i. Secure money by covering and locking all bankrolls.
        i. Secure all credit instruments.
        i. Secure all cards and dice.
    b. **Dealers**
        i. Stop the game and return all unresolved wagers to the players.
        i. Bring up the lid and cover the bankroll.
        i. Assist in escorting guests to exit doorways until security takes over.
        i. Report to assembly area for head count.

POWER FAILURE

1. At the discretion of the shift manager, games will be closed and secured in the event of both main and auxiliary power failure and there is not enough light to protect operations.

a. **Pit Managers and Floor Supervisors**
   i. Assist in facilitating any hands in progress.
   i. Secure money by covering and locking all bankrolls.
   i. Secure all credit instruments.
   i. Secure all cards and dice.
b. **Boxpersons and Dealers**
   i. Complete the hand in progress.
   i. Secure cards and dice until further direction from the Floor Supervisor.
   i. Secure money by covering all bankrolls.

2. If the auxiliary power does not fail and provides enough light to deal the games securely, continue with operations until further direction.

Our in-house emergency phone number is [redacted].

SHIFT TRANSFER PROCEDURE

To change shifts or days off, an Employee has to submit a bid for that change after the opening he/she would like becomes available and is posted. The Employee with the most seniority (as an [redacted] Table Games Dealer/Supervisor) will be awarded the bid.

TIME & ATTENDANCE

1. Your Employee ID badge is used to record your hours worked. Time clocks are located in the hallway by the Casino Support Office.

2. Using another Employee's badge or giving your badge to another person to use for any purpose will result in disciplinary action

3. Each Employee is responsible for clocking-in at the beginning of their shift. Swing shift can clock no later than [redacted]

4. Payroll for meetings and training sessions will be handled on a manual sign-in basis unless otherwise directed.

Clocking In and Out – A Three Step Process

1. To clock-in:

   a. Press the **IN** button to indicate a clock-in transaction.
   b. Swipe your Employee Card **UP** with your picture and the bar code facing left, toward the face of the clock.
   c. The following information will display for the Employee to verify: name, date and time.
   d. Verify that all the information showing is correct and press **YES.**

   e. The message "Clock-in Complete" will then display

2. If your badge is not working, have it replaced at Employee Services.

SICK CALLS

1. If you are going to be absent or tardy for any reason, including illness, you must call-in a minimum of two (2) hours before your scheduled starting time. You must call two (2) hours before your starting time on each subsequent day that you will be absent. The only exception to this rule is when you are on a company-approved leave of absence. Failure to call-in a minimum of two hours before your scheduled starting time will result in the typical progressive sequence of counseling starting with verbal counseling.

2. Sick calls must be directed to the Casino Support Office or the Scheduler on duty. You can reach the Casino Support Office at [redacted] or the Scheduler on beeper [redacted] through the hotel operator. If you would like to take flex for a sick day, you must call the Casino Support Office to request a flex form to be filled out or fill out a flex form and turn it in immediately upon your return to work. If you are scheduled to work six days in a week, you cannot take flex for a sixth day. No flex will be given for sick days during a Maximum Staffing period.

3. When you call you should obtain and record the name of the person receiving your call.

4. Management, at its discretion, may require a Doctor's excuse for any absence due to illness.

5. Employees displaying a pattern of absenteeism (i.e. each Tuesday night for three (3) weeks) will be identified and required to meet with the manager to discuss the reasons for establishing a pattern. In these cases, management reserves the right to take action for a rule violation.

6. Any Employee calling in sick **during a limited availability or maximum staffing period**, (events, holiday weekend) will receive (3) three points.

7. Sick Early Outs who complete the first (4) four hours of their shift, will receive only ½ an absence. Sick Early Outs taken before that time will be counted as a full absence. If you take a sick early out with ½ an absence and have to take the following day as a sick day you will only receive ½ absence on that day as well.

8. Employees who are tardy/late for work, will receive a ½ absence up to 20 minutes late and (1) one absence if more than 20 minutes late. All Employees are required to alert the Scheduler prior to the start of their shift if they will be tardy/late. Failure to do so could qualify as a No Call/No Show. An Employee will be allowed to work if the late call is received within the first (2) two hours of the Employee's scheduled shift. A late call received later than (2) two hours after an Employee's scheduled shift will be counted as an absence and the Employee will not be allowed to work.

9. Each absence will be counted and will be monitored on a calendar year. The starting point for the tracking system will begin on January 1st. **Employees with no absences for six months will earn a "clean slate".** Tracking will begin with the next absence.

