

BACCARAT	2
SHUFFLE	2
New Cards.....	2
Cutting the Cards.....	4
THE CALLER.....	4
BASE DEALERS.....	7
OPENING & CLOSING GAMES.....	8
TABLE LIMITS.....	9
MARKERS	9
Marker Redemptions.....	9
FILLS & CREDITS.....	10
HANDLING CHECKS.....	11
HANDLING CURRENCY.....	11
COMMISSIONS.....	12
CALL BETS	13

TIE BETS	13
GAME PACE	13
GAME PROTECTION	14
SPECIAL CIRCUMSTANCES	15
COMMUNICATION	15
MINI-BACCARAT.....	16
SHUFFLE	16
Cutting the Cards.....	17
New Decks	17
CARD DELIVERY.....	18
PAYING BETS.....	18
COMMISSION.....	18
MARKERS & REDEMPTIONS.....	19
CALL BETS	19
GAME PROTECTION	19

It is essential to have complete understanding of the chapters "Introduction", "In The Pit And On The Game" and "Blackjack" together with this one. They contain important policies and procedures that apply to all games at the [REDACTED]

NEW CARDS INTO PLAY

1. The Floor Supervisor must be present before the Caller unloads the shoe and new cards are placed on the game.
2. The Floor Supervisor will direct the Caller to remove the cards from the pail.
3. The Caller will gather and stack the cards logo side up, put a rubber band around the stack of cards.
4. Conversation between the Dealers and Floor Supervisors during the shuffle will be restricted to that pertaining to the game.
5. When new cards are put into play, each Base Dealer will be given four decks and they will verify that all seals are intact.
6. Base dealers will then spread the cards, four decks on each side. The cards will be checked front and back. The cards will be checked to ensure that all cards are present and checked to ensure no defects or irregularities exist.
7. The Floor Supervisor will ensure all cards are present and all cards are present and free of any and all defects and irregularities.

SHUFFLE

1. After approval from the Floor Supervisor the spread decks will be picked up and placed in four stacks in the working areas just to the side of **commission boxes 1 & 15**.
2. Each of the stacks will be shuffled twice and placed in a single stack in front and just **outside of commission boxes 1&2 and 12&15**.
3. The caller will now take the single stack on the low side and move it to the high side to begin the washing procedure.
4. Once the caller has touched the cards they must complete the shuffle before being relieved.

SHUFFLE(cont.)

5. The base dealer and the caller will gently wash each of their stacks in to the others stack. The washing procedure consists of mixing the cards randomly in a clockwise motion and then a counter clockwise direction. The cards should be washed approximately 30 seconds in each direction to ensure a proper mix.
6. **The caller and the high side dealer will now gather the washed cards and place them in a single stack in front of commission boxes 12&15.**
7. The caller will now take approximately 2 decks and spread on the high side to ensure that no cards ended face up during the washing procedure. After these cards have been checked they will be placed in a single pile just outside of commission boxes 9&10.
8. **Once all cards have been checked and placed in the single pile in front of commission boxes 9&10 the caller will split the pile in two and hand a stack to each base dealer.**
9. Each base dealer will do the following.
 - a. Separate the cards into two equal stacks. Take approximately $\frac{3}{4}$ of a deck from each side and shuffle together one time.
 - b. Place these shuffled cards between the two un-shuffled stacks and above the shuffling area.
 - c. Now take approximately $\frac{1}{2}$ of what was just shuffled and $\frac{3}{4}$ of a deck from the left stack of un-shuffled cards. Shuffle once and place on top of previously shuffled cards.
 - d. Again take $\frac{1}{2}$ of what was just shuffled and with $\frac{3}{4}$ of a deck from the right stack of un-shuffled cards. Shuffle one time and place on top of previously shuffled cards.
 - e. Alternate this pattern until all the cards are shuffled and in one pile. This should be done in 4-5 shuffles.
10. The base dealers will now switch the shuffled stacks and repeat step 9.
11. The caller will now take the stacks from the base dealers and repeat step 9 with all 8 decks. This should be done in 9-10 shuffles.
12. The caller will now break the one pile into two equal stacks.
13. Take approximately $\frac{3}{4}$ of a deck from each side and interlace.
14. Place these interlaced cards between the two remaining stacks and above the shuffling area. Interlaced cards are not squared and should overlap each other by approximately $\frac{2}{3}$ the length of the cards.
15. Continue to take $\frac{3}{4}$ of a deck from each side and interlace them until all cards are interlaced. This should be done in 5-6 shuffles.

