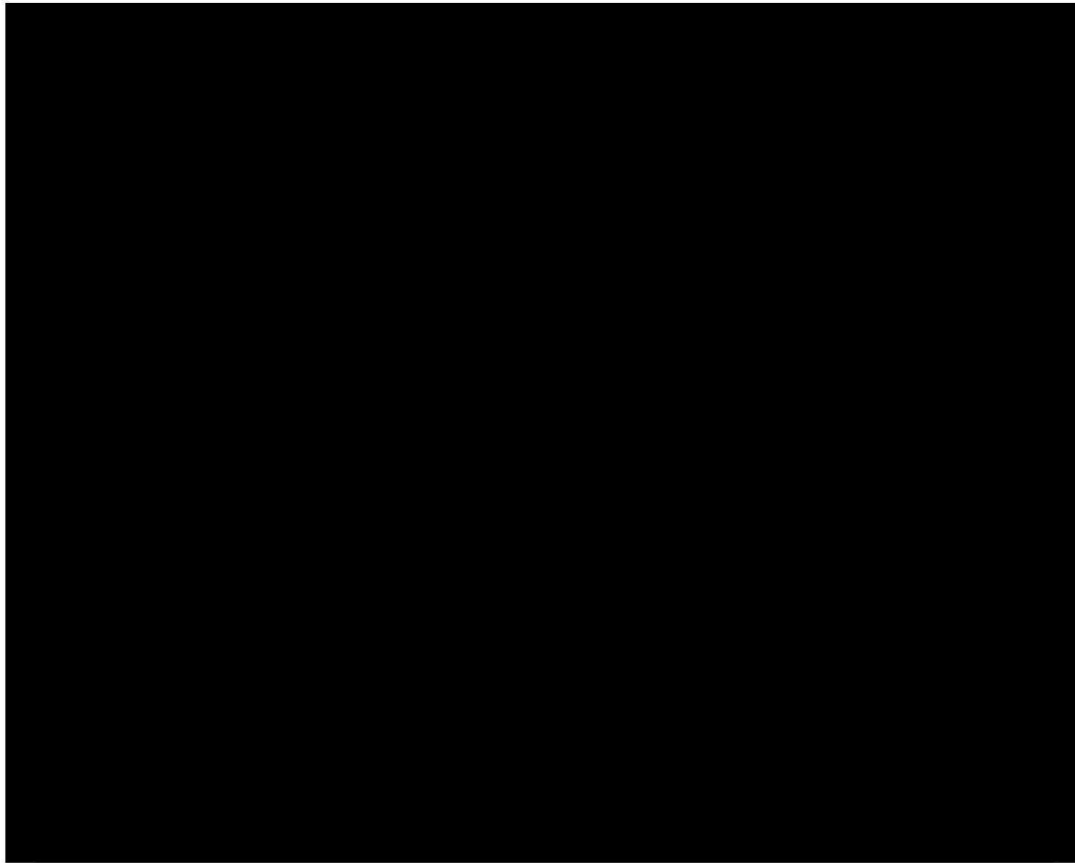




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The policies described in the introductory chapter apply to all Table Games personnel including Supervisory staff. You must also demonstrate a comprehensive understanding of the procedures for every game you will be overseeing.

CUSTOMER RELATIONS

As an employee of the [REDACTED] you were not selected solely because you were technically proficient, but also for your Guest service skills. It is important to recognize that your participation in Player interaction is an important part of your job.

- Introduce yourself to your Players and try to learn their names.
- Show a genuine interest in your Players. Go out of your way to make your Guests' experience pleasant. **Make every effort to provide a YES instead of a NO when dealing with Player requests.**
- Move around so you are accessible to all your Players. Be informed about restaurants, shows, entertainment and events at the [REDACTED]. This information can be easily accessed from the table tablets.
- Be attentive to your games, but never sweat the action and be certain you are not crowding Players who are betting large amounts.
- Body language is very important. Do not stand with your arms folded or your hands in your pockets. Do not lean against a game (live or dead) with your back to the Customers. These displays of poor body language are very unprofessional, sending the wrong message to our Players. If a "count-team" was looking for a home, that is what they would look for. Present a professional and alert image at all times.
- Never whisper in a Dealer's ear. If it is something you do not want Players to hear, wait until the Dealer comes off the game.
- If a Player makes a claim, settle it as quickly and fairly as possible. Gather all the facts; talk with the Players first, then the Dealer to help you make your decision. Remember, Surveillance must be called for a dispute over [REDACTED] in value. Do not argue with the Player or let your Dealer argue with the Player. If the dispute cannot be resolved quickly, call a Manager immediately. Remember to pull the paddle when calling Surveillance to help mark the time of incident being reviewed.
- Always remain polite and professional when dealing with our Guests. Never become argumentative or discourteous even when dealing with a difficult Player. Violation of this important policy may result in disciplinary action, up to and including immediate termination.
- Supervisory personnel are not permitted to accept cash gratuities. Any gifts from a Guest must be approved by Management.
- Visiting any hotel room by [REDACTED] and Casino employees is prohibited, unless authorized by the Sr. Director of Table Games or the Casino Shift Manager.
- [REDACTED] law prohibits anyone under the age of 21 years old to gamble, consume alcohol, or loiter in any gaming area or bar/lounge. All employees are expected to ask any individual who looks under 30 years of age for identification before that individual is allowed to make change, gamble, drink or remain in gaming areas.

