POLICIES AND PROCEDURES

BLACKJACK

EFFECTIVE DATE: 1/05

GENERAL POLICIES

1. Gambling on breaks is prohibited.

2. Returning late from breaks will not be tolerated.

3. Uniforms

   A. Apron, vest, and nametag are provided by [redacted]
   Name tag must be worn chest level on left side of vest.

   B. Dealers in any public area of the hotel must be fully uniformed; collar and vest buttoned, apron, and name tag.

4. Required Appearance

   MEN'S PANTS and WOMEN'S SLACKS:

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

   MEN'S SHIRTS and WOMEN'S BLOUSES:

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

   SHOES:

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

   SOCKS and HOSIERY:

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

5. Fraternization of an employee with a customer outside of the Company is not permitted without Shift Manager approval.

6. In order to prevent customer complaints and suspicions, dealers must spend their relief periods in the dealer's lounge or [redacted] and not loiter in any public areas of the hotel.

7. When a hand is raised to the mouth to cover or stifle a cough or yawn, only the back of the hand is to be placed over the mouth.

8. Leaving the hotel premises while on shift is prohibited without authorization of a Shift Manager.

9. Conduct self in a manner that always reflects credit on the [redacted] and encourages others to do the same.

GENERAL POLICIES (Cont'd)

10. When a drink is spilled at a table, cleanup will be the responsibility of the dealer. This cleanup should be accomplished in as efficient a manner as possible while at the same time maintaining surveillance of the entire game and of the players insofar as this is possible.

11. For any additional policies not covered here, refer to your [redacted] Employee Handbook.

GAME PROTECTION

1. Be aware of the condition of the cards while in play and while changing them. If you see any defects or unusual marks, call for a Supervisor immediately. When changing decks, check that all decks are complete.

2. Always keep your eyes on the layout. You cannot protect a game that you are not watching.

3. Never turn your back on the bankroll, even if you have a dead game.

4. Pinchers and Pressers are most likely to work on first and third bases. Be aware of all bets made, but first and third bases demand special attention. When paying third base, glance at first and second bases and remember how much is in those boxes. **REMEMBER WALK YOUR GAME!**

5. If you have any doubts or suspicions on any moves that are being made by a player, use discretion and bring it to the attention of a Supervisor immediately.

6. When dealing to first base, step towards it so that you have a good view of the rest of the game. Stepping towards the middle when dealing to third base will give you a better field of vision towards first. "WALK YOUR GAME"

7. Watch any player handling money or putting their hands near or over their checks in the betting area.

8. Call out **"CHECKS PLAY"** when necessary. After the Supervisor has been made aware of the action, it is no longer necessary to repeat.

OPENING THE GAME FOR PLAY

1. The Dealer and Floor Supervisor are responsible for the counting of the bankroll and verifying the count on the table inventory slip.

2. Check the table inventory slip for the following:
   A. Game type and table number.
   B. Total amount of each denomination.
   C. Final totals of all denominations.
   D. Signature of the outgoing Supervisor, Dealer, and employee numbers.

3. If there are discrepancies, the Floor Supervisor will advise the Pit Manager IMMEDIATELY.

SINGLE DECK/DOUBLE DECKSHUFFLE PROCEDURE

1. The decks must be shuffled under the following conditions:

   A. A new deck has been put into play.
   B. Whenever cards have been spread and the game is about to resume.
   C. When ever requested to do so by a Supervisor.

2. On a game in action, place the remaining cards in the discard rack.

SINGLE DECK SHUFFLE PROCEDURE

NEW DECK PUT INTO PLAY:

1. The supervisor will break the seals and open deck at the table, verifying the fronts and backs of the cards BEFORE putting the decks into the discard rack.

2. The dealer will spread the decks on the layout face up and verify the front/back of the cards.

3. Place verified decks in the discard rack.

4. Wash the deck.

5. Proceed with the [redacted] shuffle.

SINGLE DECK SHUFFLE

1. Remove cards from discard rack and bring to center of layout. If on a live game, put remaining cards in hand on top of the cards in the discard rack.

2. Shuffle simple and fast, always the same way and always beginning and ending with a shuffle.

3. A shuffle is:
   - Quick Strip
   - Shuffle
   - Quick strip
   - Shuffle
   - Box
   - Shuffle

OFFERING THE CARDS FOR THE CUT - SINGLE DECK

1. The cut should be offered to a different player each time.

2. Should all the players refuse to cut, notify the Floor Supervisor and the dealer must make the cut.

3. At least ten (10) cards must be cut.

   A. Keep the deck as flat as possible

B. Be aware not to expose bottom card.

4. IF THE CUT IS UNSATISFACTORY, the cut card must be removed and offered again for re-cut.

5. Do not allow the player to run the cut card along the edges of the deck.

6. Once the cut is made, take the cards on top of the cut card and place these cards to the BOTTOM of the decks, so the cut card is now on the bottom. DO THIS AS FLAT TO THE LAYOUT AS POSSIBLE.

7. Burn the top card in a manner so that it cannot be seen.

8. If you expose any cards during this procedure, notify a Floor Supervisor.

9. On a dead game, spread cards in front of the tray face down. Dealers should not touch cards unnecessarily.

DOUBLE DECK SHUFFLE PROCEDURES

NEW DECKS PUT INTO PLAY:

1. The supervisor will break the seals and open decks at the table verifying the fronts of the cards BEFORE putting the decks in the discard rack.

2. The dealer will spread the decks on the layout and verify front and back of the cards.

3. Place verified decks in the discard.

4. Wash the decks.

5. Proceed with [redacted] Double Deck Shuffle.

SHUFFLE

1. Remove cards from discard and bring to center of layout. If on live game, rotate the position of the remaining cards in the discard rack.