You should have one stack of cards interlaced. While keeping the stack in an upright position and maintaining contact with the cards, get the Floor Supervisor's approval to "roll" the cards. Roll the cards by carefully tipping the stack away from you until it is lying on its side. Square the cards against the side of the shoe by pressing the interlaced cards in. You are now ready to offer the cards to be cut.

CUTTING THE CARDS

1. Offer the cut card to a Customer. If no Customer wishes to cut, the Floor Supervisor will place the cut card in the middle of the deck.
2. At least one deck must be cut from either end.
3. Cut approximately 25 cards from the front of the stack, spread them face down, and insert the second cut card 14 cards into the spread. These cards will then be placed at the back of the stack.
4. Load the cards into the shoe, expose the first card out of the shoe, and burn the number of cards equaling the face value of the exposed card. Cards will be burned in the following manner. Place in straight rows up to 5 cards per row. No Van Gogh or Picasso designs.

THE CALLER (Stick Position)

1. The Caller must watch all four cards being dealt. Stand back so that you can watch all the cards as they come out of the shoe. **Do not pass off the hand to the high wager until the last card has been tucked under the shoe.**
2. **Make sure that the first card out of the shoe is always the bottom card when the Player hand is delivered.**
3. **If a card is flipped over, leave it over.**
4. The Caller is responsible for controlling the pace of the game.
5. **Before the first card leaves the shoe, announce "No more bets." This should be announced to the non- shoe side first and to the shoe side second. After both ends have been notified of no more bets the Caller will ask for the cards. If a late bet is made, announce that a late bet has been made in seat #____, and await a decision from the Floor Supervisor. If a bet is returned, do it politely.**
6. When the Player hand is tossed in, the first card (if known) must be placed to the right when placing the hand in its correct position.
7. **Ensure the Banker hand is face down under or near the corner of the shoe before handing off the Player hand.**
8. Slide, do not toss, the Player hand to the Customer with the highest Player wager.
9. **Hit cards must be placed on the right side of the cards perpendicular to the initial two cards.**

THE CALLER (cont.)

10. The Caller is responsible for picking up and cutting down all wagers in seats 1, 2, 3, 12 and 15. If a wager is multi-colored, break it down and announce the total to the Player and Base Dealer. Remember the caller should only break down bets on the shoe side if the shoe is not controlled by the caller.
11. When breaking down a bet to be paid, leave the bet broken down. Do not offset checks.
12. When the Base Dealer is busy, immediately identify and gather checks thrown in by the Players. Place these checks on the front line of the proper Commission box. In the case of large amounts to be colored up, leave the checks in front of the Players betting area until the Base Dealer is free to make the transaction. The Correct announcement is "Color change working, seat # ____."
13. Leave the cards from the completed hand on the table until all Commissions have been marked.
14. Cards from a completed hand will be picked up in this order: Player hand, then Banker hand.
15. Place cards in the discard pail face up.
16. When being relieved, make sure that you inform the incoming Caller of any pertinent information.
17. If cards become jammed in pail, do not remove the lid. Secure the pail and shake gently to loosen the cards.
18. Do not count or drop any cash, unless instructed by the Floor Supervisor.
19. Make sure that the shoe is always angled towards the discard pail with the back of the shoe heeled against the rail.
20. Do not allow Players to rest an arm on top of the shoe. A Player will not be allowed to cover the front of the shoe or cover the shoe in any manner.
21. If the blue card appears in the window during a hand, announce that there is one more hand left in the shoe.
22. If the blue card appears in the window before a hand has been played, announce that there is one more hand left in the shoe.
23. Bring the shoe to the center of the table during the count, fills, credits, being relieved and when the Caller assists in counting large amounts of cash. Wait for a Player hand before handling fills and credits. At no time is the shoe to be left unattended.

THE CALLER (cont.)

24. It is the Caller's and the Base Dealer's responsibility to ensure that a Player does not attempt to seek first card advantage before releasing the first card. Do not allow yourself to become distracted.
25. Do not toss cards into the pail.
26. All dead money/losing bets will always be placed between and just outside commission boxes 6 & 7 on the low side. On the high side all dead money/losing bets will be placed between and just outside commission boxes 8 & 9.

