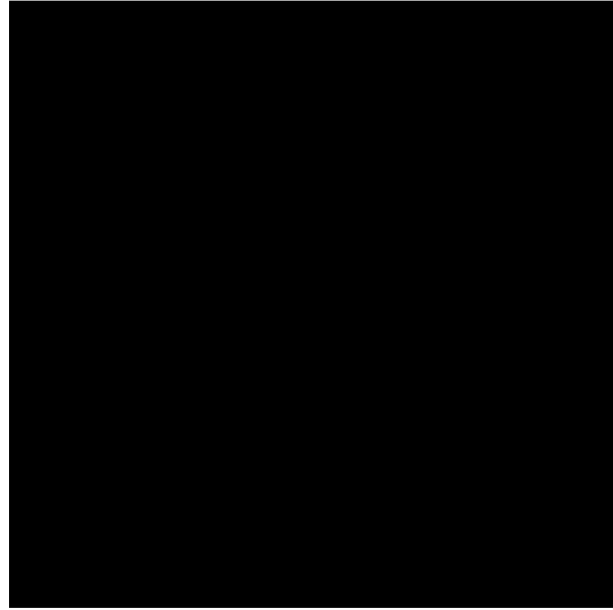




SUPERVISOR REVIEW

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Ten Commandments of Superior Customer Service

1. The customer is the most important person in the company.
2. The customer is not dependent on you-you are dependent on the customer. You work for the customer.
3. The customer is not an interruption of your work. The customer is the purpose of your work.
4. The customer does you a favor by visiting [REDACTED] You are not doing the customer a favor by serving them.
5. Treat the customer better than you would want to be treated.
6. The customer is not a cold statistic. The customer is a person with feeling and emotions, just like you.
7. The customer is not someone to argue with or match wits with.
8. It is your job to satisfy the needs, wants, and expectations of your customer and whenever possible, resolve their problems and complaints.
9. The customer deserves the most attentive, courteous, and professional treatment you can provide.
10. The customer is the lifeblood for our business. Always remember that without customers, we would not have a business. You work for the customer.

General Information

1. Employees are the most important assets at the [REDACTED] Our success will depend on the quality of our service and friendliness.
2. Courtesy is imperative when dealing with our guests. A friendly and comfortable atmosphere will encourage guests to return.
3. Greet new players as they come to the table, addressing them as ma'am or sir. Greet guests by name when known.
4. ALWAYS be courteous and helpful to players; introduce yourself and make EVERY EFFORT to get the player's name if not known.
5. You are A VERY important public relations representative of the casino and your demeanor will play a critical role in a guest's decision to return to the [REDACTED]
6. ALWAYS REMAIN POLITE AND PROFESSIONAL WHEN DEALING WITH GUESTS. Never become argumentative or discourteous even when dealing with difficult guests/players. Violation of this policy may result in disciplinary action, up to and including immediate termination.
7. NEVER TAKE IT UPON YOURSELF to amend any dealing procedures or rules. All suggestions for rule or procedure changes should be submitted to the Vice President of Table Games or Casino Shift Manager.
8. Stay in your assigned area and take care of YOUR OWN GAMES, walk you area and DO NOT LOITER AROUND THE PIT PODIUM.
9. Floor Supervisors are not to engage in excessive conversation with dealers or other co-workers. Conversation should be directed at guests and players.
10. Body language is very important in the pit. There should be no crossing of arms or hands in pockets. Please no leaning on the pit stand. All of these displays of body language are very unprofessional and they send the wrong message to our players. Also, if a "count-team" was looking for a home, that is what they are looking for. Be sure to walk your pit at all times and protect [REDACTED] money.
11. Do not carry books, magazines, newspapers, or personal articles in and out of the pit area.
12. Do not carry drinks (coffee, juice, water, etc.) around the pit area.
13. When it becomes necessary to reprimand a dealer, DO NOT do it on the game. Wait until the dealer gets off the table and then call them aside to speak in private. Explain any infractions in a proper and professional manner. If the situation warrants it, have the Casino Shift Manager, Assistant Shift Manager, or Pit Boss present.
14. If a problem arises that you cannot handle, contact the Casino Shift Manager, Assistant Shift Manager, or Pit Boss immediately.
15. Chewing gum, smoking, and eating will not be permitted in the pit.
16. Except for emergencies, there should be no personal phone calls to and from the pit.
17. When calling in sick, do so at least four (4) hours prior to your scheduled start time, and speak directly to the Casino Shift Manager.