2. Break deck in ½ putting each stack on the ends of insurance line.

3. Break new stacks in ½ again putting broken stack in front of original. You will now have 4 stacks, 2 on each side.

4. Take stack #1 and stack #3 and do the following: Box and shuffle and put in center of layout.

5. Take stack #2 and stack #4 and repeat. Box and shuffle and put in center of layout.

6. Now the double deck is in the center of the layout in one stack. Break the stack in ½ and do one shuffle.

7. Now you are ready to offer the cards for the cut.

OFFERING THE CARDS FOR THE CUT - DOUBLE DECK

1. The cut should be offered to a different player each time.

2. Should all the players refuse to cut the cards, notify the floor supervisor and the dealer must cut the cards.

3. Twenty (20) cards should be cut.

4. IF THE CUT IS UNSATISFACTORY, the cut card must be removed and offered again for re-cut.

5. Do not allow the player to run the cut card along the edges of the deck.

6. Once the cut is made, take the cards on top of the cut card and place these cards to the BOTTOM of the decks, so the cut card is now on the bottom. DO THIS AS FLAT TO THE LAYOUT AS POSSIBLE.

7. Burn the top card in a manner so that it cannot be seen.

8. If you expose any cards during this procedure, notify a floor supervisor.

9. On a dead game, spread cards in front of the tray face down. Dealers should not touch cards unnecessarily.

DEALING THE CARDS

SINGLE DECK & DOUBLE DECK

1. All bets must be in the betting circle. Money or checks outside or in between circles are to be considered no bet.

2. Scan the layout to insure a player is not below the table minimum or above the table maximum BEFORE you begin delivering the cards. Once the first card is delivered, players are not allowed to alter or make a new bet.

3. The hit and hold position of the deck should be chest level and slightly away from the body. Do not dip the deck to deliver the hit hand.

4. Protect deck at all times, keeping the front and corners covered.

5. Player must not touch cards with both hands.

6. "Walk" the game and pay special attention to first and third base.

7. Be aware of condition of cards - for nicks, crimps, and bends. DO NOT allow player to touch their bet after cards are dealt. Call the Floor Supervisor if you encounter a problem.

8. Load the hole card using side load

9. When a player plays two (2) hands or more, deliver the cards in front of the second and subsequent hands.

DOUBLE DECK

Deal until you come to the 1st yellow card.

SINGLE DECK

1 spot being played	- 5 hands
2 spots being played	- 4 hands
3 spots being played	- 3 hands
4 spots being played	- twice around
5 spots being played	- twice around
6 spots being played	- twice around

HITTING THE PLAYER'S HAND

SINGLE DECK & DOUBLE DECK

1. After two (2) cards have been dealt to each player and you have received your hole card, begin from your left and proceed on hit cards.

2. The players must indicate they want a hit by lightly "scratching" the layout with their cards.

3. To indicate they wish to stand, players MUST tuck their cards under their bet.

4. All signals must be clearly visible to state the customer's intention. Verbal directions will not be permitted. Be sure to receive a clear signal before going on to the next hand.

SPLITTING HANDS – GENERAL PUBLIC

SINGLE DECK & DOUBLE DECK

1. Whenever the initial two (2) cards to a player are of the same face value, the player may elect to split the cards into two (2) separate hands provided that they make a bet equal to the original bet.

2. When a player splits pairs, deal a second card to the first hand. Wait for the player to indicate their decision to hit or stand. Always complete the first hand before acting on the second hand. Wait for proper hand signals from the player.

   A. The player can split again if the hit card is of equal value to the original cards up to Three (3) times.
   C. The player splitting Aces may only receive one hit card on each Ace. The additional card will be placed face-up perpendicular to

SINGLE DECK & DOUBLE DECK (cont'd)

each Ace. The player may re-split Aces.

D. The player must receive at least one additional card to each card split.

E. Player MAY NOT double down after a split.

3. If a player doubles their bet, ask them if they are splitting or doubling down, especially if they show any pair of 6's and under.

4. If you have Blackjack after a player splits pairs, only take the original bet. The additional bet will be pushed out of the betting circle towards the player.

5. Split hands:

A. Both Winners
Should be paid as two individual bets, not combined as one payoff, unless totaling for converting to a larger denomination.

B. One Wins and the Other Loses
Pay and take each bet individually.

DOUBLING DOWN
SINGLE DECK & DOUBLE DECK

1. A player may elect to double down with any initial two (2) cards * (see asterisk). There is no double down after a split on single or double deck. They may bet up to the amount of their original bet on the condition that only one (1) additional card will be dealt to them. * Player may only double down on 9, 10, or 11 on single deck.

2. The additional checks are placed to the Dealer's right of the original bet before the double down card is dealt.

3. Double down cards are delivered under the double down bet with the corner tucked and most of the card toward the player.

4. If a player elects to double down on a hard total of 12 or more, the dealer must announce "doubling down on a hard 12", etc. and deliver the card face-up and perpendicular to the double down cards.

5. The double down card will be exposed and placed perpendicular to the two (2) cards involved in such a manner as to keep the numbers exposed on the player's second card.

6. If you have a Blackjack and a player double down, push back the double down bet while picking up the original bets in order.

7. Bets may only be "bridged" when you do not show a face card or Ace.

HITTING THE DEALER'S HAND

SINGLE DECK & DOUBLE DECK

1. After all players decisions have been acted upon (stand or bust), turn the hole card so that it is to the left of the up card.