EMPLOYEE RELATIONS

It is your responsibility to train, motivate, reward and discipline the Dealers in your section. The community and your Dealers depend on you to take these responsibilities seriously and perform them in the spirit of fairness and success. You have the authority to ensure that the Dealers you are responsible for are the best Dealers they can be.

- ♦ Assist the Dealers in your section by anticipating their shuffle or when they need assistance. Acknowledge Dealers when they call out shuffle, rolling and change.
- ♦ Always use your Dealers' names when acknowledging their requests on the game. It fosters a sense of teamwork and increases the chance that you will be understood the first time.
- ♦ When it becomes necessary to reprimand a Dealer, do not do it on the game. Wait until the Dealer gets off the table out of earshot of Players and fellow Dealers and speak to him or her privately. Explain any infractions in a proper and professional manner. If the situation warrants it, have a Manager present.
- ♦ When an immediate correction or instruction must be given to a Dealer on the game, be especially careful not to disparage your Dealer in front of his or her Customers. Embarrassing your co-workers provides no benefit to us.
- ♦ Practice fairness and consistency when disciplining your Dealers. Consistency gives meaning to your instructions.
- ♦ Fellow Supervisors and co-workers from other departments must treat each other fairly and with respect.
- ♦ Work together with the other departments but not at the expense of game protection.
- ♦ Take your training in sexual harassment seriously. Never act toward anyone in what might even remotely be considered a harassing or intimidating manner. Do not allow fellow employees or Customers to interact with each other in such a way. Remember, if you are a witness to harassment or if a potential harassment victim has confided in you, you are required to report the incident to the Human Resources Director immediately.
- ♦ Insubordination is a serious offense. Your Managers will not accept disobedience from you; do not tolerate insubordinate behavior from your Dealers. Violation of these policies must result in disciplinary action, up to and including termination. Please advise a Manager of any perceived offense.

PIT PROCEDURE

Supervisors are required to be in their assigned section 15 minutes before their scheduled start time. Pre-shift "Jam Sessions" will take place 35 minutes before the hour on a regularly scheduled day. Notice of the Jam will be posted on the daily roadmap.

- ♣ You must remain in full uniform while on duty in all public areas.
- ♣ Stay in your assigned area and take care of your own games, **walk your area and do not loiter around the pit podium. Hard to hit a moving target.**
- ♣ Do not engage in excessive conversation with your Dealers or other co-workers. Conversation should be directed at Guests and Players.
- ♣ Personal items should not be brought into the pit. There is no room in the pit for purses, books, newspapers, keys or phones. Bring a lock in with you and use one of the lockers distributed throughout the employee areas of the building.
- ♣ You are permitted to order drinks from the Cocktail Server, but keep your order simple and only when necessary.
- ♣ Leave your drink on the pit stand, not on a game. Standing with a drink in your hand presents an unsightly picture to our Customers.
- ♣ Adjust your table minimums as business levels warrant. Contact a Manager if you want to raise the limit of a table to \$25 or above.
- ♣ Never take it upon yourself to amend any dealing procedures or rules. All suggestions for rule or procedure changes should be submitted to the Sr. Director of Table Games or your Shift Manager.
- ♣ Use the provided list of hotel extensions and phone numbers on the podium computer's desktop. Do not burden the Operators. Their main duty is to serve our Customers.
- ♣ House or pit phones are not to be used for personal calls.
- ♣ Never put anything into the drop box. Always let the Dealer* do it. (* Exception Craps)
- ♣ When your section closes down completely, make sure to leave your area clean and organized. Discard all trash in your area; put pens, pencils, and any other tools where they belong. Close out all open rating cards. Remember that it is our casino too. Teamwork and pride go a long way.
- ♣ All paperwork that requires an employee's signature (at all levels) must include the employee number. It must be legible.

The [REDACTED]

Open Internet Explorer on your pit computer to access the [REDACTED]. The [REDACTED] is our in-house business website where you can find an extensive phone list, upcoming events, the [REDACTED] and other hotel wide information. **Table Games page has manuals, schedules and other department specific information.**

Pit Procedure (Cont)

Turning over Your Section

When being relieved for a break or at the end of your shift, make sure you relay all information completely and accurately to the oncoming Floor Supervisor. Discuss not only rating information, but also fills, credits, special Player needs, etc. Wait for your relief to verify the rack count with the tablet information. When making reference towards a Guest, verbalize his or her position. Do not point.

Sometimes a Player will end up with an inaccurate rating; often the problem arose because information has not been passed on to the relief Supervisor. Remember to note any tokens or checks "gone south" on the Player's rating entry.

When replacing a Floor Supervisor in a section, verify all bankrolls with the table tablet information and check open ratings. Make sure that all checks are accounted for.

Opening and Closing Games

Calling last shoe, last shooter or otherwise informing Players that a game will be closing without the permission of a Manager on duty is strictly prohibited. Recognize that violation of this policy will result in disciplinary action.

The procedure for opening and closing games is best described in the Blackjack manual. Remember, your signature means that you have assumed responsibility for the truth and accuracy of any paperwork.

Surveillance must be called before opening or closing of a pit.

When opening a table have the Dealer prove, on the layout, the highest denomination checks* to verify the amount. (*\$500's up) When opening Craps, have the Box Person pull out all of the high denomination checks to verify totals and check for slugs or lammers that may have been placed in the bankroll.

Tables must **first** be closed both on the Table Touch tablet and in [REDACTED] on the main pit computer. Closing a game in [REDACTED] will produce the closer slip which will be verified and signed by you, the Dealer and the Manager who will place it in the tray and lock the lid.