18. Visiting any hotel room by [REDACTED] employees is prohibited, unless authorized by the Vice President of Table Games or the Casino Shift Manager.
19. Hair and fingernails should be kept clean and well groomed with an eye toward good taste.
20. Supervisors and co-workers will treat each other fairly and with respect. Insubordination to a supervisor will not be tolerated. **SEXUAL HARASSMENT WILL NOT BE TOLERATED.** Supervisors will not be allowed to solicit or accept tokens. Violation of these policies will result in disciplinary action, up to and including termination.
21. Floor Supervisors are to call surveillance when:
 - a. Checks of [REDACTED] or more are in play on weekdays and [REDACTED] or more are in play on weekends.
 - b. Closing a game.
 - c. Issuing Credit.
 - d. Redeeming Credit.
 - e. Any large amounts of cash exceeding [REDACTED] being played or brought to the table.
 - f. Anyone of suspicious nature is playing or loitering around the pit.
 - g. When two (2) players claim the same bet.
 - h. When calling surveillance about a player, please have all pertinent information regarding that player. (Name, [REDACTED], game, seat number, and reason for calling)
22. Always provide the pertinent information to your supervisor about a customers play, such as:
 - a. Name of player and [REDACTED]
 - b. Location of play.
 - c. How much the customer is in.
 - d. How much he/she is winning or losing.
 - e. Betting range.
 - f. Credit available when applicable.
23. Let one of your supervisors know if a customer is winning [REDACTED] a.s.a.p. Sometimes your shift will vary its requirement as a player may warrant but check in if you're not sure.
24. When your section closes down completely, make sure to leave your area clean and organized. Discard all trash in your area and put all pens, pencils, and any other tools where they belong. Remember that it is "OUR" casino too! Teamwork and pride go a long way.
25. [REDACTED] law prohibits anyone under 21 years of age 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 loiter in gaming areas where alcoholic beverages are served.

Rating Cards

When filling out player rating forms, there seems to be a lot of good different ways, however, we would like "ALL" supervisors to comply with the following systems to insure uniformity. This also will help the relief supervisor to understand the rating form when taking over your section.

1. Comps are based on these player rating forms (time played, average bet, etc.) so be as accurate and thorough as you possibly can.
2. Make sure all appropriate boxes are filled in, (cash, chips, chips out, average bet) so the win/loss coincides with entries.
3. Make sure when games are closing in your section that all rating cards are "CLOSED OUT" and ready to be entered into the system. If you carry your rating cards or table card in your pocket, make sure you don't take any of this paperwork home with you!
4. Take the time when entering information on these rating cards to make sure they are legible. Also, make sure the numbers and letters are big enough for our pit clerks to read when they enter this information into the system. Some writing utensils work better than others on these cards, so please use a PEN that is easy to read.
5. Keep track of all sizeable tokens that leave the game and account for them on players rating forms.
6. Please remember to pass all pertinent information to the supervisor coming into your pit area. The answer that "I JUST GOT HERE" is NOT the right answer.
7. If a player ends up with an inaccurate rating, some of the time the problem lies with information not being passed to the relief Supervisor. If a customer is winning and "going south" with chips we need to log this somewhere on the rating card. Use what works for you, such as, 2 yell down or 2y south. This would also apply if the customer were giving chips to friends or a spouse. Those chips are to be marked as they are walking with them.
8. The following usage of abbreviations will allow more uniformity among all staff supervisors. Any supervisor that takes over your section will easily understand this information.

C.P. = Cash Played
C.B. = Cash Buy
M.B. = Marker Buy Back
M.K. = Marker Issued
H.C. = House Checks

Cash buy in will be recorded as:
X = \$1,000
V = \$500
I = \$100
Money plays the same as above

Marker issue as: **1.0, 2.0, etc.**
Check Color Abbreviations

BRN brown \$5,000
Y yellow \$1,000
PK pink \$500

BK black \$100
PU purple \$25
RD red \$5

Markers

1. Marker credit may only be issued in the Pit to customers who have a properly authorized credit record on file with the [REDACTED]. If you enter the letter "C" on the Pit Supervisors Menu "CAGE ACTIVITY INQUIRY", you can access much useful information on a customers credit record. Prior to the issuance of gaming credit to a player, it would be helpful to the Floor Supervisor extending the credit to go to this "CAGE ACTIVITY INQUIRY" screen to gather information such as:
 - A. Credit limit (original credit line).
 - B. Credit balance (what he/she has out).
 - C. Credit avail (what he has left).
2. The Floor Supervisor must first visually identify the player as a known customer or if not known, be asked to produce identification. Identification is required before issuing a marker to a player. If the player is asking for a large amount to be issued, chances are he/she is a "HIGH PROFILE PLAYER". Take extra care when dealing with these patrons. Use good judgement in these situations and a call to your supervisor may be in order.
3. After it has been determined that a player has available credit:
 - A. Notify Surveillance.
 - B. Place a lammer for the amount of the marker being issued on the table in clear view.
 - C. The dealer then removes the checks to be issued for credit from the rack.
 - D. The dealer breaks the checks down in full view and compares the checks to be issued to the lammer button.
 - E. Verify that the checks to be issued agree with the lammer button.
 - F. Make sure the checks get pushed out to the right customer!!!
 - G. On subsequent issues, you may send out the checks before calling surveillance.
4. From the Pit Terminal, the Floor Supervisor generates a four part marker form with the following information:
 - A. Date and time.
 - B. Amount issued.
 - C. Customers name.
5. After obtaining the customer's signature on the marker, make sure both the Floor Supervisor and the Dealer verify the marker and the issuance slip to the lammer button and SIGN the issuance slip. Make sure your signature and employee number is easy to read.
6. To ensure that the correct parts of this 4-part marker are kept in the podium, you must take care when separating this 4-part document. Remember, the part of the marker with the customer's signature and the copy of the issuance slip get stapled together in the top left hand corner and put in the podium.
7. At this point, the dealer will drop the copy of the marker and the issuance slip and HAND the lammer to the Floor Supervisor.