BASE DEALERS

1. Protect the shoe when it is on your side of the table. Make sure the hand is called correctly.
2. If the shoe is on the opposite side of the table and your side is empty, help protect the shoe. Do not completely turn away from your own side.
3. Keep your hands on the table and to the outside of the table tray. Do not play with checks or lammers.
4. Announce all transactions, including paid bets, cash change, color change, Commissions down, marker requests, and marker redemptions. Announce corresponding seat number when applicable.
5. Immediately identify and locate checks thrown in by the Players. Place checks on the front line of the proper Commission box. In the case of large amounts to be colored up, leave the checks in front of the Players betting area until freed up to make the transaction. Announce, "Color change working, seat # ____."
6. Settlement order:
 - A. Take losing bets
 - B. Pay winning bets
 - C. Mark Commissions in the order they were paid.
7. Always cut checks with the inside hand and pay with the outside hand.
8. Complete each transaction before going to the next one.
9. No transactions are to be conducted during a hand.
10. Do not offset checks when proving a payoff. Spread or break down the payoff, do not stack the bets.
11. Do not transfer checks from one side of the rack to the other without Floor Supervisor approval.
12. Do not take checks out of the rack and run them down without Floor Supervisor approval.
13. All dead money/losing bets will always be placed between and just outside commission boxes 6 & 7 on the low side. On the high side all dead money/losing bets will be placed between and just outside commission boxes 8 & 9.

OPENING GAMES

1. The Pit Manager or Baccarat Floor Supervisor will unlock the lid on the game. Do not remove lid until a Floor Supervisor is present.
2. Count down the rack in the exact same manner as when closing a game.
3. The Floor Supervisor will verify all amounts and the total.
4. Verify the amounts and the total on the table inventory card.

CLOSING GAMES

1. Bring the game lid up onto the layout.
2. With the Baccarat Floor Supervisor present, count down the rack.
 - 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.
 - b. Checks of \$25 and lower will be proven using one full tube (60) of checks.
 - c. The amount of dollars 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. Checks will be spaced off using dollar tokens. Also, be sure to space off all short stacks.
3. Call out the total amount of each denomination. The Floor Supervisor will visually and verbally confirm the amounts called and record the amount on the table inventory
4. Place the table inventory, card in rack, face up, and in full view. Place the lid on the rack.
5. The Floor Supervisor will lock the lid on the rack and the Dealer and the Floor Supervisor will then ensure the lid is locked.

TABLE LIMITS

1. **Dealers are responsible for knowing and enforcing table maximums and minimums as indicated by the table limit signs.**
2. If a bet appears to be over the posted table maximum, call out “Money Plays To The Limit” or “Checks Play To The Limit” and wait for the **Floor Supervisor’s approval.**
3. If there is any question or disagreement with the table minimum or maximum, call a Floor Supervisor immediately.
4. **When a bet is less than the table minimum and is not noticed, pay or take as played. After the hand is completed, politely explain the table minimum to the Player.**

MARKERS

1. **Direct all requests for markers to the Baccarat Floor Supervisor. Announce the amount and the chair number.**
2. Upon approval from the Floor Supervisor, place lammers equaling the amount of credit requested on the front line of the Commission box corresponding to the Player’s chair number.
3. Cut out the checks and get an acknowledgment from the Floor Supervisor. Hand the checks off to the Player and move the lammers to the back of the Commission box.
4. Upon receipt of the marker documents, ensure all information is accurate and that the Player has signed the marker. The Floor Supervisor must present the entire marker document to you.
5. **The third base dealer drops all paperwork.**

MARKER REDEMPTIONS

1. **Direct all requests for redemptions to the Floor Supervisor. Announce, “Marker coming in, seat #____,” and get approval before bringing in the checks.**
2. **Count down the checks and get verification from the Floor Supervisor. Stack the checks on the front line of the corresponding Commission box and place a lamer equaling the amount of the redemption on top of the checks.**
3. Ensure all information on the redemption documents is accurate. **Prove the checks again.**
4. **The third base dealer must drop all paperwork.**

FILLS

1. The caller will remove the chip trays and fill slip designated for the game. Hand it to the Floor Supervisor.
2. **The base dealer on the side that is slowest will remove the checks from the chip racks and stack them in a readable order (each color has its own row) with the highest value checks nearest you to the lowest denomination farthest from you.**
3. Cut down a stack of the highest denomination checks. Stack and size into the other stacks to prove they are all equal. **Only one base dealer will handle the checks.**
4. **It may be necessary to cut down more than one stack if new checks and old checks make for uneven stacks. Be sure each stack is complete.**
5. Your Floor Supervisor, having verified the fill slip information and compared the totals with the checks you have proved, will sign the slip and hand it to you.