Be sure to comply with any dice or card controls. Dice should be cancelled on the 3 and wrapped in the original wrapper with the written side facing out. Cards are cancelled by wrapping the deck with rubber bands and marking the un-numbered corners with magic marker. Place a signed slip containing the table number, date and number of decks under the rubber band. Fill out forms accurately and legibly.

The Dealer must remain present and face forward on his or her game until the lid is locked. Crap tables must have the Box Person and one Dealer present.

Pit Procedure (Cont)

Game Security

Game integrity is another function of the Floor Supervisor. Be aware of any Players who may be “counting” or using illegal devices in order to take advantage of our Casino. Bring this type of activity to the attention of your Managers and Surveillance immediately. Look for the following:

- ♣ Large buy-ins.
- ♣ Betting systems or patterns.
- ♣ A Player leaves when the Dealer goes on break or when the cards are changed.
- ♣ Players watching the game for an extended period of time before making a wager.
- ♣ Beware of distractions (arguments, spilled drinks, fights, etc.).
- ♣ Pressing or pinching bets.
- ♣ Electronic devices being used around the gaming tables, especially Roulette.
- ♣ Be aware of dice switching or dice sliding.
- ♣ Past posting on all games.

When the cards are not in the shoe, the deck is most vulnerable; therefore, pay attention whenever the cards are out of the shoe. Watch the entire procedure of shuffling from start to finish whenever possible.

Examine the Dealer's final lace to ensure that there are no plugs or clumps of cards. Always observe the cut and loading of the shoe.

When a Box Person or Dealer calls “money/checks play to the limit”, make sure they understand that dealing is not to continue without your approval. Don't allow the Dealer to bring checks into the rack or out to the betting spot without proving the amount to be below or equal to the table maximum.

Beware of Players who handle the cards in an unusual manner. Watch for Players bending the cards, crimping the cards, or applying a foreign substance (daub) to them. Players have been caught switching cards, so be watchful.

Just like Blackjack, Baccarat is most vulnerable when the cards are out of the shoe. When possible watch the entire shuffle. (Make an effort to watch each Dealer shuffle at least once during your assigned shift).

If you feel uncomfortable with any situation please call a Manager for further investigation.

RATING PLAYERS WITH THE TABLE TOUCH

The Player rating is an integral part of the casino operations. It is essential that they are completed thoroughly, accurately and clearly.

Rate all Players that have a buy in of \$300 or more or have an average bet of \$25 or higher.

It is an acceptable practice to train your Dealers to ask their Players for an

Prepare a "refused name" rating for all Players who meet the above criteria, but do not wish to sign up for or show their card. Page a Casino Host; they can help in getting a name from your refused Players.

Refused Players who win, lose or leave your table with or more need to have their rating converted to "High Limit Refused" (first name-High Limit, last name- Refused). This makes it easier for your Managers to find the rating if necessary for cash outs or other purposes.

Transfer all the information to the new rating and note the time played in the "notes" section. Clear and cancel the old rating entry.

Please double check all entries on the tablet for accuracy.

Points To Remember

- ♥ You are required to be logged in on every tablet in your section. Be sure to check that the rack information is correct and the tablet is set up for the proper table before signing in. Make sure the Dealers in your section are signed onto their games as well.
- ♥ Always use the rack as your guide when determining how much a Player has. Players may share their money with friends, put some away ("go south") or tip out to their Dealer and Cocktail Server, so counting checks on the table is not a reliable method of establishing a Player's win/loss standing. "The Rack Does Not Lie" is an old adage, but it still holds true 100% of the time.
- ♥ When you call Surveillance on a Player, make a notation in the "notes" area of their rating screen so that anyone who looks at the rating will know that this Player is being watched by Surveillance.
- ♥ If a filling out a manual rating card is necessary, you are responsible for filling the card out completely. Write down all the information that the tablet entry would keep track of: date & table, time in & out, buy-in, average bet, walk amount and win/loss.
- ♥ Keep your table tablet rack count as current as possible. You may need to turn over your section at any time.
- ♥ **Keep average bets accurate.** Allowing inaccurate average bet entries can cause serious difficulties for our Players. The tablet computer will default to the table minimum as an average bet. ***Do not allow this to go unchecked when closing out your ratings.*** Remember to combine the totals for multiple hands to get a true average bet.
- ♥ Use the notes area of the rating screen to keep track of tokens, checks "gone south" or given to other Players.

RATING PLAYERS WITH THE TABLE TOUCH

Points To Remember (Cont)

- ♥ Head counts provide our Management with valuable information. Please be sure your head counts are timely and accurate.
- ♥ **The House Rules Button-** Under this button you can find:
 - Procedure Manuals- House Limits
 - In House Telephone Extensions
 - Host Extensions
 - Important Timely Messages- Procedure Updates, etc.
 - Upcoming Concerts and Events
- ♥ **The Player Detail Button-** Look for a Guest who previously played in your pit. A quick useful way to start up a rating or get a rough estimate of their action that day. Located on the main screen.
- ♥ **The Inhouse Detail Button-** Get a list of a Players ratings for the gaming day and the day before. Useful for calculating total buy-in.
- ♥ **The Table Inventory Button** is the table card of the 21st century. It is a chronological list of all transactions made on that table for the entire gaming day. Under that button are all the tools necessary to adjust the rack count, order and check fills/credits and start new ratings for previous Players.

