



# CASINO ROULETTE DEALER

This manual provides the general dealing procedures for Roulette. Casino specific policies and procedures are unique and/or different based upon the casino or jurisdiction in which you are employed.

## **ROULETTE DEALER**

Roulette is an easy game for customers to play. Roulette has a wide variety of bets and betting combinations. The odds are the same for each spin, since each spin is independent of the previous one. Non-Value chips are used to differentiate between customers at the game. Listed below is an overview of Roulette. As well as the specific tasks that dealers' skill set should include. Each is described in detail in the pages that follow.

### **Overview:**

- Rules of the Game
- Payout Odds
- Rules for Accepting Wagers
- Game Protection
- Irregularities

### **Tasks:**

- Spin the Ball and Rotate the Wheel
- Introduction of Bets
- Issue Non-Value Chips to a Customer
- Mark the Winning Number
- Clear the Layout
- Pay Winning Wagers
- Convert Winning Value Chips to Non-Value Chips
- Cash out a Customer
- Assist Dealer as a Check Racker
- Receive a Tip
- Being Relieved
- Customer Service

## RULES OF THE GAME

Roulette is played with a wheel containing 36 numbers alternately colored red and black, a 0 and 00 which are green, and a ball which is spun in the opposite direction of the turning wheel. The winning number is decided by the random selection of one number out of the 38, by where the ball lands in the wheel. Each spin of the ball is a new game. Customers buy in for various colored chips (non-value) to differentiate between bets. They decide the value of their chips when they buy in. When they finish playing, they return the non-value chips to the Dealer for value chips.

Each payoff is dictated by the location of a wager on the roulette table. Bets can be placed while the ball is spinning, until the time the dealer announces, "No more bets." Once the ball drops, the winning number is marked, losers are collected and winning bets are paid according to the payout odds. There are two basic wagers on a Roulette Table – outside bets and inside bets.

### 1. **OUTSIDE BETS:**

#### A. Even money bets:

1. Red, Black, Odd, Even, (1-18), (19-36)  
(1-18) is often referred to as the "Low."  
(19-36) is often referred to as the "High."

#### B. Two to one bets:

1. First twelve (1-12), second twelve (13-24), and third twelve (25-36)  
Often referred to as the "dozens."
2. First column, second column, third column the "columns."

EACH BET ON THE OUTSIDE MUST MEET THE TABLE MINIMUM

### 2. **INSIDE BETS**

All of the numbers from (1) thru (36) and the (0) and/or (00).

- A. Line Bet: Any bet that covers six consecutive numbers.
- B. Street Bet: Any bet that covers three consecutive numbers.
- C. Corner: Any bet that covers four numbers in a square area.
- D. Split: Any bet between two numbers.
- E. Straight Up: Any bet that covers strictly one single number.
- F. Courtesy Line: The line between the 2<sup>nd</sup> twelve and the 3<sup>rd</sup> twelve equivalent to a split bet between the (0) and (00).  
\*No such bet exists on a single (0) roulette layout\*
- G. The Basket: A bet that covers the (0), (00), and (2).  
\*No such bet exists on a single (0) roulette layout\*
- H. Top Line: A bet that covers the first five numbers being the (0), (00), (1), (2), and (3).  
\*Covers the (0), (1), (2), and (3) on the single (0) roulette layout\*

## PAYOFF ODDS

Winning wagers in roulette shall be paid at the following odds:

<u>BETS</u>	<u>ODDS</u>
Straight up	35 to 1
Split	17 to 1
Three numbers	11 to 1
Four numbers	8 to 1
Five numbers	6 to 1
Six numbers	5 to 1
1 <sup>st</sup> , 2 <sup>nd</sup> , and 3 <sup>rd</sup> columns	2 to 1
1 <sup>st</sup> , 2 <sup>nd</sup> , and 3 <sup>rd</sup> twelve	2 to 1
Red	1 to 1
Black	1 to 1
Odd	1 to 1
Even	1 to 1
(1-18)	1 to 1
(19-36)	1 to 1

## Rules for Accepting Wagers

- All wagers on Roulette shall be made by placing gaming (value or non-value) chips on the appropriate areas of the Roulette layout.
- Roulette tables will carry several different non-value colored banks of chips to differentiate between customers bets.
- Each customer is responsible for the positioning of their own bets. The customer must insure that any instructions given to the Dealer regarding the placement of their wagers are correctly carried out.
- Each wager will be paid exactly where the bet is laying when the ball drops.
- No wagers may be placed over the wheel head or between the shield and the first customer seated by the wheel.
- No customer may be issued or permitted to game with non-value chips that are identical in color and design to value chips or to non-value chips being used by another customer at the same table.