Verify the following:

- ♥ The form itself is a fill slip and not a credit slip.
 - ♥ It has the proper table number and game designation (BJ, RO, MB, etc). The table number written in magic marker may not be correct. Look at the printed information.
 - ♥ The correct date and time stamp.
 - ♥ Your Floor Supervisor has signed and numbered the slip.
 - ♥ The checks on your layout are match up to the totals printed on the form.
6. If the totals are correct, sign your name and employee number.
 7. Hand the yellow copy of the fill slip to the Security Officer. All paperwork will be dropped by the third base dealer.
 8. Put the checks away. Do not bang coin rolls on your chip tray.

CREDITS

Credits look and are handled in essentially the same manner as fills, however the Security Officer will provide you with empty racks for your checks.

Verify:

- ♠ The form is a credit slip and not a fill slip.
- ♠ The correct table number, game type, date and time stamp.
- ♠ The amount and denomination of checks and the total.

CREDITS(cont.)

If you are satisfied that the information printed on the credit request is valid, then:

1. **Cut out the correct amount of checks indicated on the credit slip. Only one base dealer will handle the checks on the slowest side of the game.**
2. Allow the Security Officer and your Supervisor to verify the amounts.
3. Place the checks in the chip racks provided and place the racks on the carriers.
4. You, your Floor Supervisor and the Security Officer will each sign the credit slip with **name and employee number. Be sure all signatures are completed.**
5. **The third base dealer will drop the white copy of the fill slip in your drop box, the pink and yellow copies will return to the cage along with the credited checks.**

If you find an error on a fill or credit slip, point it out to your Floor Supervisor and do not continue or sign the sheet. The transaction will not be completed until the paperwork is correct.

HANDLING CHECKS

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. Never slide or throw checks. Only the index finger will be used to cut into payoffs. Thumb cuts are not permitted. 2. Always call out “Color Coming In” and the chair number before bringing in checks for color. Place the amount to be changed on the front line of the proper Commission box, unless it is an immediate transaction. 3. If a Player requests a bet from the change, be sure to call out the bet and the chair number of the Player requesting the bet. 4. Passing checks from one hand to the other is prohibited. | <ol style="list-style-type: none"> 5. Do not take checks directly from a Player’s hand. Politely ask the Player to set the checks down on the layout. 6. Pay all bets with “clean” checks. Never pay with “dirty money.” 7. Try to keep Players in the denomination check they are betting. 8. Checks will remain broken down when converting. 9. All non-working tubes will be capped with one silver token. |
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HANDLING CURRENCY

1. Obtain the Floor Supervisor’s approval for \$100 or more before the checks come out of the rack.
2. Announce “Change only” if it is evident that the Player does not wish to place a bet.

HANDLING CURRENCY(cont.)

3. All currency bets must be unfolded.
4. Count currency face up, in the work area and state the amount.
5. If a Player objects to your touching the bet, do not touch it. In this case the following could occur:
 - a. The Dealer announces, "Money plays to the limit."
 - b. The Player may request that the bet play to a certain amount (This needs to be verified with a lammer.) In addition the dealer must point to the wager and the lammer simultaneously. This is done so surveillance knows which bet to associate with the lammer.

In each case, the Floor Supervisor has to authorize the bet.
7. Players are not allowed to switch checks for a lost currency bet.
8. *Only the Third Base Dealer is to drop currency in the drop box. The Second Base Dealer may place currency in front of the drop box paddle for the Third Base Dealer to drop.*
9. No cash is to be dropped until authorized by a Floor Supervisor to avoid regulation 6A violations.