2. You must hit if your hand is 16 or less; **HIT on a soft 17.**

3. When hitting your hand, there must be a space between each card.

4. Your hand should be hit from left to right.

4. Dealer will audibly announce the total of their completed hand before beginning the take and pay sequence.

EXCEPTIONS (PIT 1/SALON)

The procedures for Pit 1/Salon are the same as the General Public with the following exceptions:

- Aces can only be split once on double decks.
- Aces can be split four times on the shoes .
- You can double down after a split on both the double decks and the shoe.
- Dealer stands on Soft 17

TAKING AND PAYING

SINGLE DECK & DOUBLE DECK

1. After completion of your hand, begin at the hand farthest to the right and act on all hands in order. Move on your game so you observe the entire layout to protect against pressing or removing checks.

2. When turning a player's cards over with the deck hand, the cards will be turned "end over end". DO NOT roll a player's cards over with the deck hand.

3. Complete each hand before going to the next.

4. If you bust, the players' total must still be counted. Do not take it for granted that they have 21 or less.

5. Pay all bets in the circle when possible. Double downs and splits may be paid outside the circle for clarity. Payoffs must touch all winning wagers.

6. Break down multi-color bets.

7. Never slide or throw checks to a player. Size into all color-for-color payoffs, do not drop cut payoff.

8. Never leave part of a payoff with a player, if an incorrect amount is paid, bring the entire payoff back to the tray and come back with the correct amount.

9. Standoffs or pushes should be clearly indicated by patting the surface of the table in front of the original wager.

10. On a bust hand always take the checks first, then pick up the cards.

11. When making payoffs, do not pass checks from one hand to the other. When completing payoffs with right hand, return excess checks to the rack.

12. All payoffs must be made on the side of the bet. Never pay behind the bet. Never pay on top of the cards.

13. Watch the player's bankroll and the way they bet their money so that they never run out of the checks that make up their standard bet.

14. If a player splits pairs, act on each hand individually.

15. Pick up as many losing bets as you can hold before going to the rack, (sort out all multi-color bets in the rack, not in the betting circles).

16. Always keep game security in mind when taking and paying. Walk your game. Never turn your body or head away from the layout.

17. Checks should remain cut down for conversion.

SHOE SHUFFLE PROCEDURE

1. The deck must be shuffled under the following conditions:

   A. A new deck has been put into play.
   B. Whenever the cards have been spread and the game is about to resume.
   C. Whenever requested to do so by a supervisor.

In calling for a new shuffle, the dealer must not turn away from the game. To facilitate attracting the supervisor's attention you may hold up the cut card to signify you are ready to shuffle. When calling for a new shuffle, the dealer will make the call in a loud enough voice to be heard, under usual circumstances, by calling out in a loud clear voice "shuffle" and will not initiate the shuffle until a floor supervisor has acknowledged the call.

1. On a live game, take the remainder of cards in the shoe, and place them any where within the discard rack.

RECEIVING NEW CARDS.

1. The Supervisor will break seals and open the deck(s) at the table, verifying the fronts of the cards BEFORE putting the deck(s) in the discard rack.

2. DEALER will spread deck(s) on layout and verify front/back of the cards.

3. Place verified decks(s) in the shoe staggered.

4. After all decks are verified wash the cards (3) decks at a time

5. Place the washed decks into the discard rack and remove the remaining three (3) decks from the shoe.

6. Repeat above procedure for the remaining three (3) decks.

7. Call out "shuffle"; proceed with the [redacted] Shuffling Procedure for a six (6) deck shoe.

6-DECK SHOE SHUFFLE

1. Remove cards from discard and bring to center of layout. If on live game, rotate the position of the remaining cards in the discard rack.

2. Break deck in ½ putting each stack on the ends of insurance line.

3. Break new stacks in ½ again putting broken stack in front of original. You will now have 4 stacks, 2 on each side.

4. Take ½ of stack #1 and ½ of stack #3 and do the following: one shuffle and put in center of layout.

5. Take ½ of stack #2 and ½ of stack #4 and repeat. You will do a total of four shuffles.

6. Now the cards are in the center of the layout in one stack. Break the stack in ½ and do four lace shuffles.

7. Now you are ready to offer the cards for the cut.

OFFERING THE CARDS FOR THE CUT - SHOE

1. Make sure all decks are squared off.

2. Extend the six (6) decks to the player.
   A. Do not go beyond the insurance line.
   B. Do not lift the decks over the shoe.
   D. Keep the decks parallel so as NOT to expose the edges of the cards to the players.

3. Rotate the player cutting the decks.

4. The player cutting the cards **MUST** cut the cards 1 ½ to 2 decks from either end. If the cut is not appropriate, politely take the cut card out of the deck and hand it back to the player asking them to please re-cut the decks. Explain to the player the amount necessary.

5. After the decks are cut, move the shoe to the center of the layout and place the decks in the shoe. Place the cut card in the appropriate spot on the shoe and cut the cards.

6. Burn the first card out of the shoe into the discard rack. Now you are ready to deal

CARD DELIVERY & PLACEMENT – SHOE

1. All bets must be in the betting circle. Money or checks outside or in between circles are to be considered no bet.

2. Scan the layout to insure a player is not below the table minimum or above the table maximum, BEFORE you begin delivering the cards. Once the first card is exposed, players are not allowed to alter or make a new bet.

3. All cards shall be dealt from a dealing shoe located on the extreme left-hand side of table.

4. Remove the cards from the shoe with your left hand, turning and placing them face upward with your right hand.

   EXCEPTION: The dealer has the option to deal hit cards to the first two (2) positions with his left hand.

5. All players' cards should be delivered face up.

6. After each player has received one card, take one card face down.

7. A second card will be dealt to each player face up and your final card will be dealt face down. Make sure that this "hole card" is not seen by anyone. The card is placed underneath your first card in such a way that no part of the card is visible.