- Any customer betting **one dollar** chips inside will be converted to non-value chips as soon as possible. Make every attempt to convert all value chips playing inside into color to prevent a claim by another customer.
- More than one customer may bet value chips on outside bets only.

**NO BET SITUATIONS ARE AS FOLLOWS:**

During the course of a spin, any bet that is not understood, placed incorrectly, placed questionably, or that is below the table minimum cannot be accepted. Return the bet to the customer and announce, "NO BET THIS SPIN." – Watch the layout.

For the first spin, a bet that is below the table minimum may be excused. Immediately thereafter, the dealer will politely explain the table minimum to the customer. No additional bets below the table minimum will be accepted. The exception to this is if the customer has less than the table minimum in non value chips and wants to make a final bet.

"Call bets" accompanied by cash during the course of a spin are not to be accepted. Move the cash off of the layout and announce "NO BET THIS SPIN."

All wagers at roulette shall be made by placing gaming chips or plaques, on the appropriate areas of the roulette layout, except that verbal wagers accompanied by cash may be accepted. This is provided that they are confirmed by the dealer and that the cash is expeditiously converted into gaming chips or plaques.

Bets coming from over the shield or between the shield and first customer are unacceptable. Move the bet out of the betting area and announce "NO BET THIS SPIN." Explain to the customer where they can place a bet from and find them a seat at the game.

## GAME PROTECTION

Roulette is probably cheated for more money than any other game by organized cheaters, because it pays such good odds. One chip on one number can net thieves hundreds of dollars in just one move. This is why it is so important to form a good set of protective habits when dealing roulette.

A dealer should follow these tips below:

- When any situation arises that causes doubt, contact the floor supervisor immediately.
- Watch the layout at all times. Try not to turn from the layout to call the floor supervisor.
- No transactions may take place over the wheel head or between the shield and the first customer.
- Column bets should be placed toward the back of the outside line to prevent slipping in a high value chip behind a stack of chips already there as a late bet.
- When the ball drops, listen for a click of chips.
- There should be no conversation between the Dealer and Check Racker while the ball is spinning.
- Do not shuffle or play with value chips and do not handle any chips unnecessarily.
- If the roulette ball is hard to manipulate, contact the floor supervisor for a new one.
- Be alert to distractions, particularly near the wheel head and the bottom of the layout. This is a common set up for a cheater.
- Only customers seated at the table may receive non-value chips. Non value chips must remain in the Dealer's sight at all times.
- When pushing out or pulling in large amounts of chips, be sure to protect the bankroll. Never leave yourself blind to the bankroll.
- **All chips shall be pushed out in such a manner that the top of the stacks remain visible. All one handed pushes should be done with the outside hand, except to the customer at the wheel head.**
- Place all value chips on the layout in the transaction area prior to being sent out to a customer. Make sure that the floor supervisor knows that value chips are going out.
- After floor supervisor approval, value chips shall always be placed on top of full stacks before being sent out.
- Only one customer may place bets from their non-value chips.

- Watch for customers placing value chips on the inside of the roulette layout. Only one customer at a time may place a specific denomination value chip on the inside. Convert the other customer to non-value chips and explain that you want to avoid any confusion.
- Notify a floor supervisor whenever there is an outside bet of \$100 or more (\$100 outside”), or when a customer bets \$25 value chips inside (“green inside”).
- If you drop a chip or chips on the floor, call out “Chip(s) down.” If there is a racker present, they will pick it up with the floor supervisor’s approval. If not, the floor supervisor will pick it up, or watch your bankroll as you pick it up.
- **Politely ask customers to remove purses, bags, newspapers, slot cups, etc. from the table.**
- Spectators and customers are not permitted to lean upon or place drinks or other objects on the clear enclosure around the wheel head. Anyone leaning on or against the enclosure should politely be informed not to.
- Be particularly alert to the customer at the end of the table by the separating stick.
- If a bill is suspected of being counterfeit, do not drop the bill or give it back to the customer. Place the bill to the side and call the floor supervisor immediately.
- **Do not look into the wheel when spinning the ball – look down at the 34 when you spin the ball.**
- When dealing on a table with an automatic chip sorter, **the tubes for value chips are located closest to the dealer.**
- When dealing on a table with an automatic chip sorter, **the base compartment is to be inspected daily for chips – either at the end of the gaming day prior to the count, or when the table is closed.**