High Action Play- The tables in our High Limit area are equipped with an automatic chip recognition system. Players consistently wagering on more than one hand should have a separate rating open for each spot. Keep all cash and check transactions on a single rating and let the other(s) record only the average bet and time. Use the button located at the bottom left corner of the Player Positions screen to check that the bets are being properly recognized. You will be able to adjust the final average bet for each position if necessary before closing the rating.

FILLS & CREDITS

Watch your racks closely and make sure the Dealers have sufficient checks to run their game at an optimum pace.

Fills may be made whenever you need checks; however it is extremely busy at the Bank and Security during the rollover to the next day so make only emergency fills or credits for the period of one hour before the count begins until after your table has been counted.

If you need a rush fill or credit, make a phone call to the Fill Bank [REDACTED] after generating the transaction on your tablet. Table Touch/[REDACTED] cannot designate a rush fill/credit.

Always check your racks to see if they need \$1's and \$0.50 pieces. If you can fit even one stack/roll, order it with your fill. We use \$1 tokens and \$0.50 coins.

Generate your fills and credits on the tablet for each table. The procedure is generally self-explanatory. Under special circumstances, fills and credits can also be generated using [REDACTED] on the pit computer.

When making a fill, order in full stack units only (20 checks or \$1 tokens, \$10 in \$0.50's or \$0.25's). Credits can be generated for the exact amount, but use full stack units whenever possible.

Once the Security Officer arrives and receives permission from you to put the chip carrier on the table and remove the lid, he or she will hand you the slip.

Verify the Following:

- ☐ Table #, Date & Document #
- ☐ Amount- the denominations and totals should equal your original order.
- ☐ Signatures on both portions of the slip: FILLS- Fill Bank Cashier & Security Officer.
CREDITS- Fill Bank Cashier.

Return any fill or credit with incorrect paperwork to the Bank.

FILL PROCEDURE- Show your Dealer the slip and watch him or her prove the checks (Dealers should always break down the highest denomination stack in the fill, unless they are \$5000 and \$1000 checks, then they would prove a stack of both).

If the paperwork is correct, sign the slip, both sections. (all signatures and employee numbers must be legible)

Your Dealer will then verify all information and sign both portions of the slip.

Have the Dealer **drop the copy labeled "Drop Box" and hand the copy labeled "Cage" to the Security Officer.** The checks will then be put away, highest denomination first.

Now is the preferred time to accept the fill on the tablet. The rack count will be updated automatically.

Fills & Credits (Cont.)

CREDIT PROCEDURE- Show your Dealer the slip and tell him or her which checks need to be removed from the rack.

Once proven, leave the checks broken down while you, the Security Officer and then the Dealer verifies and signs both portions of the slip.

The Dealer will **drop the copy labeled "Cage" and hand the copy labeled "Drop Box" to the Security Officer.** The Dealer will then load the checks into the empty trays and place them on the carrier. The Security Officer will bring the credited checks to the Bank.

In [REDACTED] on the pit computer, accept the credit in a timely manner. The screen will show it is "In Transit." When the Bank receives the checks and accepts them in their computer, your tablet's rack count will automatically be adjusted.

The Officer will return with the slip labeled "Drop Box." Check for all four signatures. Give the slip to the Dealer to drop.

If you need to void a fill or credit, notify the Fill Bank Cashier by telephone [REDACTED]

It is good practice to credit the larger sized checks used with the chip recognition system in our High Limit area from games on the main casino floor. Use common sense. Often you will be able to remove these checks from your racks through Player color-ups.

If a fill/credit is taking an unusually long time to arrive and the game is in urgent need, call your Manager to help expedite the transaction.

Please be courteous and fill your games before ending your shift.

Manual Fill/Credit Procedure: If the computer system is down and you need a fill or credit, call the Fill Bank Cashier with the pit and table number. Describe the exact composition of your request. When it arrives, be sure to verify the paperwork. After all signatures are in place, the top (original) copy will be dropped and the rest will return with the Security Officer. When the computer system becomes functional, the Fill Bank Cashier will enter all manual fill/credit slips into the system.

⇒ Please refrain from making a fill or credit after [REDACTED] until your pit has been rolled to the next day! If you need a fill after [REDACTED] please call a Manager to expedite its arrival before the day roll.

MARKERS & REDEMPTIONS

Players are permitted to draw from cash deposited at the [REDACTED] prior to play, or from a pre-established credit account and frequently both.

When a Player asks for a marker, follow these instructions:

1. Identify the Player- If the Customer requesting credit is unknown to you, ask for ID. A [REDACTED] is not acceptable ID for issuing credit; ask for a driver's license or passport. Check New Wave and Patron Management to see if the Player's ID has been scanned. If the picture is clear, you can use it. If the Customer cannot provide you with proper identification, call a Manager.

2. Start a Rating on the Tablet

3. Go to [REDACTED] on the Pit Computer- Find the Player's rating using the "Player Rating" icon on the left menu and click twice on his or her seat to find the marker menu. The Player's available credit will show at the top of the screen. Click "Issue." You may print the marker at this time.

4. Determine Available Credit- Once it has been determined that your Guest has available credit, place lammers designating the marker amount on the table in clear view (the area near the drop paddle is best on most games). Watch your Dealer remove, prove and deliver the checks to the Player.

5. Return to the Computer and Print the Marker Certificate. When generated by this procedure, the marker will automatically have the correct table number and be attached to the tablet rating.