COMMISSIONS

1. Lammers representing the Commission charges for a winning bet are to be placed on the front line of the respective Commission box. Once Commissions on the hand have been dealt with, move the respective lammers into the respective box.
2. **When converting Commissions always convert to the front line.**
3. When asking Players for Commission, tell them the exact amount.
4. **When over the shoulder betting occurs only the seated Player's Commission will be marked in the Commission box. All other Commission is to be taken out of the respective payoff before the payoff is given to the Player.**
5. Any questions involving Commissions must be referred to a Floor Supervisor.

CALL BETS

When a Player request a call bet and the Floor Supervisor approves, the following procedure will apply:

- Place lammers equaling the amount requested on the front line of the proper Commission box. Cut out checks equaling the amount of the lammers and place the checks in the Player's betting area.

1. If the Player wins:

Pay the bet, inform the Player that the call bet is being paid, and bring back the checks to just above the corresponding Commission box. Place the lammers on top of the checks and announce that the call bet has been settled. Place the checks in the rack after the Floor Supervisor has acknowledged the transaction.

2. If the Player loses:

Remove the checks from the Player's betting area, kick out the lammer and ask the guest how they want to settle the wager. Let the Floor Supervisor handle the settlement.

TIE BETS

The maximum Tie bet should not exceed table maximum.

The minimum Tie bet is the table minimum unless the Player is also betting on the Banker or Player, in which case the minimum Tie bet is \$5.

TABLE MAXIMUM	MAXIMUM TIE BET	PAYOFF
\$1,000	\$125	\$1,000
\$2,000	\$250	\$2,000
\$3,000	\$375	\$3,000
\$5,000	\$625	\$5,000
\$10,000	\$1,250	\$10,000
\$20,000	\$2,500	\$20,000

GAME PACE

Deal at a pace that:

- Gives Players ample time to place bets.
- Maximizes the number of hands per hour. Players should not feel uncomfortable about the game pace.
- Complete all paperwork transactions as quickly as possible. Do not conduct any transactions during a hand.

GENERAL GAME PROTECTION

- ♣ Always face forward on the game. Rounding and cross firing are not permitted.
- ♣ Ensure Players' hands and checks are not near the betting area.
- ♣ **Scan your layout. Know where the large bets are.**
- ♣ Inform your Floor Supervisor of any suspicious people and actions.
- ♣ If a card is accidentally exposed, the Floor Supervisor will announce to the Players that the hand will be played without any bets.
- ♣ **A Player may request a free hand on occasion. Leave these decisions to the Floor Supervisor.**
- ♣ If a card is mistakenly drawn out of the shoe, but not exposed, the card is placed under the paddle until the next hand begins. This card then becomes the first card of the new hand.
- ♣ Do not allow scorecards under the shoe or near the betting area.
- ♣ Do not allow personal items (purses, cameras, newspapers, etc.) on the table.
- ♣ Do not become involved in lengthy conversations with Customers that could detract from your ability to handle the action.
- ♣ Protect the shoe.
- ♣ **Do not allow standing Players to handle cards or take the shoe.**
- ♣ **Do not allow Players to take cards past the rail or off the game.**
- ♣ **Do not allow two Customers to turn the cards for any one hand unless authorized by a Pit Manager.**
- ♣ When a Player possesses the cards, they must remain visible at all time.
- ♣ During the shuffle, focus on the shuffle and do not engage in crossfire. Complete all shuffle in a timely manner.
- ♣ **During a shuffle, make sure all scorecards are removed from the game.**

BACCARAT SPECIAL CIRCUMSTANCES

SIT-DOWN GAME

- ♠ If all Players are betting on the same side, they are allowed to request that the hand be turned out of order.

– Reserved Game:

- ♠ The Caller will deal the cards in order and pass off the hand consistent with the side the Customer is playing.
- ♠ Place the cards for the hand the Customer is not playing in the proper position on the layout and wait until instructed by the Player to turn the hand over. (Sometimes a Customer will want one card turned at a time.) This is very important; the Customer wants to tell you when and how to turn the cards.
- ♠ Deal the draw cards in order. However, sometimes a third card will remain face down until the Customer looks at his third card. This depends on the hand and the third card draw rules.
- ♠ When the Customer keeps the shoe but deals out of order, it is imperative that you keep your eye on the first card.

Pay close attention to the placement of the Bank hand and the draw cards. This game is difficult and needs complete focus.