8. Cards should be dealt so they can be read by anyone watching the game. The index and center pip must be visible. This also applies to all "busted" hands.

9. When dealing, get a clear hand signal and deliver hit cards without hesitation.

10. "Walk" game and pay special attention to first and third base.

11. Be aware of condition of cards - for nicks, crimps, and bends. DO NOT allow player to touch bet after cards are dealt. Call floor supervisor if you encounter a problem.

12. Surrender must be acted upon BEFORE any hits are given to the hand in question.

SURRENDER - SHOE

1. A player may surrender half of their original bet on their two (2) original cards, before the dealer's hand is acted upon, but NOT before the dealer determines whether or not they have a Blackjack.

2. When the dealer has a 2 through 9 showing: If the player wishes to surrender, half of the amount of the bet in the betting area is taken and the cards are immediately placed in the discard rack.

3. When dealer has an Ace or 10 value card showing: A player may surrender only AFTER the dealer checks for a Blackjack. If the dealer does not have a Blackjack, surrender is handled the same as when the dealer shows a 2 through 9.

4. If the player's original bet contains an "odd" number of checks (Example #1) or a composition of checks that cannot be cut in half (Example #2), one half of the player's bet will be taken from the check tray and placed next to the player's betting area. The original bet goes in the check tray.

   Example #1:
   Player is betting $35.00 and wants to surrender. The dealer will come out of the check tray with $17.50 (ALL proofs are made in front of the check tray) and take player's $35.00.

   Example #2:
   Player is betting one green and one red check. The dealer will come out of the check tray with $15.00 (ALL proofs are made in front of the check tray) and take the player's $30.00.

HITTING THE PLAYER'S HAND

SHOE

1. Players may not handle the cards. If a player touches the cards, don't overact, explain the rules politely.

2. After two (2) cards have been dealt to each player and you have received your hole card, begin from your left and proceed on hit cards. All soft totals should be announced as "3 or 13, 8 or 18", etc.

3. The players must indicate they want a hit by making a clearly visible scratching motion with their hand.

4. To indicate they wish to stand, players should motion slightly to the dealer their hand palm down.

5. All signals must be clearly visible to state the customer's intention. Verbal directions will not be permitted in the absence of corresponding hand signals. Be sure and receive a hand signal to stand before going on to the next hand.

6. As each player indicates his decision(s), deal face upwards whatever additional cards are necessary and announce the new point total after each card is dealt. Cards dealt to one player should never touch another player's cards.

7. Do not draw a card from the shoe until the player has given the appropriate hand signal. Do not anticipate; wait for the proper hand signal.

8. If a card is exposed by error or misunderstanding, the floor supervisor shall be notified immediately.

9. A card found turned face upwards in the shoe will not be used in the game and shall be placed in the discard rack after bringing it to the attention of the floor supervisor.

10. On busting hands always take the checks first, then pick-up the cards.

SPLITTING HANDS - SHOE

1. Whenever the initial two (2) cards to a player are of the same face value, the player may elect to split the cards into two (2) separate hands provided that they make a bet equal to the original bet.

2. When a player splits pairs, deal a second card to the first hand and announce the point count. Wait for the player to indicate his decision to hit, stand or double down. Always complete the first hand before acting on the second hand. Wait for proper hand signals from the player.

   A. The player can split again if the hit card is of equal value to the original cards up to four (4) times.
   B. The player splitting Aces may only receive one hit card on each Ace. The additional card will be placed perpendicular to each Ace. The player may re-split Aces.
   C. The player must receive at least one additional card to each card split.

   D. The player may elect to double down on one or both hands, except when splitting Aces.

3. If the player doubles his/her bet, ask them if they are splitting or doubling down, especially if they show any pair of 6's and under.

4. If you have Blackjack after a player splits pairs, only take the original bet. The additional bet will be pushed out of the betting circle towards the player.

   Split hands:

   A. Both Winners
      Should be paid as two individual bets, not combined as one payoff, unless totaling for converting to a larger denomination of checks.
   B. One Wins and the Other Loses
      Pay and take each bet individually.

DOUBLING DOWN - SHOE

1. A player may elect to double down with any two (2) cards. They may bet up to the amount of their original bet (on the condition that only one (1) additional card will be dealt to them.)

2. The additional checks are placed to the dealer's right of the original bet before the double down card is dealt.

3. If a player elects to double down on a hard total of 12 or more, the dealer must announce "doubling down on a hard 12", etc. to alert the player and supervisor of the potential of the player's hand breaking.
4. If a player elects to double down for less, the dealer should notify the floor supervisor by calling out "Doubling Down for Less". The floor supervisor should acknowledge the action.

DOUBLING DOWN – SHOE (cont'd)

5. The double down card will be exposed and placed perpendicular to the two (2) cards involved in such a manner as to keep the numbers exposed on the player's second card.

6. If you have a Blackjack and a player doubles down, push back the double down bet while picking up the original bets in order.

7. Bets may only be "bridged" when you do not show a face card.

HITTING THE DEALER'S HAND - SHOE

1. After all players have stood or broken, turn the hole card so that it is to the left of the up card.

2. You must hit if your hand is 16 or less. **HIT on a soft 17.**

3. When hitting your hand, there must be a space between each card.

4. Your hand should be hit from left to right.

5. Dealer will audibly announce the total of their completed hand before beginning the take and pay sequence.

TAKING AND PAYING - SHOE

1. After completion of your hand, begin at the hand farthest to the right and act on all hands in order. Move on your game so you observe the entire layout to protect against capping or removing checks.