6. Verify All Marker Information:

- | | |
|-------------------|---|
| a. Game number. | c. Amount issued (written and numeric). Compare it to the lammers on the table. |
| b. Date and time. | d. Casino Guest name and [REDACTED] number. |

7. Sign the Bottom Page of the Marker (legibly- signature and employee number), and write in the date and table number. Have your Player sign the marker next. Use good judgment when approaching the Player for his or her signature. The Dealer will verify the information printed on the marker and then provide the final signature.

8. Remove the Bottom Section and Give It to the Dealer to Drop. Once it has been dropped the Dealer will place the lammers in a neutral area of the table. The top of the discard rack is the preferred spot for the card games. Only the Dealer is permitted to remove lammers from the table. (Floor Supervisors may retrieve lammers from an incomplete transaction after notifying Surveillance).

You must notify Surveillance for markers of [REDACTED] or more. Provide the following information: Patron name, [REDACTED] number, marker amount, table number and playing position.

All markers must be transferred to the cage before the pit can be rolled to the next gaming day.

If a Player takes a marker as the count is approaching your pit, call a Manager immediately so the marker can be transferred and the receipt dropped before the boxes are changed to the next day.

If a marker does not print, or needs to be voided for any reason, call a Manager. If money has already been given to a Player or a marker is still requested, immediately process a new, correct marker and have it signed and dropped.

If a marker Player leaves your area or if you have checked in advance of arrival for a Player you know (always a time saver and a Customer service plus) be sure to re-check availability before delivering any money. Keep in mind that a Player may have drawn from his or her account at another table after leaving your sight.

It is also possible to generate markers using [REDACTED] under the Marker icon on the left menu. This is the method for looking up a Player's balance in advance. When issuing markers in this manner, extra care should be taken to avoid making mistakes.

Marker Repayments

When a Casino Guest wants to redeem his or her markers at one of your tables, follow this procedure:

1. Find the marker.
 - a. If you prepared the marker, retrieve it from the cabinet.
 - b. We are not able to process partial redemptions. Markers must be redeemed for the exact amount.
 - c. Markers must be redeemed at the table where they were issued. If a Casino Guest insists on redeeming a marker from another table or pit, you will need to contact a Manager to perform this transaction.
 - d. Redeem markers attached to the current rating first, if possible (Marker button). See below.
 - e. Markers are transferred to the cage periodically throughout the day, usually near the end of each shift. Inform the Customer who wants to redeem a marker if that is the case.
2. Have your Dealer bring in the checks/cash the Player wishes to use for the marker repayment and prove the amount in the work area. Place them in the neutral area near the drop paddle and put lammers showing the correct value on top of the checks. Leave any cash counted down until Surveillance has been called. Never convert cash to checks whether it is a partial cash/checks redemption or all cash.
3. If the Player has a rating open on the game, find it in [REDACTED] and, clicking twice on the seat, find "Redeem" on the marker menu to process the repayment.
4. Call Surveillance. All marker buy-backs must be phoned in to Surveillance. Give them the Player's name, [REDACTED] number, the table number and the amount.
5. Return to your computer screen to finish processing the redemption. The amount of checks and cash must be entered exactly as given by the Customer. While the receipt is printing, return the original marker document (the top section, with the Player's signature) to the Player. Be sure to tear the slip through the Player's signature.
6. Enter the method of repayment on the remaining portion of the marker document and confirm that it is the same as the receipt. Sign both documents.
7. The Dealer will verify and sign both documents then prove the cash/checks once more for Surveillance. All paperwork will be dropped, the checks returned to the rack, any cash will be dropped and the lammers placed in a neutral area.

You can process the redemption of several markers in a single operation. Remember, no marker can be partially redeemed. Markers can only be redeemed at the table where they were issued. Please contact Surveillance prior to moving any chips for the redemption.

If a Customer insists on attempting to make a transaction you cannot perform (partial payments or redemption of markers from another pit, etc), call a Manager to handle the situation.

Redemption of Markers Not Attached to an Open Rating

In order to keep our Player's win/loss records accurate in Table Touch and Patron Management, special procedures are required for redeeming markers unattached to a currently open rating.

- ⇒ Definition: **Attached Marker** is a marker associated with the current rating.
- ⇒ Definition: **Unattached Marker** is a marker that was associated with a previously closed rating.
- ⇒ **Once a rating is closed any markers associated with that rating will not attach to another.**

Player Walks Up (No Rating):

Bring in the payment and process (using [REDACTED]) the redemption normally.

Adjust the rack count using Table Touch. Use the "notes" area to identify the adjustment.

Add cash using the Grind button.

Notify a Manager afterward if \$1000 or more is added to the grind. Make an entry in New Wave for the cash amount, if necessary.

Do not generate a Table Touch rating.

Player with an Open Rating:

Bring in the payment and process the redemption normally. If checks need to be moved to another game, notify Surveillance before transferring them.

Checks used to redeem unattached markers, whether on the same table or another, must be considered to have been already removed from the game by the Player.

Markers Paid on a Different Game: When closing the Player's current rating, add the repayment amount that has left the table to "Chips Walked"

Markers Paid on the Same Game: An adjustment to the rack count will be necessary. It is preferable that the repayment amount is **added** to the bankroll count around the same time the redemption is processed. When closing the Player's current rating, you must also add this amount to "Chips Walked."

When processing unattached marker redemptions by this method, it is assured that both the bankroll and the Table Touch-Patron Management rating will reflect the Player's true win/loss.