10. Employees may be absent no more than (10) ten times within a calendar year. Absence (11) eleven will result in possible termination. All absences will be tracked and the Employee will be subject to counseling as follows:

    6 Absences in a year = Verbal Counseling Session
    7 Absences in a year = Verbal Critique by Manager
    8 Absences in a year = Written Critique by Manager
    9 Absences in a year = Written Critique by Manager
    10 Absences in a year = 5 Day Suspension (unpaid)
    11 Absences in a year = Separation

No Call/No Show

1. Absence from work without notification (No Call/No Show) – occurs when the Employee misses work for an entire shift and fails to report to work by mid-shift without having a good reason for the failure to report to work. This type of absence is very serious and will be treated as "Willful Misconduct."

    a. 1st offense – If, after investigation, there appears to be no credible reason for the Employee's failure to report to work, the Employee will receive a 3-day suspension without pay, and one attendance point.

    b. 2nd offense – If, after investigation, there appears to be no credible reason for the Employee's failure to report to work, the Employee will be separated from the Company.

    c. The finding of just cause for disciplinary action, or the finding that the Employee had valid reason for the no call/no show, must be made by a Director level or above.

LEAVES OF ABSENCE

1. To request a Leave of Absence (LOA), you need to speak with the Casino Support Director prior to your absence. The Benefits Department requires that anyone requesting an LOA must provide documentation to qualify. Flex can be taken at the beginning of a Leave. Approval for a "Personal" Leave or PTO for critical events can only be given by the Shift Manager. You must use any available flex hours you have. Additional time will be considered on a case by case basis and only for a compelling reason.

FLEX

1. Flex is vacation time earned that can be used in a variety of ways.

2. After your 90-day probation period you are eligible to request flex days.

3. Flex is earned at the following rates for full-time Employees:

   Up to 1 year – 4.62 hours per pay period – 15 days a year
   1 to 5 years – 6.15 hours per pay period – 20 days a year
   5+ years – 7.69 hours per pay period – 25 days a year

4. Time off for employees must be taken with Flex (excluding LOA's). If an employee requests time off and does not have Flex, they must submit a Special Request form to their Shift Managers for a Personal Leave. Special Requests must be for 5 or more days. **Do not assume a request has been granted until it has been approved by a Shift Manager.**

5. If an employee requests Flex time off it is their responsibility to verify that they have enough Flex to cover the time off that they have requested. If they do not have the correct amount of Flex and it is discovered prior to the employee leaving, the Support Office will notify the employee's Shift Manager and also the employee. The employee will be required to return to work after the Flex time has run out. (i.e. the employee puts Flex in for Jan. 10th – Jan. 17th but only has two Flex days. They will be asked to return to work on Jan. 12th).

6. If the employee cannot be contacted prior to their departure they will receive a counseling for Misuse of Flex upon return to work. The counseling will follow the normal progressive disciplinary action:

   1st offense – verbal reminder
   2nd offense – verbal critique
   3rd offense – written critique

Please do not make plans before Flex is approved. Prepurchased tickets are not a guarantee that your Flex will be granted.

Flex Request Procedures for the 1st through the 14th of each month.

1. There are two types of dates lined-out on the calendar, blue for Limited Availability and black for Maximum Staffing.

   a. Maximum Staffing: During Maximum Staffing times, no flex is granted unless it was previously scheduled for 15 days or more.

   b. Limited Availability: After the 14th of each month, when flex closes, the Limited Availability times which may fall in the following month will be closed for flex. As a result, all Maximum Staffing rules will apply to those limited availability times.

2. The Casino Support Office will accept flex requests the 1st through the 14th of each month. Flex requests for the following month must be placed at that time. Requests for emergency situations or if the scheduler is able to give extra days off will be accepted after the 14th.

3. During this 14 day period of each month, an employee may request flex of five days or more for any month in the current year.

4. On the first through the fourteenth of each month, an Employee may request any amount of flex (one to four days) for the following month. Requests of four days or less will not be accepted any sooner than the month preceding their use.

   Example:

   1 day flex request for May 13, 2001 may be booked April 1 – 14.
   5 day request for May 13 – 17, 2001 will be able to be booked on the 1st – 14th of any month prior to May.

5. These requests will be scheduled on a first come, first serve basis.

6. An exception to scheduling flex during the first to the fourteenth will be made for Employees providing a flex form verifying that they will be on flex during the approaching period allotted for flex requests.