2. Complete each hand before going to the next.

3. If you bust, the players' total must still be counted. Do not take it for granted that they have 21 or less.

4. Pay all bets in the circle when possible. Double downs and splits may be paid outside the circle for clarity. Payoffs must touch all winning wagers.

5. Break down multi-color bets.

6. Never slide or throw checks to a player. Size into all color-for-color payoffs; do not drop cut payoff.

7. Never leave part of a payoff with a player, if an incorrect amount is paid, bring the entire payoff back to the tray and come back with the correct amount.

TAKING AND PAYING – SHOE (cont'd)

8. Standoffs or pushes should be clearly indicated by patting the surface of the table in front of the bet in question.

9. On a bust hand always take the checks first, then pick up the cards.

10. Bets will be paid from the end tube on each side of the chip tray - silver and $5 chips only. When paying, use either hand to make the payoff. The left hand is to be used to work out of the left tube, and the right hand is to work out of the right tube.

11. When making payoffs, do not pass checks from one hand to the other. When completing payoffs with right hand, return excess checks to the rack. Come out of the left side of your rack with left hand to continue payoffs.

12. All payoffs must be made on the side or in front of the bet. Never pay behind the bet. Never pay on top of the cards.

13. Watch the player's bankroll and the way they bet their money so that they never run out of the checks that make up their standard bet.

14. If a player splits pairs, act on each hand individually.

15. Pick up as many losing bets as you can hold before going to the rack, (sort out all multi-color bets in the rack, not in the betting circles).

16. Always keep game security in mind when taking and paying. Walk your game. Never turn your body or head away from the layout.

17. Checks should remain cut down for conversion.

PICKING UP PLAYER/DEALER CARDS - SEQUENCE

1. After dealer's hand is acted upon, pick up the cards in the following manner:

   A. Starting from the right side of layout scoop up players' hands in sequence.

   B. Complete procedure by picking up dealer's hand last, making the dealer's hand the bottom cards of the pick-up stack.

2. When proving a hand, the first cards off the top of the discard rack will be the players hand farthest to right.

3. No hands will be proven without a supervisor's approval and presence on the game.

CURRENCY BETS

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

   If the player objects to touching or checking the bet, leave it as is. Call out, "Money plays up to and including the limit", and wait for verification from the Floor Supervisor before dealing the first card.

2. The maximum table limit will be paid or taken.

4. Currency from a losing "Money plays" bet will be counted immediately and dropped. Do not put it in the discard rack and continue on to the next hand.

4. Players are not allowed to switch checks for a lost currency bet.

5. Be alert to the fact that a player betting paper money might pick up the money and run if the bet is lost.

COURTESY CALL BETS

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

1. Lammer(s) or checks equal to the amount the player has requested will be placed on the layout near the drop box by the floor supervisor.

   The dealer will then place the appropriate amount of chips in the betting area of same player.

2. If the bet wins, the dealer will pay the bet with the chips from the tray and immediately retrieve the payoff to settle the lammer, and announce "marker down".

3. If the bet loses, the lammer/checks will be settled upon the completion of the hand, after the layout is swept.

4. Push hands will be settled immediately --- indicating a push and then retrieving the bet announcing "marker down".

MAKING CHANGE - CURRENCY/COLOR

1. **DO NOT** call $100.00 small.

2. CHECK CHANGE is taking checks to a lower denomination. COLOR CHANGE is taking checks to a higher denomination. Obtain the Floor Supervisor's acknowledgment for $100 or more before bringing chips in from customer.

3. When opening a half-dollar roll, peel ends up and unroll the wrapper. Half dollar rolls are not to be banged on the rack.

4. CHANGE will be called out for currency and COLOR will be called out when going up for checks when received from player. Obtain the Floor Supervisor's

acknowledgment for $100 or more BEFORE checks are taken from the check tray.

5. When making change for currency:

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

B. Currency breakdown:

(1) $100 bills:
Count out in five (5) vertical rows of five (5) that they slightly overlap making a total of $2,500. Place this bundle upside down in front of the drop box paddle. Each subsequent bundle of $2,500 is to be placed at right angles to the previous bundle.

(2) Bills (Other):
Large amounts of lower denomination will follow the same procedure as mentioned above.

50's	columns of $200.00	4 X 5
20's	columns of $100.00	5 X 5
10's	columns of $ 50.00	5 X 5
5's	columns of $ 25.00	5 X 5
1's	columns of $ 5.00	5 X 5

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

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

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

MAKING CHANGE - CURRENCY/COLOR (cont'd)

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

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

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

CONVERSIONS

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

integrity of that particular game.

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

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

Use Good Common Sense

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

Color Conversion
Converting lower value checks to high value checks.

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

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

CONVERSIONS (cont'd)

The general guidelines for payoffs and conversions are:

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

CHECK CUTTING

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

EXAMPLE:

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

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

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

EXAMPLE:

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

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

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

TOKES

1. Soliciting tokes is strictly prohibited.

2. Both the bet and payoff on all winning toke bets must be taken down. Toke bets may not be "parlayed".

3. Color changes for tokes should be made by the dealer with verification by the supervisor.

4. Always pay the toke bet last. As a courtesy and in accordance with procedure, pay the customer first.

5. Winning toke bets must be tapped quietly once or twice on the layout before being dropped.

6. When a player throws in a toke, it must be dropped. If a player gives you the option of playing or dropping a toke, you must drop it into the toke box. Politely explain to the player that once we are given the option to play or drop the toke, we must drop it.

7. Never transfer tokes from hand to hand. If you pick up a toke with your right hand lay the toke in front of the tray, clear the left hand and drop the toke with the left hand.