If you have any questions with the redemption of an unattached marker call a Manager.

Manual Marker Procedures:

If the computers are down, you will need to prepare manual markers when your Players request them.

- ◆ Identify your Player.
- ◆ Call the Bank with your Player's name, [REDACTED] number and the amount requested. The Cashier or Bank Manager will tell you the amount the Player has available.
- ◆ Once availability has been established, deliver the checks to your Player in the normal manner. Remember to call Surveillance for markers of [REDACTED] and above.

Your Manager will provide you with blank manual marker forms and a log where each transaction must be recorded.

Fill out the manual marker form with the following information (both sections, left and right must contain:

- a. Game number.
- b. Date and Time.
- c. Amount issued (Written-main section only, and Numeric).
- d. Casino Guest's name printed in a clear legible manner.
- e. [REDACTED] number.

You will then need to contact the Bank Cashier with the marker number and amount.

Make an entry in the Manual Marker Log book.

Once verified and signed by you, your Player and then the Dealer, drop the thin copy. The two part original will be retained by you.

Voiding manual markers will be handled the same as void computer markers.

Manual Marker Redemptions

After you have called Surveillance, call the Bank to inform them of the marker repayment. They will handle the computer processing of the transaction once it becomes possible. The Bank Cashier will also add the amount of the redemption back into the Player's availability.

Once you receive the OK from the Bank, fill out the payment portion on the left side of the marker document, sign it and separate the two sections. Rip the right hand side through the Customer's signature and return it to him or her. The Dealer will verify the information on the small remaining portion, sign and drop it, returning the lammer(s) to you and the money to the rack or the box.

CALLING SURVEILLANCE

You Are Required To Call Surveillance When:

- A Player is wagering [REDACTED] or more on weekdays and [REDACTED] or more on weekends on games with even money wagers. [REDACTED] or more on the layout in Craps, [REDACTED] or more on an inside bet on Roulette and [REDACTED] on the Carnival games.
- All Customer claims over [REDACTED]. (NOTE: Use your best judgment on claims under [REDACTED].)
- When two Players claim the same bet.
- Anyone of suspicious nature is playing or loitering around the pit.
- Issuing a marker of [REDACTED] or more.
- Any cash transactions exceeding [REDACTED]
- All marker redemptions.
- Opening a game.
- Closing a game.
- When a drink is spilled into the rack and checks must be cleaned.

When calling Surveillance about a Player, identify yourself first and be ready to provide the following information: Name, [REDACTED] number, table number, seat position, and the reason for calling. You may also be asked for information regarding buy-ins, win/loss and betting range. Always comply with a request from our Surveillance operators. If you have a problem or question, discuss it with a Manager.

Use common sense concerning Surveillance about situations that have not yet crossed the thresholds described above. Generally, if the idea to make the call crosses your mind, it is best to call a Manager.

CALLING YOUR MANAGERS

Keeping your Managers informed about significant events in your section is fundamental to smooth operations. Their assistance can be invaluable when you are faced with a situation that is beyond your authority or may require more of your attention than the demands of your section will allow.

Your Managers Expect You To Call Them When:

- ⌋ A Player is in [REDACTED] or more in cash.
- ⌋ A Player is winning/losing [REDACTED] or more. Contact the Shift Manager directly if a Player reaches [REDACTED] win or loss.
- ⌋ Receiving a special complimentary request from a Player.
- ⌋ A Player is betting [REDACTED] (weekdays) or [REDACTED] (weekends), and /or shows a potential threat.
- ⌋ A Player comes to one of your games with a [REDACTED] chip. If the Player has no rating detail (Inhouse Detail button) call a Manager immediately.

Calling Your Managers (Cont.)

- ❖ Anytime a “high profile” Player lands in your section. Your Managers have a current list of in house high profile Players with any special rules or betting limits they may have- ask them. Information about a particular Player’s special needs can also be found on the comments screen in the computer.
- ❖ Before having a Customer removed or asking them to leave the table or the pit area.
- ❖ If you notice any unusual or irregular activity from your Players, Dealers or fellow Floor Supervisors.
- ❖ When you are unsure of how to handle a certain problem or situation.
- ❖ If there is a fight. Call Security first, then a Manager. Never become involved in any dispute between Customers that does not directly involve the action on your games. Our Security Officers are trained to successfully handle this kind of occurrence. Rely upon them.

When calling a Manager about a Player, identify yourself first and be ready to provide the following information: Name, [redacted] number, game, seat number or position, and the reason for calling. You may also be asked for information regarding buy-ins, win/loss and betting range. If you have a problem or question, discuss it with a Manager. (EXAMPLE: “[redacted] is on table #204 and winning [redacted]”, not “I have a guy winning [redacted]”).

You are expected to be able to provide the answer for **any** question your Managers may ask you concerning your games and the Players on them. Responding with the excuse, **“I just got here” is not acceptable.**

The monetary limits described above may vary depending on your shift and the section you are working in. It is your responsibility to make yourself aware of the specific limits that apply to you before you start.

Use the chain of command as a guide (low to high) when deciding which Manager to call. Your Pit Manager usually tours the casino floor and is most likely to provide a timely response to your page. Sometimes, depending on the day and the pit, a particular Manager will assume responsibility for the area where you are working. You will be provided with this information and required to communicate with this Manager first.

SUPERVISING CRAPS

Dice Floor Supervisors are solely responsible for the activities and events on their assigned game. Multi-tasking is essential for the satisfactory operation of the game and protection of the bankroll. As with every other game, you are also responsible for maintaining excellent Customer service as well as supervising the conduct of your Dealing Crew.