## IRREGULARITIES

- A ball spun incorrectly shall be announced “NO SPIN.”
- When the necessity arises to announce “NO SPIN,” it should be clear and audible to all customers and the floor supervisor.
- If the ball is spun in the same direction as the wheel, announce “no spin” and attempt to remove the ball from the track prior to its coming to rest in a compartment.
- Any ball not making four complete revolutions around the wheel shall be retrieved and “NO SPIN” shall be announced.
- Any ball leaving the wheel head shall be retrieved and “NO SPIN” shall be announced.
- If the ball leaves the wheel head and then re-enters, it shall be retrieved and also be announced as, “NO SPIN.”
- Any ball returned after a “NO SPIN,” which a customer handles, must be inspected by a floor supervisor.
- If a foreign object falls into the wheel during a spin, the Dealer shall call, “NO SPIN,” and retrieve the ball prior to its coming to rest in a compartment.
- In the event of a “FLOATER” (the ball appears to be hung up), inform a floor supervisor, who will visually acknowledge the “FLOATER.” Only then will the Dealer call no spin and pick up the ball for a re-spin. The Dealer will place the ball into the previously spun number and rotate the wheel around one time before re-spinning the ball.
- In the event of a “NO SPIN,” always attempt to stop the ball before it drops into a number. Should the ball fall into a number during such attempt, it shall remain as “NO SPIN.”
- Always track the Roulette balls. If a ball leaves the wheel and cannot be reached, the Dealer must notify a floor supervisor and unless directed otherwise, wait for it to be retrieved.
- If no one claims a bet after it has been paid (a “sleeper”) bring it in and place it on the wheel head. This usually happens with outside bets. Inform the floor supervisor. If no one comes back to claim it, the floor supervisor will tell you when to take it down. The bet may not be claimed as a tip.



**TASK: SPIN THE BALL AND ROTATE THE WHEEL**

Varying the speed and the spin of the wheel ensures a fair and random decision. Do not run customers over. Allow them ample time to place bets, but do not wait for all bets to be placed prior to spinning the ball. When timed correctly, customers should be able to complete placing their wagers by the time that “No more bets” has been announced.

PROCEDURES /POLICIES PRACTICES	MATERIALS EQUIPMENT TOOLS	APPROVALS INVOLVEMENT
<p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. The dealer should make sure the wheel is spinning prior to starting the game. The ball is spun in the opposite direction the wheel is spinning.</li> <li>2. Prior to spinning the ball, the dealer will position their body to look across the entire layout and not into the wheel.</li> <li>3. The dealer will place the ball in their right hand between their thumb and their first finger or middle finger.</li> <li>4. While facing the layout, the dealer will place their right hand (with the ball) into the wheel in the track.</li> <li>5. The dealer will release the ball into the track by either bringing their wrist forward in a paddle motion or by snapping the ball with their thumb from the middle finger. The dealer must remember when they pick up the ball to spin it immediately. The dealer does not look into the wheel head when they spin.</li> <li>6. The ball must make at least four complete revolutions around the track to constitute a valid spin. If the ball is not going to make four spins, the dealer calls “no spin.” Then they immediately pick up the ball and notify the floor supervisor.</li> <li>7. The dealer adjusts the game pace as the action decreases or increases.</li> <li>8. If the dealer has not spun the ball and can take care of a buy in, they will place the ball back into the last number spun and make the change.</li> </ol>		<p>floor supervisor</p>

**PERFORMANCE MEASUREMENTS:** Floor supervisor/Pit Manager Observations:

**TASK: PLACE BETS FOR CUSTOMERS WHILE BALL IS SPINNING**

After the ball is spun, the dealer watches the layout. They face the game at all times. Dealers learn when the ball is about to drop in order to detect whether or not the ball was interfered with by an outside object. They are aware of anyone standing near the wheel head.

PROCEDURES /POLICIES PRACTICES	MATERIALS EQUIPMENT TOOLS	APPROVALS INVOLVEMENT
<p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. Dealers should look for customers that are having trouble reaching their bets on the layout or that have placed chips in a non betting area with the intention of the dealer placing them into the betting area.</li> <li>2. The dealer should ask the customer what bets they need and how much on each bet. They repeat each bet as they place it for confirmation. This will avoid any misunderstandings and also alerts the floor supervisor.</li> <li>3. If a dealer is uncertain of a customer's request, they should politely ask again. If the bet cannot be determined, the dealer will politely call "NO BET THIS SPIN," and return the chips to the customer. The dealer will place the chips in front of the customer outside of the betting area. (The dealer should never toss the chips back to the customer). The dealer may follow up with a polite explanation after the spin.</li> <li>4. At least three revolutions prior to the ball dropping, the dealer will announce "NO MORE BETS" in an audible voice for all to hear accompanied by a wave motion with their left hand palm down, over the length of the layout from the wheel head to the columns.</li> <li>5. After calling "NO MORE BETS," the dealer will pay attention to all wagers on the layout. At this time, racking and stacking of chips will cease. The dealer will back up to where they can see the number hit in the wheel without having to turn their back on the layout. The dealer should make sure that all bets are placed in legitimate betting areas and there is no bet that could be misunderstood.</li> </ol>		

**PERFORMANCE MEASUREMENTS:** Floor Supervisor/Pit Manager Observations:

**TASK: ISSUE NON-VALUE CHIPS TO A CUSTOMER**

In Roulette for game protection, it is important to have the customers play with non-value chips. When a customer approaches a game with cash or value chips to buy in, one should make sure it is placed on the layout rather than handed to the dealer directly. Change cannot be made for a customer while the ball is spinning, one should make sure to politely explain that to a customer. All transactions are to be called out in a clear and audible voice for the customer and floor supervisor to hear.