8. Never drop pink checks ($500's) without the consent of the Floor Supervisor.

9. Maximum toke bet is 10% over table maximum on Blackjack. Bets may be matched on splits and double downs.

MARKERS

The following procedures will be used for both:

1. MARKERS - Taken against a credit line

   CUSTOMER DEPOSIT WITHDRAWALS

2. The term, "marker" will be taken to mean either type of transaction.

3. Upon the Floor Supervisor's instructions and placement by the Floor Supervisor on the layout of lammer buttons totaling the amount of the marker requested, the dealer will cut out the chips in the prescribed manner on the layout in front of the chip tray, and upon approval by the Floor Supervisor will set off the chips to the customer and place them on the layout in front of the customer between the betting area and the table railing. Lammer(s) will go in the chip tray flat and according to player position on game.

4. The dealer will verify the marker has been signed, and will then check the counter check/redemption/issuance document for correctness of the following:

   A. Date
      Shift
      Time
      Game #
      Marker Total
      Supervisor's Signature

The dealer will verify the table card for correctness of the following:

   B. Game #
      Date
      Customer Name
      Amount
      Floor Supervisor's Initial

5. Upon verification of the items listed in #4, the dealer will then sign the counter check/redemption/issuance document; initial the table card, and remove appropriate lammer to table. The dealer will detach I (issuance) portion of the document, return document, table card, and lammer(s) to Supervisor and drop "I" slip in drop box.

REDEMPTION'S

1. When a player indicates he or she desires to redeem a marker or a cash deposit withdrawal, the dealer will get the attention of the floor supervisor, and upon the floor supervisor's approval will bring in the chips and count them down in the prescribed manner, in front of the chip tray, and then move them to a position between the side of the chip tray and the discard holder, and place the lammer buttons provided by the Floor Supervisor on top of the chips.

2. Upon the return of the floor supervisor with the document of redemption and it's presentation to the dealer, the dealer will then move checks to center of the table, remove lammer buttons and place them on the layout, break down checks, and then check the document for correctness of the following:

   A. THE DOCUMENT
      1. Game and table number
      2. Date
      3. Shift
      4. Time
      5. Amount Agreement with Chips Set In
      6. Floor Supervisor's Signature

REDEMPTION'S (cont'd)

   B. The dealer will verify the table card for correctness of the following:
      1. Game & Table #
      2. Date
      3. Amount Agreement with Chips Set In
      4. Floor Initials

3. Upon verification of the items listed in #2, the dealer will sign his signature to the document of redemption on the line provided and initial the table card. Detach the "P" (redemption slip) and drop in the drop box. Return the document, table card, and lammer(s) to the Floor Supervisor.

4. If the checks set in are to pay a marker on a different game:

   A. Dealer will begin procedures as #1 dictates.
   B. The Floor Supervisor or Pit Manager will return with a chip rack and the dealer will break down chips and load them with lammer into rack.

5. If chips are coming to the game from another for redemption:

   A. The Floor Supervisor or Pit Manager will present rack to game.
   B. The dealer will take chips from rack, prove amount, and place chips with lammer near discard rack as described in #1. The floor supervisor will return

with appropriate paperwork to complete transaction as described in #2 and #3.

MINIMUM AND MAXIMUM BETS

1. It is your responsibility to know minimum and maximum bets when going into a game. Minimum and maximum bets for any given game will be indicated on the table limit sign located on each game.

2. When the player bets less than the table minimum and you do not notice it before the cards come out, pay the amount actually bet and inform the player of the table minimum.

3. Make every effort to check any large bet before cards come out. If a bet appears over the table maximum and the cards have come out, call out loud and clear "MONEY OR CHECKS PLAY UP TO AND INCLUDING THE TABLE LIMIT", and wait for the approval of your Floor Supervisor.

   A. If the bet wins - cut out maximum payoff in work area and size into the bet.

   B If the bet loses - bring it in front of the rack and cut it down. If more than maximum - return all checks over maximum to the player.

4. Any question or disagreement with the minimum or maximum table limit call your Floor Supervisor immediately.

5. Casino Management, at their discretion, may allow any player to bet under the table minimum or to bet over the table maximum.

TWO AND THREE HAND BETS

1. Players may bet from one to three spots.

2. The minimum bet a customer must make on each hand when playing two (2) or more hands is the table minimum.

EXAMPLE:

Table Minimum is $5.00

Each hand may be played at $5.00

THIS IS A GUIDELINE PROCEDURE. Always call your Floor Supervisor when a customer requests betting that is beyond what you as a dealer can offer.

INSURANCE

1. With an ace up, the dealer must call for insurance before checking the hole card.

2. When calling insurance:

   A. The dealer must say **"insurance"** in a clear audible voice.
   B. At the same time, the dealer's hand must be run along the full length of the insurance line.

3. Players must make an insurance bet before the dealer checks the hole card.

4. The player may make an insurance bet for any amount up to one-half of the original bet.

   A. The dealer must be certain that the insurance wager does not exceed one-half of the original bet. Change must be made to allow placement of the proper amount on the insurance line.
   B. If the amount insured is less than one-half of the original bet; the smaller amount insured must be called out.

5. If after checking the hole card THE DEALER DOES NOT HAVE A BLACKJACK, all insurance bets will be taken immediately. The game will then continue normally.

6. IF THE DEALER DOES HAVE A BLACKJACK:

   A. All original hands, which are not Blackjacks, will lose.
   B. Blackjacks will push.
   C. All insurance bets will win and be paid at a rate of two (2) to one (1).
   D. On fully insured bets you may push the insurance bet back toward the players' betting area.
   E. If a hand has been under-insured and is not a Blackjack, take the losing bet and pay the insurance out of the check tray.
   E. If the hand has been insured and is also a Blackjack, indicate a push and pay the winning insurance bet with checks from the check tray.