Watching Your Game

You are required to watch any game with 8 or fewer players from a standing position.

Exception: A reserved game where you may sit during the observations of a high limit guest.

When a Supervisor leaves his or her assigned game for any reason the other Supervisors on that end of the pit will stand regardless of the number of Players are on their respective games. If a standing Floor Supervisor has been assigned to the pit, seated Supervisors may remain seated.

Protecting Your Game

To provide the utmost protection on any crap game, Supervisors must follow the dice from their release until they hit the wall. Make a habit of utilizing the mirrors when observing your game. Position yourself so that you are able to observe the entire game. Do not allow yourself to become distracted. Any time you must leave the game, attempt to position yourself to be able to see the action.

Know the embossed number on your dice. Inspect them when they leave your sight, your crew's sight or go off the game. If you or your Dealers have a question about the validity of your dice, inspect them. Check the dice when you tap on to a game.

Buy-ins

You may allow your Base Dealers to count out and deliver all buy-ins of [REDACTED] or less. Money must be counted in accordance with department standards and chips cut out in a clear and precise manner.

All buy-ins will be counted on the inside area of the **COME** and chips cut and delivered from the center of the **COME** to the Customer. Dealers must clear their hands after cutting out the buy-in to provide a clear view for Surveillance. They will place all cash they have counted on top of the \$25 chips in the bankroll. When you return to the game, count the cash and add it to your ratings or drop. This procedure must be enforced to maintain the integrity of the game.

Check change [REDACTED] and under may be performed by the Base Dealers using the same procedure. Buy-ins clearly in excess of [REDACTED] must be counted down by the Floor Supervisor. If you are tied up, the Player's money will be placed in the center with the paddle over top for protection until you can properly count it down. Politely tell additional Players waiting to buy-in to hold their money; we will be with them ASAP.

Under conditions of high volume where the Dealers cannot clearly count out and deliver buy-ins while the game proceeds, the Supervisor must handle the transactions.

Supervising Craps (Cont.)

Markers & Redemptions

When a Customer requests a marker, swipe his or her [REDACTED] card into the tablet as normal, verify the existence of a credit line and then proceed to the podium to check [REDACTED] before placing lammers down or delivering any money.

Remember, Player credit account stop codes do not always show until you actually try to print the marker from [REDACTED]. Once you have confirmation that funds are available, place the lammers in a neutral area near the paddle and have your Base Dealer count down and deliver the checks to the Player.

Dealers are not to conduct a marker transaction under any circumstances. Once the marker has been signed by the Supervisor and Player it must be signed by the corresponding Base Dealer. All other normal marker procedures apply.

Marker redemptions will be performed using normal procedures. If you are tied up, Dealers will need to politely ask their Guest to hold on to the buy-back; you will be with them ASAP.

Coloring Up

This is the time when your game will need the utmost protection. Dealers may bring in and color up any amount up to \$500 themselves. They need to clearly call out that color is coming in and the amount of checks going out, however they will not have to wait for your approval if you are tied up. Upon your return they must update you with all information about the Customer color-up.

All color-ups over \$500 must be run down and approved by you. Under extreme conditions where multiple color is coming in, Dealers may, at your instruction take care of amounts of up to [REDACTED]. Anything over [REDACTED] must be handled by the Supervisor. Keep in mind that the game should continue and use common sense when adding to your Dealers' burden.

Fills and Credits

Follow the same basic procedures as with markers. The Base Dealer with the least amount of action should sign for fills and credits. Avoid burying yourself; fills and credits should be done at the beginning of your shift.

Tokes

All tokes must be dropped immediately. If you are away from the game, tokes must be lammered by a Base Dealer and placed next to the paddle until you return to drop them.

Common Sense

Common sense always prevails, with these procedures as well as all others. Your Managers are able to assist you at any time if you need to know how you should handle a particular situation.

Take extra care to perform every operation as cleanly as possible. Clear your hands after touching checks or cash; clear your hands before touching yourself. Set an example for your crew.

These procedures need to be followed to effectively protect the game. You must make Management aware of any Dealers that do not comply with these procedures.

If at anytime you feel overwhelmed, it is time to call a Manager. They will help you until the game settles down.

CALL BETS AND CASH WAGERS

Call Bets

- * Never allow a Player to make a call bet ("mark up" a double down or split, etc) without your being **absolutely sure** the Player can repay the bet if lost, using credit, cash or checks without leaving the game. If the Player is insistent, call a Manager immediately.
- * A Player in our High Limit area with an exhausted credit line will be given a courtesy bet up to [REDACTED] without calling a Manager prior to the hand being played. (i.e. Courtesy Bet = Double, Split) Call a Manager immediately if a credit increase is needed to satisfy a courtesy bet.
- * The Dealer will indicate a call bet by placing checks equal to the amount of the call bet in the neutral area near the drop paddle before proving and setting the call bet.
- * The call bet must be settled at the end of the hand, spin or decision (for that particular bet) roll. The checks which indicate the call bet can be removed only by the Dealer or Box Person once payment of the call bet has been proved.

Cash Wagers

- * Due to certain restrictions inherent to [REDACTED] regulations, we will not accept any cash bets ("Money Plays.")
- * In Roulette and Craps, cash bets made too close to the ball dropping or dice landing can still be booked, but all money must be counted and exchanged for checks before winning bets can be paid.