PROCEDURES /POLICIES PRACTICES	MATERIALS EQUIPMENT TOOLS	APPROVALS INVOLVEMENT
<p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. When the customer places the cash or value chips on the table for a buy in, the dealer should count the cash according to procedures, or run down the value chips to be changed on the Lucite platform attached to the side of the wheel according to chip cutting procedures. Large quantities of value chips may be cut out in the work area instead of the wheel head.</li> <li>2. The dealer should ask the customer what denomination chips they would like to play.</li> <li>3. The dealer should decide which non value color to give the customer. Smaller buy ins and buy ins for colored nickels and above should use the smaller banks, unless a customer requests a certain color</li> <li>4. The dealer will take one non value chip of the color they are issuing and place it in the lammer rack (a lammer representing the value of one stack of chips).</li> <li>5. The dealer should call out the amount of change they are making as well as the denomination of chip going to the customer: "Change \$100, navy nickels" or "Change \$100, yellow dollars." Pull the appropriate amount of chips from the bank and set up into a push formation in the work area.</li> <li>6. <b>When sending out colored nickels or above, dealers only use FULL BANKS</b></li> <li>7. In Roulette, the dealer should receive approval for change of \$100 or more going out.</li> <li>8. The dealer should push the change to the customer, repeating the amount of the buy in and the value of the chips: "\$100 yellow dollars, good luck."</li> <li>9. The dealer should place the currency in the drop box, or remove the chips from the rim and place them into the bankroll.</li> </ol>		<p style="text-align: center;">floor supervisor</p>

**PERFORMANCE MEASUREMENTS:** Floor Supervisor/Pit Manager Observations:

**TASK: MARK THE WINNING NUMBER**

When the ball comes out of the track, it will bounce around in the wheel and land in a number. This is the winning number for this spin and will be marked on the layout prior to taking or paying any bets. The [REDACTED] it is very important for the Dealer to be positioned correctly to ensure game protection.

PROCEDURES /POLICIES PRACTICES	MATERIALS EQUIPMENT TOOLS	APPROVALS INVOLVEMENT
<p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. After the ball drops, the dealer should step back to the side of the chip racker or chipper champ along the table and, glance at the wheel for the winning number, while facing the layout.</li> <li>2. The dealer should announce the winning number, color, and whether the number is odd or even, loud enough for the entire table and the floor supervisor to hear.</li> <li>3. The marker (or crown), is picked up with the dealer's left hand and placed <b>palm up</b> into the winning number. If there are bets on the number, the dealer places the marker on top of the bets. The dealer should use their right hand for the first dozen and their left hand for the remainder of the layout. No other objects should be in the dealer's hand at this time.</li> <li>4. The marker shall not be used to straighten out bets when the winning number is being marked. If the placement of a bet is questionable, the dealer should call a floor supervisor.</li> <li>5. If there are multiple bets on a winning number the dealer should, after clearing the losers, make sure to place the marker back correctly after off setting the winning bets.</li> </ol>		<p>floor supervisor</p>

**PERFORMANCE MEASUREMENTS:** Floor Supervisor/Pit Manager Observations:

**TASK: CLEAR THE LAYOUT**

After marking the winning number with the marker, remove all losing wagers.

PROCEDURES /POLICIES PRACTICES	MATERIALS EQUIPMENT TOOLS	APPROVALS INVOLVEMENT
<p><b>Steps:</b></p> <ol style="list-style-type: none"><li>1. The dealer will collect the outside losing wagers first, starting at the columns and working toward the wheel head. The dealer should use the left hand up to the courtesy line, then both. The dealer should pick the outside bets up, should do not sweep them. Then place them by the first color of non-value chips until all payouts are complete. <b>If there are no outside bets, pause for a moment after marking the Winning number and before clearing the layout.</b></li><li>2. The dealer should clear around the winning number.</li><li>3. The dealer should sweep the layout from the bottom to the top (from the columns to the wheel). Then look back for any missed chips. If the layout is full, the dealer sweeps the chips into the chipper champ or to the chip racker one dozen at a time starting with the third dozen.</li><li>4. The dealer should be careful not to remove any bets around the winning number. If there is any question about what was just picked up or swept, the dealer should call the floor supervisor immediately and should not proceed.</li><li>5. The dealer should sweep the chips into the chip sorter area of the layout to make room for payouts.</li></ol>		floor supervisor