7. Flex forms must be filled out completely and accurately in order to be processed. This includes current flex hours available, which must be noted at the top of the flex form.

8. All cancellations or changes must be approved by your Shift Manager.

Flex Request Procedures for the Next Year.

1. Flex bids for the next year are based on **seniority as a Floor Supervisor or Boxperson**.

2. Seniority numbers will be posted and must be put on the top of the flex form with the flex hours available.

3. Flex will be taken for the next year starting in September. In September the Casino Support Office will accept requests for (15) fifteen days or more. In October requests will be accepted for (10) ten days and in November requests will be accepted for (5) five days. After the five-day requests have been processed the requests for 1 to 4 days for the following year will be processed.

4. Flex requests for the next year which go over maximum staffing periods must be for (15) fifteen days of flex or more. The only exception being Dec. 26 through the New Years holiday where no extra days off or flex will be given.

SENIORITY

1. The seniority policy was developed to give consideration for length of service as follows:

2. Classification Seniority, is the most recent hire/transfer date as an [redacted] Table Games supervisor. When the hire date is equal, the Employee ID# will break the tie. Seniority applies to:

3. Fall Flex bids

4. Shift/Days off bids

   a. As a position becomes available (shift/days off), it will be posted along with the required skills and qualifications. Supervisors meeting the criteria may bid for the position. Bids will be posted for (10) ten days, and if you are off or on Flex, you can have a friend or fellow Employee sign the bid sheet for you. Of all the supervisors that meet the requirements, the position will be awarded to the one with the most seniority as a Floor Supervisor or Boxperson.

BOX ADDENDUM

GENERAL PROCEDURES/ACCOUNTABILITY

1. As box supervisors, you are part of the management team and will be held accountable for having full knowledge of events transpiring on your assigned game.

2. While on the game keep hands behind bankroll. Control the pace of the game, by keeping the dice moving without running over the players or Dealers.

3. Do not help Dealers clean up the layout until your work is completed.

4. Watch the dice; know where they are at all times.

5. Monitor all transactions. Make sure the proper amount of each transaction is received by the customer before locking up checks or dropping cash.

6. Immediately notify your supervisor when a marker is requested.

7. Never give out the money without instruction from your supervisor. Be specific of player's position designated by a lamer.

8. Observe checks being run down and handed off to the correct player. Check paperwork for mistakes in the amount issued, table #, customer name, etc. Use the same procedures and caution when redeeming a marker, putting on fills and credits.

9. Be sure to enforce policies, procedures and regulations when on the game.

10. When $100 checks or higher are in action, make sure you know how much is out on each end and pass that information to the next boxman as well as other pertinent information.

11. On any buy-in of $500 or more, notify the Floor Supervisor before dropping currency or locking up checks. Always call out change before the transaction is made and/or currency is dropped.

12. Do not touch the dice during a hand unless they land in an inappropriate place. Touch the dice only after they have been called or if you suspect something.

13. All tokes will be relayed through you.

14. Any disputes that cannot be settled quickly are to be referred to the Floor Supervisor.

15. When being relieved, do not leave your position until the dice are in the center of the table.

16. Use discretion and good judgement when collecting vigorish.

17. Playing with checks or lammers is not permitted.

18. All call bets must be approved by the Floor Supervisor.

GUEST SERVICE

1. Greet the customers when they arrive, be friendly, smile and make eye contact.

2. Make them feel welcome even if they are not familiar with the game, and be sure the Dealers are doing the same.

3. Include customers in all conversations not pertaining to the game. No crossfiring.

4. Try to be aware of customer's win/loss to assist floor supervisors in ratings.

5. Pay attention to your game and what's going on around you, suspicious activity, check hustlers, etc.

6. Alert the floor supervisor of any guest needs-be helpful.

7. If you notice too late that a player has less than the minimum bet, the bet will still have action. Prior to the next roll, politely explain to the player the table minimum.

8. Thank the guest for playing, wish them good luck and invite them back.

9. Do not let guests offend other guests.

10. Please remember to respect fellow Employees and do not permit them to be abused.

GAME PROTECTION

1. Call "No roll" if the dice are intentionally slid or scooted.

2. To protect against a player switching dice, ensure the shooter's hand is empty after releasing the dice, then watch the dice roll to the opposite end.

3. The Boxperson must verify the call then turn to watch the opposite end of the table. (Shooter's end.) The stickperson will watch the end on which the dice land.