COMMUNICATION

- ♥ All relevant activity, including unusual or suspicious activity, should be brought to the Floor Supervisor's attention in a discrete manner.
- ♥ Requests for markers, redemptions, Commission reductions, call bets, and other issues should be passed on to the Floor Supervisor.
- ♥ Alert the Floor Supervisor when the cut card appears.
- ♥ Dealer's token bets should be announced in a professional manner.
- ♥ Alert the Floor Supervisor about a Player "going south" with checks.
- ♥ Alert the Floor Supervisor of any "over the shoulder" action.

MINI-BACCARAT

Knowledge of the policies and procedures for big Baccarat is central to the proper dealing of Mini-Baccarat. Described below are additions and exceptions specific to the game of Mini-Baccarat.

SHUFFLE

- a. when new decks are put into play.
- b. one hand after the cut card comes out
- c. when directed by a Floor Supervisor

When calling out “Shuffle”, use the Floor Supervisor’s name. Speak in a loud, clear voice, holding the blue cut card in your right hand, elevated above your head. Do not turn away from the game to see where your Floor Supervisor is standing.

Repeat until you receive acknowledgement.

Maintain constant control (physical and visual) of the cards at all times while they are out of the shoe.

Shuffle Procedure

- 3) Separate the cards into two equal stacks. Take approximately $\frac{3}{4}$ of a deck from each side and shuffle together one time.
- 4) Place these shuffled cards between the two unshuffled stacks and above the shuffling area.
- 5) Now take approximately $\frac{1}{2}$ of what was just shuffled and $\frac{3}{4}$ of a deck from the left stack of un-shuffled cards. Shuffle one time and place on top of previously shuffled cards.
- 6) Again take $\frac{1}{2}$ of what was just shuffled with $\frac{3}{4}$ of a deck from the right stack of un-shuffled cards. Shuffle one time and place on top of previously shuffled cards.
- 7) Alternate this pattern until all the cards are shuffled and in one pile. This should be done in 9-10 shuffles.
- 8) Separate the cards into two equal stacks.
- 9) Take approximately $\frac{3}{4}$ of a deck from each side and interlace.
- 10) Place these interlaced cards between the two remaining stacks and above the shuffling area. Interlaced cards are not squared and should overlap each other by approximately $\frac{2}{3}$ the length of the cards.
- 11) Continue to take $\frac{3}{4}$ of a deck from each side and interlace them until all cards are interlaced. This should be done in 5-6 shuffles.
- 12) You should have one stack of cards interlaced. While keeping the stack in an upright position and maintaining contact with the cards, get the Floor Supervisor’s approval to “roll” the cards. Roll the cards by carefully tipping the stack away from you until it is lying on its side. Square the cards against the side of the shoe by pressing the interlaced cards in. You are now ready to offer the cards to be cut.

CUTTING THE CARDS

The Cut Is Offered:

- a. with the backs of the cards facing the Player who will be cutting the cards.
- b. without lifting the cards over the shoe.
- c. without extending the cards beyond the line that separates Banker and Player bets.

- ♠ The cut should be offered to a different Player each time.
- ♠ If the Player refuses to cut the cards, the cards will be offered to each Player moving clockwise around the table until a Player accepts the cut.
- ♠ If all Players refuse to cut the cards, the Dealer must do so after notifying the Floor Supervisor, or the Floor Supervisor will cut. If all Players should leave game during shuffle, the Floor Supervisor will cut.
- ♠ At least one deck must be cut from either end of the cards.
- ♠ Do not allow the Players to insert the cut card more than once or to run the cut card along the edges of the cards. If you have reason to believe a Player has knowledge of the location of a specific card and is trying to cut to it, inform your Floor Supervisor before proceeding.
- ♠ If the cut is unsatisfactory, the cut card must be removed and offered again for a re-cut.
- ♠ Spread; face down, approximately 25 cards from the front of the stack and insert the second cut card 14 cards into the spread. Insert the first cut card at the end of the spread and place these cards at the back of the stack.
- ♠ With the shoe in the center of the table, load the cards into the shoe.
- ♠ If there are Players at the game, expose the first card out of the shoe and burn the number of cards equaling the face value of the exposed card. If there are no Players, wait until one arrives before you burn cards.