**PERFORMANCE MEASUREMENTS:** Floor Supervisor/Pit Manager Observations:

**TASK: EXECUTE AUTOMATIC SURRENDER ON 0 AND 00**

If the ball lands in 0 or 00 on a wheel with both numbers, all column and dozen bets lose. Any customers having a bet on the other outside bets (the even money bets) will lose their bet.

PROCEDURES /POLICIES PRACTICES	MATERIALS EQUIPMENT TOOLS	APPROVALS INVOLVEMENT RED OR GREEN
<p><b>Steps:</b></p> <ol style="list-style-type: none"><li>1. If the ball comes to rest in the (0) or (00), mark the winning number and clear the layout with the exception of the even money bets on the outside.</li><li>2. When Roulette is played on a single zero wheel or double zero wheel and the roulette ball comes to rest in a compartment marked zero (0) or double zero (00), wagers on red, black, odd, even, 1 to 18, and 19 to 36 shall be lost.</li><li>3. Pay winning wagers.</li></ol>		

**PERFORMANCE MEASUREMENTS:** Floor Supervisor/Pit Manager Observations:

**TASK: PAY WINNING WAGERS**

Chips to be paid will be off-set in such a way that the Floor supervisor can read and count the chips to be paid.

PROCEDURES /POLICIES PRACTICES	MATERIALS EQUIPMENT TOOLS	APPROVALS INVOLVEMENT
<p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. The dealer should pay outside winning wagers first, from the bottom of the layout toward the wheel in this order: columns, 19-36, odd, third dozen, red, black, second dozen, even, 1-18, first dozen.</li> <li>2. All payoffs for outside bets are to be sized into and not dropped. Even money bets will be sized into once. Two to one bets will be sized into twice on outside bets. Bridging is permitted on 5 chips or less. The dealer will keep the payout straight into the winning bet – the payout and bet should not run into another betting area.</li> <li>3. The dealer will pay the column up to the courtesy line with the left hand. Both hands may be used when paying the remainder of the layout providing that they are used alternately. Both hands are not to be extended simultaneously when paying the outside</li> <li>4. If the payout is short on chips when sizing into the outside bets, the entire payoff must be brought back; add the additional chips and repay</li> <li>5. Inside bets shall be paid from the top color down, from the columns to the wheel head and from the most distant point from the customer to the Dealer in this order: Six line nearest to the end of the table, six line furthest from the end of the table, street, corner nearest to end of table furthest from Dealer, corner nearest to end of table nearest to Dealer, corner furthest from end of table, corner furthest from end of table nearest to Dealer, split nearest to end of table, split furthest from Dealer, split nearest to Dealer, split furthest from end of table, straight up.</li> <li>6. When (0) or (00) is the winning number, the courtesy line is to be paid first.</li> <li>7. The dealer should offset different color chips on winning bets for the floor supervisor to see. Bring any value chips to the top of a stack of winning bets before off setting. If bets are more than 5 units high, stagger in units of 5 from left to right. If the amount of chips are 20 or more, stack the 20 in a straight stack and stagger the odd number in units of five.</li> <li>8. The dealer keeps the chips on the layout where they are placed when breaking them down. When 20 or more non value chips are a winner – they move those chips to the bottom of the stack.</li> <li>9. Anytime the total of an inside payout exceeds one hundred dollars, or the bet to be paid is nickels or higher, pay each bet separately, explaining to the customer what each is for, unless told otherwise by a floor supervisor.</li> <li>10. All payoffs of \$100 or more chips must be verified by a floor supervisor.</li> <li>11. <b>Push payoffs away from betting areas and apart from Customer’s bankrolls.</b></li> <li>12. The dealer completes all payoffs before being relieved.</li> <li>13. Customers shall not make a new bet or remove any winning outside bets until the marker is removed from the winning number with the palm up. The dealer should make sure to announce “place your bets.”</li> </ol>		<p>floor supervisor</p>

**TASK: CONVERT WINNING VALUE CHIPS TO NON VALUE CHIPS**

If the winning wager on the layout is a value chip, it is desirable that the payoff be made in color chips "marked up" at the same value, whenever a color is available. This will prevent discrepancies between customers regarding their wagers.