4. Ensure the shooter handles the dice with only one hand.

5. Ensure the shooter lifts the dice off the layout before rolling the dice.

6. Do not deal to folded currency. If you do not have time to count the currency, call out, "Money plays up to the limit."

7. Call "No bet" to any bet you do not understand or that is not clear to you.

BACCARAT ADDENDUM

BACCARAT WORKSHEET

1. The Baccarat worksheet enables us to determine the win/loss during and at the end of the shift.

2. Marker and redemption entries must be balanced with the table card and computer. Transferring markers to the cage during your shift does not affect these figures.

3. Redemptions that correspond to a prior shift's markers are recorded in red as a running total. The respective player's initials should be written next to the recorded redemption.

4. All cash, fills, and credits must be noted.

5. The Pit Manager depends on your accuracy and clarity. This document is kept and frequently referred to by the department manager. Please take this into consideration when completing and turning in this form.

6. Rating forms are recorded on the back of the worksheet in the "win" or "loss" column. A running total is recorded.

7. The difference between the "win" and "loss" totals should closely reflect the tables actual win/loss figure, but do not falsify if they do not match.

BACCARAT SPECIAL CIRCUMSTANCES

Unpaid Commissions

1. Make the Pit Manager aware of any unpaid commissions.

2. If the opportunity arises, collect any unpaid commissions. If commissions remain unpaid, the lammers indicating the unpaid commissions are placed between commission boxes 7 & 8.

3. The player's name and the total of an individual player's unpaid commissions are separately recorded on a commission card designed for this occurrence. Both the baccarat Floor Supervisor and a Dealer are required to initial the commission entry on the commission card.

4. Commission cards are a controlled document and are handed in to the Pit Manager at the end of each shift.

High Profile (HP) Players

1. High profile players are players generally classified as having either special betting limits, or special circumstances associated with their play.

2. If a high profile player is expected, a list is generated and distributed to each Baccarat Floor Supervisor or podium. This list has player names with corresponding credit line, availability, special betting limits, and/or other relevant information.

3. If a high profile player sits down to play or is in the vicinity, contact the Pit Manager and inform the Dealers and fellow Floor Supervisors.

4. If a player is not on the HP list but has a credit line, which generally allows for preferred betting limits, do not assume that the player has a preferred betting limit. Contact the Pit Manager.

Communication

1. Information about high profile players should be quickly distributed to the Pit Manager, Floor Supervisors and Dealers.

2. Offer as much assistance to international/domestic marketing but do not get drawn away from the game. If a player requests a host, take a look around the pit. If a host is not in the pit area, contact the Pit Manager.

3. If it is necessary to contact surveillance, call surveillance first, then contact a Pit Manager.

4. If a player requests a comp other than a hard copy comp, contact a host or a Pit Manager.

Floor Supervisor to Dealer:

1. Alert the Dealers immediately about the presence of a high profile, and/or a preferred limit player.

2. Alert the Dealers about any suspicious or unusual player activity.

3. Alert the Dealers about cash and No ID players.

Floor Supervisor to Floor Supervisor:

1. When being relieved for breaks or at the end of a shift, relay all relevant player and game information to the incoming Floor Supervisor.

    a. No ID status
    b. Average bets of current players

c. Fills and Credits pending
d. Commissions outstanding
e. Marker redemption money from another game
f. Players "Going south"
g. Unusual betting limits
h. Argumentative guests
i. Ongoing host-to-player activity and current status of that activity
j. Rating slip balance differential on table inventory sheet
k. Guest credit availability
l. Any Dealer related concerns
m. Time played by a guest that is shorter than actual time
n. Any outstanding issues with a guest, such as:
    i. Marker signature required
    i. Redemption/marker pending
    i. Marker inquiry pending

2. Players jump from game to game often and the minimum information that should be readily passed on to co-Floor Supervisors is the following:

    a. High profile status
    b. Preferred betting limits
    c. NO ID player
    d. Credit availability
    e. How much in checks the player is holding
    f. Any other relevant information

Game Protection

1. A player who sees the first card out of the shoe before making a bet has a distinct advantage over the house. If a player is suspected of gaining first card advantage, call surveillance, and then contact the Pit Manager.

2. Be aware of any suspicious activity around the shoe. Do not allow guests to play with the shoe.

3. Late bets are bets that are placed after the first card has left the shoe. Professional judgment should be exercised when either disallowing or permitting late bets. Make a decision and exhibit confidence in that decision. Be aware that if a player questions your judgment and presses the issue, the Pit Manager may overrule your decision in favor of the player.