NEW DECKS

1. All decks will be opened at the table by the Floor Supervisor.
2. Spread the cards face-up on the layout for verification.
3. Place verified decks in the discard rack, staggering each deck.
4. After all decks have been verified, bring one deck out of the discard rack, inspect the back, shuffle once and spread face down.
5. Repeat this procedure until four decks are spread on the layout.
6. Wash the decks.
7. Remove the remaining four decks from the discard rack and place the washed decks into the discard rack.
8. Repeat this procedure for the remaining four decks.
9. Call "Shuffle," and proceed with departmental shuffling procedures.

CARD DELIVERY

- ◆ As soon as the first card leaves the shoe, announce, “No more bets.” If a late bet is made, politely set the bet back and inform the Player that bets cannot be made after the first card leaves the shoe.
- ◆ The first card out of the shoe **must** be the first card turned over.
- ◆ The first card of the Player hand must always be on the right hand side of the second card of the Player hand.
- ◆ A third card delivered to the Player hand is delivered to the right of the hand. A third card delivered to the Banker hand is delivered to the left of the hand.
- ◆ All cards from a hand will be left on the table until all Commissions have been marked.
- ◆ Upon completion of a hand, pick up cards in order; Player hand, then Banker hand.
- ◆ If the cut card appears in the window during a hand, announce that the next hand will be the last hand of the shoe.
- ◆ If the cut card appears in the window before a hand has been played, announce that there are two more hands left in the shoe.

PAYING BETS

- ♥ When breaking down bets to be paid, always leave the bet broken down.
- ♥ On multi-colored bets, break the bet down and announce the total to the Player. Leave the bets broken down.
- ♥ Bring all losing bets to the center of the layout. Pay all winning bets and then put losing checks into the rack.
- ♥ Be aware of checks thrown in for Commission.

COMMISSION

- ♣ Mark all Commission with lammers and coins.
- ♣ Convert Commissions to the front line.
- ♣ Collecting Commissions is an integral part of the game. Commissions should be collected at the end of the shoe.
- ♣ When more than one Player plays on a betting area only the seated Player’s Commission will be marked in the Commission box. All other Commissions are to be taken out of the respective payoff before the payoff is given to the Player.
- ♣ Any questions involving Commissions must be referred to a Floor Supervisor.

MARKERS and REDEMPTIONS

MARKERS

1. When a Player requests credit, upon approval from the Floor Supervisor, place lammers equaling the amount of credit requested on the front line of the Commission box corresponding to the Player's chair number.
2. Cut out the checks and get approval from the Floor Supervisor before giving checks to the Player.
3. Upon receipt of marker documents, ensure all information is correct and that the marker has been signed by the Player. Bring the lammers equaling the document amount from the Commission box to the center of the layout.
4. Sign the marker and remove lammers from the layout.

REDEMPTIONS

1. When a Player requests to redeem a marker, upon approval from the Floor Supervisor, take in the checks and cut them down to verify the amount being redeemed.
2. Stack the checks on the front line of the Commission box corresponding to the Player's chair number and place a lammer button equaling the amount of the redemption on top of the checks.
3. Upon receipt of the redemption documents, ensure all information is correct, bring the lammers and checks from the Commission box to the center of the layout, and run down the checks to verify the amount.
4. Sign redemption and remove lammers from layout.

CALL BETS

- ◆ When a Player requests a call bet you must get approval from a Floor Supervisor.
- ◆ Upon approval, place lammer(s) equal to the amount of the call bet on the front line of the Commission box corresponding to the Player's seat number.
- ◆ Cut out checks equaling the amount requested and place them on the bet the Player has called.
- ◆ If the Player wins, pay the bet and then bring back the amount of the call bet to the Commission box. Place the lammers on top of the checks and announce, "Marker down." At this time, move the checks off the front line.
- ◆ If the Player loses, remove the checks from the Player's betting area and request payment from Player. The Floor Supervisor will intervene at this point.

GAME PROTECTION

- ♣ After the "No More Bets" announcement, bets cannot be accepted. If a bet is borderline, repeat the bet and chair number to the Floor Supervisor who will make the decision.
- ♣ Ensure cards are dealt correctly and kept in proper order.
- ♣ Ensure all transactions are completed before going on break.
- ♣ If a card is exposed the Floor Supervisor will announce to the Players that the hand will be played without any bets.