PROCEDURES /POLICIES PRACTICES	MATERIALS EQUIPMENT TOOLS	APPROVALS INVOLVEMENT
<p><b>Steps:</b></p> <ol style="list-style-type: none"><li>1. Before the payout is made, the dealer explains to the customer that they will place them in a color to avoid any confusion. If the customer prefers playing value chips, they shall be permitted to do so, as long as no other value chips are being played on the inside that could cause conflict. In all such cases, the value chips shall be calculated and paid in the same manner as a color.</li><li>2. Inform the floor supervisor that you are exchanging the value chips bet for a non-value color.</li><li>3. Mark up a color in the lammer rack according to procedures.</li><li>4. The value chip will be exchanged for non-value color of the same value.</li><li>5. Pay the winning amount to the customer in their color.</li></ol>		floor supervisor

**PERFORMANCE MEASUREMENTS:** Floor Supervisor/Pit Manager Observations:



**TASK: PAY A COMBINATION OF VALUE AND NON-VALUE CHIPS**

When there are an insufficient number of color chips to complete a payoff, a dealer uses as few value chips as is necessary. They use all non-value chips in the bankroll before converting a customer to value chips.

PROCEDURES /POLICIES PRACTICES	MATERIALS EQUIPMENT TOOLS	APPROVALS INVOLVEMENT
<p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. Even amounts shall be paid with value chips. (Even amounts refer to 100 chips if the payoff is 100 or greater. Even amounts also refer to 50 chips if the payoff is less than 100.)</li> <li>2. Odd amounts shall be paid in non-value color chips. Odd amounts refer to partial stack payoffs. <i>Examples are as follows:</i>  <b>100 or Greater</b>            A Customer has a winning wager of five straight up and is playing a color valued at \$1.            A. Payoff = 175            B. The even amount (100) shall be paid in value chips            C. The odd amount (75) shall be paid in non-value chips   <b>Less than 100</b>            A customer has a winning wager of eight corners and is playing a color valued at \$1.            A. Payoff = 64            B. The even amount (50) shall be paid in value chips            C. The odd amount (14) shall be paid in non-value chips</li> <li>3. The dealer will cut the value chips in the work area and receive floor supervisor approval before stacking up and sending out. Place the value chips on a full stack of non value chips. Then, the dealer will announce the total payout and the amount being paid in value ("175 with 100 over" or "64 with 50 over").</li> <li>4. If a customer has a large number of chips wagered on the outside and sufficient color is not available to complete the payoff, the bet will be cut down into even units and paid with value chips.</li> <li>5. Keep the customer well supplied with the units they are wagering.</li> <li>6. If a customer requests to be paid off in value chips, politely explain that the casino likes to pay in non-value chips as long as they are available. However, if the customer insists on value chips, take care of them.</li> </ol>		<p>floor supervisor</p>

**PERFORMANCE MEASUREMENTS:** Floor Supervisor/ Pit Manager Observations:

**TASK: CONVERT VALUE CHIP PAYOUTS TO A HIGHER DENOMINATION**

When a customer is playing value chips and requests to be paid in a higher denomination, or there are insufficient chips available to complete the payout, one should remember to calculate the payout in units to avoid monetary errors. Dealers should only go up one color when converting.

PROCEDURES /POLICIES PRACTICES	MATERIALS EQUIPMENT TOOLS	APPROVALS INVOLVEMENT
<p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. The even amount of the payout will be made in higher denomination chips and the odd amount in the denomination wagered.   <i>Example:</i> A customer wins a \$25 value chip straight up and requests black (\$100) chips                             <ol style="list-style-type: none"> <li>A. Payout = 35 quarters</li> <li>B. Cut out five \$100 chips (twenty quarters) Cut out 15 \$25 chips</li> <li>C. Call out "35 Quarters with 5 black"</li> <li>D. After floor supervisor approval, place the black on top of the green and push the payout to the customer</li> </ol> </li> <li>2. When a winning wager consists of more than one denomination, each denomination is paid separately.</li> <li>3. One should never "over convert." A dealer should keep a customer well supplied with the units they are betting.</li> </ol>		<p>floor supervisor</p>

**PERFORMANCE MEASUREMENTS:** Floor Supervisor/Pit Manager Observations:

**TASK: CASH OUT A CUSTOMER**

When a customer wishes to cash out, loudly announce “Color Coming In” or “Cash Out.” Be aware of customers trying to leave the table with non-value chips. **Make sure to place the color coming into the Dealer’s right in the work area ( opposite from the first dozen) and the change that is going out should be placed to the Dealer’s left in the work area.**