NEW WAVE AND [REDACTED]

Having received specific training about [REDACTED] and the reporting of cash transactions, you will be held responsible for adhering to the required policies and procedures. Listed here are some important reminders to help you remain compliant with the law (yes, it's the law).

Cash Transactions You Will See:

1. Cash buy-ins for gaming chips.
2. Repayment of markers with cash.

- ♣ We are required to report, using the New Wave software, all of a Customer's cash transactions which, when combined, exceed [REDACTED] during the course of the gaming day. At the [REDACTED], our gaming day begins and ends at [REDACTED].
- ♣ New Wave should always be active on your pit computer. Keep checking the list of Players (Logs tab) to stay current. Be aware of who has submitted their ID and tax information and who does not.
- ♣ If a Player buys in \$500 or more, look up their buy-ins for that gaming day using Patron Management or the In House Detail button in their Table Touch rating. Combine the cash buy-ins for ratings starting [REDACTED] or later that gaming day.
- ♣ If the total is over [REDACTED] for the current gaming day, check New Wave to see if the Player is already listed. If so, make an entry for the buy-in you witnessed. Subsequent buy-ins should be entered in a timely manner. Do not wait until the end of play.
- ♣ If the total is over [REDACTED] for the current gaming day and the Player is not yet listed, make an entry for the combined total (previous and current buy-ins.) Double check the times and amounts before making the entry.
- ♣ If New Wave asks for a Player's description, enter it. Do not skip past this section.
- ♣ **Do not allow any Player to go over [REDACTED] in cash transactions without having both their ID (valid date) and Tax document (Social Security card or completed W9) scanned into New Wave.** Contact a Manager if your pit does not have the proper scanner.
- ♣ When approaching Players who are about to cross the [REDACTED] threshold, present them with a card that describes the law and politely request their ID and prepare a W9 for them to sign. Remember-[REDACTED] employees are forbidden from advising anyone about circumventing the regulations regarding [REDACTED] reporting requirements.
- ♣ A properly filled out W9 will have (all legibly written) the Player's name, address, [REDACTED] number, date and Social Security number. You are permitted to fill out the form in advance, but **Players must sign the form and place their initials next to the Social Security number.** Completed scanned W9's will be stored at the [REDACTED].
- ♣ If any Player refuses, he or she will not be permitted to continue playing until Proper documentation is produced. Inform a Manager immediately.

Failure to comply with [REDACTED] is a criminal offense and infractions could result in not only disciplinary action up to and including termination, but also fines of up to \$500,000 and/or a jail sentence of up to five (5) years.

THE [REDACTED]

Players in your section who buy in for \$300 or more or have an average bet of \$25 or higher must be asked if they have a [REDACTED] card; if they do not, you must invite them to join the [REDACTED]. Train the Dealers in your section to ask Players for their [REDACTED] card when they come to the table.

New Players should be informed of the benefits of the [REDACTED] based on their "play" (time and average bet):

- | | |
|---|--|
| ☐ Special room rates up to a "comped" room. | ☐ [REDACTED] comps. |
| ☐ Concert/Special Events tickets. | ☐ Cigars/Cigarettes. |
| ☐ Comps to all the [REDACTED] restaurants (Except [REDACTED]). | ☐ Drink comps to the Casino Bars. |
| ☐ Comps to the [REDACTED] Spa. | ☐ Comps for Cabanas at the Pool. |
| | ☐ Comps to the Retail Store. |

When signing up a new Player, gather and enter into Patron Management as much information as possible. Always try to get a Driver's License when possible and make use of the [REDACTED] signup cards.

It is very important to get phone numbers and e-mail addresses. They are vital marketing tools.

Complimentaries

When a Player requests a comp, always ask if he or she is staying with us at the [REDACTED].

Except for cigarettes, we should not generate comps for Guests of the hotel. Advise your Customers that they can sign their purchases to their room and when they check out, the points they have built up while playing will be applied to their total bill. Direct your Customers to the [REDACTED] desk for further explanation.

Do not over-comp your Players. Using Patron Management, determine if the Guest has enough comp \$ available to fill his or her request. Call a Host or your Manager to help you settle the matter in a positive manner.

Cigarette comps can be issued to over-comped Players. For your unrated Players betting \$15 or more, there is an [REDACTED] account—first name "Free," last name "Cigarettes"—that you can use to generate cigarette comps. Use common sense.

When issuing hard copy comps sign your name and legibly write your comp number (not your employee number).

The Casino Host

Players maintaining a \$100 average should have a Casino Host assigned to them. The tablet will have their Host's name on the rating screen. If a \$100 average bet Player does not have a Host, make sure to call one to come down and visit. *Just because a Player has already obtained a [REDACTED] card does not guarantee he or she has an assigned Host.* If one is not available, pass on the Player's name and [REDACTED] to a Manager so they can be assigned to a Casino Host.

Be aware of which Hosts are on duty during your shift. The Hotel Operator can give you this information.

Notify a Casino Host for any of the following:

- | | |
|--|--|
| ☐ The Casino Guest asks for them by name. | ☐ When a high profile Player asks about his or her points. (Regular Players can be directed to the [REDACTED] booth). |
| ☐ When a newly rated Player is betting \$100 or more per hand, buys in for \$1000 or more, or has newly established credit and he or she has no Host. | |
| ☐ When a Player asks for a comp that you are not able to produce yourself. | |
| ☐ If you need assistance signing up a Refused Name giving us good action. | |

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