POINTS TO REMEMBER WHEN ISSUING CREDIT

- A. Always be aware of customers credit limit and what he/she has left. (credit available)
- B. Remember that markers may be redeemed but CDW'S may not.
- C. If a customer asks for more money "TTO", check to see if he/she has actually lost the credit already issued. Have all information ready when calling a Shift Supervisor for a "TTO" (credit extension).
- D. When you generate a marker/cdw in the system and don't get a hard copy from the printer, this doesn't mean you haven't created a marker in the system.
- E. BE CAREFUL. Check to see if the customer's availability has been reduced and look for this marker/cdw on the screen. At this point, it may be necessary to void this document and create a new one. We will address voids on a following page.
- F. Before presenting a marker to a customer for his or her signature, check all information on the marker to ensure accuracy. (Amount, customer name and [REDACTED], location, date and time)

BE AWARE OF THIS FACT:

Anytime you generate a marker/cdw, void a marker, or redeem a marker in the system; some type of paperwork needs to be dropped in the drop box with proper signatures.

VOIDING MARKERS/CDWS

There can be many reasons to void a marker or a CDW:

- A. Printer malfunction.
- B. Wrong amount.
- C. Wrong game.
- D. Customer changes his/her mind before receiving checks.

When we experience a printer malfunction and don't receive a hard copy for the marker you have just created, the following steps should be taken:

- A. We need to void the marker/cdw we just created.
- B. We need to get the printer back online and functioning.
(Call IS at ext. [REDACTED] or a Pit Manager for printer problems)
- C. Documentation on the voided marker/cdw needs to be dropped on the game and shift it was used on. The voided marker/cdw requires three (3) signatures. (Dealer, Floor Supervisor, and Shift Manager or Pit Manager)
- D. A new marker/cdw needs to be generated.

AS STATED BEFORE:

Anytime you void a marker/cdw or whatever reason, you must drop documentation on this void in the drop can with the Shift Managers or Pit Manager's signature.

This documentation will include:

- A. Location.
- B. Date and time.
- C. The word "VOID" written across the face of the document.
- D. Reason for void.
- E. Document number.
- F. Amount.
- G. Your printed name.
- H. Your number.
- I. Your signature.
- J. Dealer signature.
- K. Shift Manager or Pit Manager signature.

Issuing Comps

1. When performing your duties as Floor Supervisor, there will be times when our patrons will make a request for a "comp". After you have obtained the customer's name and [REDACTED], now is the time to ask: "Are you a guest at the hotel?" If in fact the customer is a registered guest at the hotel, please inform the guest that if they have a credit card or cash deposit on their room, they simply sign charges to that room. Take the time to ask these questions. Make sure the customer understand what it means when they sign charges to their room. If you don't understand the process, now is the time to ask questions.
2. Ultimately, we would like our guests to sign these charges to their room when possible. However, there will be times when you will have to issue a "Hard Copy Comp". When you go into the Patron Comps screen "E" on the Supervisors menu, you will see the customers comp values broken down into three (3) categories.

Comp Val Yr Val Life Val

(See example page 11, #1)

3. Just because this customer shows Comp Avail in the left-hand box doesn't necessarily mean the customer has played recently. These values will show from the customer's last play, which could have been quite a long time ago. Now is the time to take a look at the customer's history. At the bottom of this screen, you have many options to view the customer's history. (See example page 10, #2) Do a little research before just awarding this customer the values (comp avail) in the left-hand box.
4. Our goal is to rate and award customers that have a recent history of play the comps that they deserve. When reviewing these values on the Patron Comp screen, try not to develop a "Bank Account" mentality when deciding whether this customer deserves a comp at this time. These values are not necessarily available to the customer until he/she decides to use them. If you are not sure if the patron deserves a comp, please call a Pit Manager or Shift Manager for their input. When issuing these hard copy comps, please write your name and comp number NOT your employee number on the comp so your name and number are easy to read. Also, please print your name below your signature.

(See example page 11, #3)

5. Drink tokens are a valuable marketing tool, but must be used with discretion. Use them wisely in a way to promote the [REDACTED]. If a customer is requesting many drink tokens, make an effort to issue a general casino bar comp to the guest instead of awarding drink tokens. Again, if they are a "guest of the hotel" and have a credit card or cash deposit on their room, suggest that they sign the charges to their room. Don't forget to write your name and comp number along with the guest name and [REDACTED] number legibly on the drink token.
6. Remember you are a good will ambassador for the [REDACTED]. Handle all comp-issuing situations with tact and diplomacy. Sometimes we can't satisfy the comp request of the customer. At times, you may want to call the Pit Manager, Shift Manager or a Casino Host if available to speak with the guest. Use good judgement and always try to satisfy our guests within company guidelines.

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- (4) the effect of the use upon the potential market for or value of the copyrighted work.

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