PROCEDURES /POLICIES PRACTICES	MATERIALS EQUIPMENT TOOLS	APPROVALS INVOLVEMENT RED OR GREEN
<p>Steps:</p> <ol style="list-style-type: none"> <li>1. When a customer wishes to leave the roulette table, the dealer loudly announces “color coming in” or “cashing out.”</li> <li>2. Upon a floor supervisor’s verification, the dealer will remove the color chip to be cashed out with its appropriate lammer from the lammer rack and place them on the Lucite platform attached to the wheel.</li> <li>3. Using both hands, the dealer will place the chips into formation and pull them in across the layout into the transaction area while still being very alert to the bankroll.</li> <li>4. The dealer will place chips in stacks of twenty, where applicable, and arrange in push formation, separating each formation of 100 chips.</li> <li>5. The dealer will prove one stack of twenty and size into each formation for verification.</li> <li>6. The dealer will break down any odd chips according to chip cutting procedures.</li> <li>7. The dealer will check the value of the color against its appropriate lammer and call out the total.</li> <li>8. The dealer will cut out the corresponding amount of value chips and confirm the amount with their floor supervisor and the customer.</li> <li>9. Upon mutual agreement, the dealer will place the value chips in front of the customer and thank them for their play.</li> <li>10. The dealer will push the non-value chips back into their bank or into the chip sorter.</li> <li>11. The dealer will take down the lammer and the non-value chip from the platform.</li> <li>12. If a customer is cashing out colored nickels or above, the dealer makes sure to return all of the non-value chips to the bank and verify that they all have been returned. If chips are missing, notify your Floor supervisor immediately. They leave the color “marked up” and refrain from using that color unless directed otherwise. If the customer returns, the appropriate denomination of the color may then be verified.</li> </ol>		<p>floor supervisor</p> <p>floor supervisor</p> <p>floor supervisor</p>

**PERFORMANCE MEASUREMENTS:** Floor Supervisor/Pit Manager Observations:

**TASK: ASSIST DEALER AS A CHIP RACKER**

Another dealer may assist on a roulette table when a chip sorting machine is not in use on that game or otherwise instructed to by the floor supervisor or pit manager. The chip racker should cooperate with the dealer at all times. The table should be kept neat at all times. No chips shall be played with, shuffled or touched unnecessarily. The chip racker should stand at the back of the chipper champ when not racking in order to get a full view of the layout.

PROCEDURES /POLICIES PRACTICES	MATERIALS EQUIPMENT TOOLS	APPROVALS INVOLVEMENT
<p>Steps:</p> <ol style="list-style-type: none"> <li>1. Stop racking chips when the dealer announces "NO MORE BETS" and move around to the side of the table so that the chip racker's view of the layout is clear.</li> <li>2. Make sure the correct winning number is marked by the dealer. Watch the entire layout until swept clean of all losing wagers, paying particular attention to the bottom of the layout.</li> <li>3. Only after the layout is swept does the chip racker begin to prepare payoffs.</li> <li>4. The chip racker gives the dealer full stacks for payouts, with the exception when ten chips or less are needed for an odd amount, the odd amount may be given to the dealer.</li> <li>5. All payoffs shall be lined up, in order, beginning from the first color. Payoffs will not be set up in front of the bankroll.</li> <li>6. Chip rackers do not make any transactions in the roulette bankroll.</li> <li>7. The chip racker picks up any value chips in the muck first, and places them up by the first non-value color by the bankroll.</li> <li>8. The chip racker never places value chips into the bankroll or remove them from the bankroll.</li> <li>9. The chip racker advises the dealer if a color is in or if non-value chips are missing after a cash out.</li> <li>10. The chip racker assists the dealer in checking the layout for bets under the table minimum or over the table maximum.</li> <li>11. The chip racker does not leave a game while the ball is spinning.</li> <li>12. A chip racker does not go from one game to another without the permission of a floor supervisor. If their game goes dead, they ask the floor supervisor which game needs the chip racker's assistance.</li> </ol>		

**PERFORMANCE MEASUREMENTS:** Floor Supervisor/Pit Manager Observations:

**TASK: RECEIVE A TIP**

Soliciting of tips is strictly prohibited. Both the bet and the winning payoff must be taken down. Tip bets may not be parlayed. Always pay a tip bet after all customer bets have been paid. Any non value chip that is bet as a tip should be off-set from the customer bet prior to the spin, and announced to the floor supervisor.