PAYMENT OF BLACKJACK

1. When the bet is 5 units or less of $1, $5, $100, $1,000 checks, you may size into the bet once and put the remaining one-half to the side.

2. When the bet is 4 units or less of $25, $500, $5,000 checks, you may size into the bet once and cap the remaining one-half to the side.

3. On bets of six checks or more, cut the bet in half and size into half the bet three times. If there are odd checks remaining, they will be paid last and in front of the stacks broken in half.

4. NEVER alter the original bet on Blackjack payoffs. All payoffs must be made from the rack WITHOUT converting ANY part of the original bet.

FILLS

When a chip runner brings a fill to a game, the procedure will be as follows:

1. The dealer will verify that the total amount of chips placed on the table by the chip runner is the same as the total amount indicated on the fill slip, and that if more than one denomination of chip is involved, that the total of each denomination is correct. Verify by proving one stack from each denomination of chip involved in the fill, exclude silver or blue $1.00 chips.

2. No chips are to be placed in the chip tray until the verification procedure has been completed.

   NOTE: If an error of any kind is found during verification, the Pit Manager is to be notified, the fill and the slip will be returned to the Cage, and a voiding procedure will be initiated as detailed in Regulation 6.050.

3. The dealer will inspect the fill slip for correctness of:

   Date
   Shift
   Time
   Game #
   Pit #
   Supervisor Signature

   and upon finding the fill slip to be correct in all the indicated items, will sign the slip, return the original to the chip runner and drop the yellow copy in the table drop box.

   NOTE: No chips or coins are to be accepted at a game for placement in the chip tray unless accompanied by proper documentation as specified in Regulation 6.050.

CREDITS

Occasionally, there will be an excess amount of checks on the game that must be removed. For this, a credit slip will be used. When the slip arrives at the table, the dealer will check the accuracy of the slip for:

1. Correct table number and game.
2. Correct date and time.
3. Amount of checks and total.

If satisfied that the credit slip is accurate:

1. Cut out the correct amount of checks requested on the slip.
2. Floor Supervisor will verify checks and place correct amount in lammer(s) on the layout.
3. The dealer will sign credit slip, place the checks in the rack and the rack(s) in the carrier.
4. Floor Supervisor will sign credit slip.
5. Security will sign credit slip.

6. The yellow copy will be placed by discard rack, face-up, unfolded, with lammer buttons until an aknowledgment slip is received from the Cage.

7. Acknowledgment will be checked against original credit slip, signed by the dealer and floor supervisor, and then dropped into the box along with the yellow copy of the credit slip.

DEALER BEING RELIEVED

All dealers MUST come to their assigned pit before the start of shift. This is to verify attendance.

1. If you believe that your break is overdue, notify your supervisor.
2. Continue to deal until the relief dealer is physically at the table.
3. The incoming dealer should enter the game from behind.
4. When leaving the game, the outgoing dealer will clear his hands showing palms up and fingers spread.
5. Do not turn over your game to another dealer until all work has been completed for a given round. Avoid unnecessary conversation with the incoming dealer.
6. At start of shift the relief dealer should always verify all the dealers in his string are present. This is done before relieving the first break.

CLOSING GAMES

When instructed to close a blackjack table, the dealer does the following:

1. The Floor Supervisor will ask you to bring to the lid up to the game.
   NOTE: You are still responsible for the rack. Keep it in sight when reaching for the lid.
2. Place lid on rack as secure as possible. Do not leave your game at this time. A Pit Manager will come and properly close the game.
3. When instructed by a pit manager, remove lid and prepare to assist the pit manager in properly closing the game as quickly and efficiently as possible. Dealers will follow along with supervisors counting the game for accuracy of count.
4. After verification of:
   a. Table number
   b. Shift and time
   c. Date
   d. Denominations are properly marked and amount is correct
   e. Total
   f. Pit Manager's name and employee number

   You now sign slip with name and employee number.
5. Place closing slip in rack properly so it covers as little of larger denominations as possible, but visible enough to check closing slip.

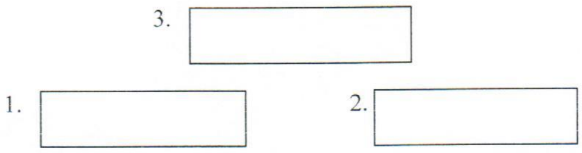
SHUFFLE PROCEDURE FOR SIX (6) DECK SHOE

1. Take the cards out of shoe and put in middle of cards in discard rack.

2. Take the cards from the discard rack and put into one (1) stack in center of game, then break stack into two (2) equal stacks.

   Maintain physical and visual contact with the decks at all times while the decks are out of the shoe.

3. Take approximately three-fourths (3/4) of a deck from each stack and shuffle-strip-shuffle, place shuffled cards to the center, above the shuffling area (3).

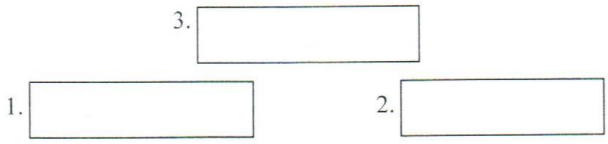


4. Take approximately one-half of the shuffled cards (3) with three-fourths (3/4) of a deck from the left stack (1) and shuffle-strip-shuffle. Place these cards on #3 stack, shuffled cards to the center, above the shuffling area (3).

   Repeat procedure using three-fourths (3/4) stack from the right (2) and one-half (1/2) deck from stack #3. Repeat this pattern until all the cards are shuffled.