Employee/Guest Relations

1. Do not become emotionally involved in decisions affecting a player.

2. Do not permit Dealers to discuss or argue a decision affecting a player or fellow Employee.

Rating Forms

1. Guidelines for high profile player rating forms are as follows:

One shoe =	one hour
3 / 4 shoe =	45 minutes
2 / 3 shoe =	40 minutes
1 / 2 shoe =	30 minutes
1 / 3 shoe =	20 minutes
1 / 4 shoe =	15 minutes

2. Use the comment box on the rating slip to record this information.

3. The correct time frame that the player remains at a game must be recorded on the slip. If a player spends less than 15 minutes at a game, use actual time recorded on the rating slip.

FORMS

Form #1
Player Rating Card

PLAYER RATING SLIP

Slip # A	Date / B /	Audit by: C	Seat # D
Customer # E		Birthdate / F /	

Name: Last G First Middle

Credit Line H FM Available

Credit Requested I

R

P

Q

J

Buy-in	P
Money Plays	Q
Checks	R
Credit	S
Total In	T
Walk	U
Estimated Win	V
Estimated (Loss):	(V)

Pit	Game	Table	Average Bet:
K	K	K	L

Skill Level: M S M H

Start Time: O A / P

Game Speed: N S M F

End Time: O A / P

Supervisor Name / Number W

Input by X

Comments Y

Z DAY SHIFT

CAS0734 (R 2/97)

Form #2
Markers and Redemptions

Correct Version

DESK ISSUE RECORD

P **I**

TABLE BALANCE $____
SIGNATURE CHECK
DESK PAYMENT
RECORD

$ 0 TABLE BALANCE $ 1,000.xx TOTAL PAID

POSTED BY: T.C. METHOD

P. Clerk ID. # time PIT CLERK / I.D. #

#1 PIT / GAME / TABLE # time: 2:47 AM

#2 [redacted]

#3 [redacted]

#4 $ 1,000.xx TOTAL PAID #5 T.C. METHOD

#6 NEW MARKER # ____

#1 [redacted]

FLOORPERSON / I.D. #

#2 [redacted]

OLD MARKER # ____

Pit Clerk use only

Pit/Game/Table# is printed on the stub by the computer. **Put time in only.**

Fill in completely:

1. Time
2. Floorperson signature and ID#
3. Dealer/Box signature and ID#
4. Total paid
5. Method
6. New marker, (when applicable)

Fill in:

1. Floorperson signature and ID#
2. Dealer/Box signature and ID#
3. Old Marker, (when applicable)

Form #3
Table Card

TABLE CARD Game________ Date________

Name	Amount	Pay	Authorization

ALPHA A

#10-1139

Form #4
Player Activity Card "Rim Card"

RIM ACTIVITY CARD 0003679

DATE:______________ PIT:______________ GAME:______________ AVAILABLE: $______________

PLAYER:____ ACCOUNT #______________________

TIME	ISSUED	PAYMENT	BALANCE	PAYMENT TYPE	TRANSFER GAME #	DEALER INITIALS / EMP. #	SUPERVISOR INITIALS / EMP.#
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/
:						/	/

[redacted]

Form #5
Fills and Credits

[redacted]

REQUEST FOR
FILL (OR) CREDIT

Shift:
Date/Time:
Pit: ____________ Game: ________ Table No: ______

25,000	________
20,000	________
10,000	________
5,000	________
1,000	________
500	________
100	________
25	________
5	________
1	________
.50	________
___	________
___	________
TOTAL	________

____
Requested By

____
Input By

#10-1108

Form #6
Table Chip Inventory

CLOSED TABLE CHIP INVENTORY

CLOSED AT: GAME #: ____________

____________ A.M. / P.M. ____________ ,20____

COUNTED BY:

(A) DEALER: ____________

(B) FLOORMAN: ____________

DENOMINATION	AMOUNT	VERIFIED (✓) (B)	(C)	(D)
$ 25,000.00				
$ 20,000.00				
$ 10,000.00				
$ 5,000.00				
$ 1,000.00				
$ 500.00				
$ 100.00				
$ 25.00				
$ 5.00				
$ 1.00				
TOTAL				

OPENED AT:

____________ A.M. / P.M. ____________ ,20____

VERIFIED BY:

(C) DEALER: ____________

(D) FLOORMAN: ____________

CAS0155 (11/93)

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