5. Separate stack #3 into two (2) parts again.

6. Take three-fourths (3/4) of a deck from each stack and shuffle. After the cards are shuffled, place in the center above the shuffling area.



7. Continue taking three-fourths (3/4) from each stack until all the cards are shuffled, to the center.

8. With the stack in the upright position get the Floor Supervisor's approval to continue. Call out "roll". After verbal approval, you are now ready to offer the cards to a player to be cut.

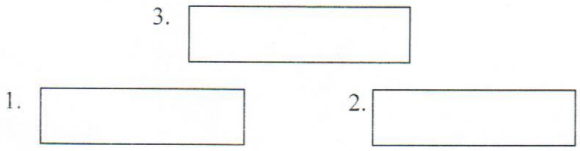
SHUFFLE PROCEDURE FOR EIGHT (8) DECK SHOE

1. Take the cards out of shoe and put in middle of cards in discard rack.

2. Take the cards from the discard rack and put into one (1) stack in center of game, then break stack into two (2) equal stacks.

   Maintain physical and visual contact with the decks at all times while the decks are out of the shoe.

3. Take approximately three-fourths (3/4) of a deck from each stack and shuffle-strip-shuffle, place shuffled cards to the center, above the shuffling area (3).

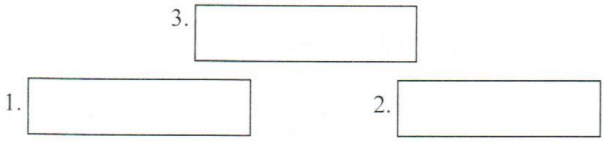


4. Take approximately one-half of the shuffled cards (3) with three-fourths (3/4) of a deck from the left stack (1) and shuffle-strip-shuffle. Place these cards on #3 stack, shuffled cards to the center, above the shuffling area (3).

   Repeat procedure using three-fourths (3/4) stack from the right (2) and one-half (1/2) deck from stack #3. Repeat this pattern until all the cards are shuffled.

5. Separate stack #3 into two (2) parts again.

6. Take three-fourths (3/4) of a deck from each stack and shuffle. After the cards are shuffled, place in the center above the shuffling area.



7. Continue taking three-fourths (3/4) from each stack until all the cards are shuffled, to the center.

8. With the stack in the upright position get the Floor Supervisor's approval to continue. Call out "roll". After verbal approval, you are now ready to offer the cards to a player to be cut.

DOUBLE DECK SHUFFLE

1. If on a live game, take the remainder of cards in hand and put all cards to the top of the discard rack. Remove cards from discard and bring to center of layout and shuffle, strip, shuffle.

2. Break deck in ½ putting each stack on the ends of insurance line.

3. Break these new stacks in ½ again putting broken stack in front of original. You will now have 4 stacks, 2 on each side.

4. Take Stack #1 and Stack #3 and do the following: Shuffle, strip, shuffle, box turn, shuffle.

5. Take Stack #2 and Stack #4 and do the same procedures as above.

6. Now the double deck is in the center of layout in one stack. Break the stack in ½ and do one shuffle.

7. Now you are ready to offer the cards for the cut.

SINGLE DECK 6 to 5 BLACKJACK

The rules are the same for Single Deck Blackjack as they are for Double Blackjack throughout the casino with one exception. When paying a winning blackjack you will pay the players 6 to 5 instead of 3 to 2.

Example: $5 Blackjack would pay 6 to 5 on the $5 for a total payout of $6

$9 Blackjack would pay 6 to 5 on the $5 and even money on the $4 for a total payout of $10.

These games will have single deck shufflers on them. If the shuffler is not functioning we will proceed with a manual shuffle as described below.

NEW CARDS IN PLAY

When new cards come into play the supervisor will break the seals and open the decks at the table verifying the fronts and backs of the cards BEFORE putting the decks into the discard rack.

The dealer will spread the decks on the layout and verify the front and back of the cards one deck at a time. Proceed to wash the deck. Once the deck has been washed place the deck into the shuffler. When the shuffle is complete offer the cut to the customer and begin dealing. If the shuffler is not functioning we will proceed with a manual shuffle as described below.

SINGLE DECK SHUFFLE

On a live game place the un-dealt portion of the deck turning it 180 degrees and placing it on top of the cards remaining in the discard rack.

Bring the cards out and quick-strip. (Quick-strip: bring one-third of the cards from the bottom to slightly above the rest of the deck and strip only this portion of cards two times. Strip very low and parallel to the rest of the cards, ensuring that nobody will be able to see the faces of the cards.) Shuffle. (Riffle very low and fast, making sure that nobody will be ale to see the faces of the cards.) Quick-strip and shuffle. Box (bring one-third of cards from bottom and place them upon the top of the rest of the cards) and Shuffle.

Quick strip
Shuffle
Quick strip
Shuffle
Box
Shuffle

THERE IS NO MID-DECK ENTRY

A player may not start playing until the deck is shuffled. Explain politely to the player(s) that you will be shuffling shortly and then they will be able to play.

Number of Players (Or spots being played)	Number of Rounds (Dealt)
Four – Six	Two
Three	Three
Two	Four
One	Five

SINGLE DECK SHUFFLE

Bring the cards out and shuffle. (Riffle very low and fast, making sure that nobody will be able to see the faces of the cards.) Quick-strip. (Quick-strip: bring one-third of the cards from the bottom to slightly above the rest of the deck and strip only this portion of cards two times. Strip very low and parallel to the rest of the cards, ensuring that nobody will be able to see the faces of the cards.) Shuffle and quick-strip. Box (bring one-third of cards from bottom and place them upon the top of the rest of the cards) and Shuffle.

Shuffle
Quick strip
Shuffle
Quick strip
Box
Shuffle

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