PROCEDURES /POLICIES PRACTICES	MATERIALS EQUIPMENT TOOLS	APPROVALS INVOLVEMENT
<p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. On winning value chip payouts, the dealer cuts out the appropriate payout in value chips and place both the bet and the payout on the platform of the wheel. Then they thank the customer.</li> <li>2. On winning non-value chip payouts, the dealer cuts out the appropriate payout in value chips and place on the platform. They take the non-value chip from the winning number and place it next to the payout on the platform. The dealer converts the non-value chip into a value chip. Then they thank the customer.</li> <li>3. All tip payouts are to be witnessed by a floor supervisor.</li> <li>4. The dealer removes the tip from the platform and taps it gently on the top of the tip box before dropping it. Tips may not be parlayed or partially taken down.</li> <li>5. Chips of a denomination greater than \$25 must be changed into \$25 chips before being dropped into the tip box.</li> <li>6. If a customer throws in a tip and does not specify where to bet it, the tip may not be played.</li> <li>7. If a customer is betting less than the table maximum for a particular wager, they may bet any amount for the dealer as long as the combined total of both bets do not exceed the table maximum. If a customer is wagering the table maximum, the tip bet may not be more than 10% of the customers' bet.</li> <li>8. Beverage server non value tips will be placed on the Lucite platform attached to the wheel by the floor supervisor. After all payoffs have been completed, the dealer places the corresponding amount in value chips next to the non-value tip unless otherwise directed. The floor supervisor will hand the tip to the server.</li> </ol>		<p>floor supervisor</p> <p>floor supervisor</p> <p>floor supervisor</p>

**PERFORMANCE MEASUREMENTS:** Floor Supervisor/Pit Manager Observations:

**TASK: DEALERS BEING RELIEVED**

A dealer may not be relieved until all work for the current spin has been completed. Generally, the dealer does not go into a pit other than the one to which they are assigned. If for some reason they must go into another pit, they must report to the pit manager of that pit immediately and state their reason for coming in.

PROCEDURES /POLICIES PRACTICES	MATERIALS EQUIPMENT TOOLS	APPROVALS INVOLVEMENT RED OR GREEN
<p><b>Steps:</b></p> <ol style="list-style-type: none"><li data-bbox="358 611 1019 638">1. The incoming dealer will tap the outgoing dealer on the right shoulder.</li><li data-bbox="358 659 1019 751">2. The incoming shall stand clear of the table until all payoffs have been made, and at that time enter from the right side while extending a bright smile and friendly greeting to the customers. If the ball is spinning, stand on the right and assist as a chip racker until all payouts have been made.</li><li data-bbox="358 772 1019 844">3. The outgoing dealer shall exit to the left, clearing their hands by clapping them together and revealing them palms up and express a friendly farewell to the customers. They introduce the incoming dealer.</li><li data-bbox="358 865 1019 913">4. The dealer being relieved shall pass on all information pertaining to the game including chip values, bets to be placed, table limits and/or problem areas.</li></ol>		

**PERFORMANCE MEASUREMENTS:** Floor Supervisor/Pit Manager Observations:

## Delivering Quality Customer Service

### The Six Expectations

**1. Expectation: Professional Appearance**

- Maintain a neat, well-groomed appearance
- Wear a clean, proper uniform

**2. Expectation: Friendliness**

- Smile
- Greet guest and co-workers promptly and enthusiastically
- Maintain consistent eye contact

**3. Expectation: Courtesy**

- Give guests and co-workers full, uninterrupted attention
- Treat guests and co-workers respectfully
- Call guests and co-workers by name

**4. Expectation: Empathy**

- Imagine how guests and co-workers see the situation
- Demonstrate sensitivity to guests' and co-workers' feelings

**5. Expectation: Responsiveness**

- Whenever possible, take action to satisfy guests' and co-workers' expectations yourself rather than referring them to management
- Ask if the person is satisfied with the solution

**6. Expectation: Flexibility**

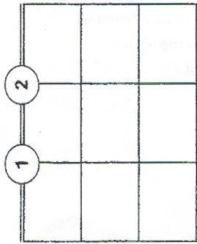
- Treat each guest and co-worker as an individual
- Offer creative solutions to guest and co-worker needs

	19 TO 36	ODD	BLACK	RED	EVEN	1 TO 18							
	3rd DOZEN			2nd DOZEN		1st DOZEN							
2 to 1	34	31	28	25	22	19	16	13	10	7	4	1	0
2 to 1	35	32	29	26	23	20	17	14	11	8	5	2	00
2 to 1	36	33	30	27	24	21	18	15	12	9	6	3	00

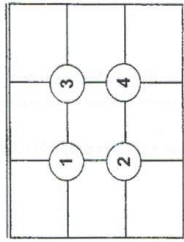
- 1. SIX LINE FURTHEST FROM THE WHEEL.
- 2. SIX LINE CLOSEST TO THE WHEEL.
- 3. STREET
- 4. CORNER FURTHEST FROM THE WHEEL, FURTHEST FROM THE DEALER.
- 5. CORNER FURTHEST FROM THE WHEEL, CLOSEST TO THE DEALER.
- 6. CORNER CLOSEST TO THE WHEEL, FURTHEST FROM THE DEALER.
- 7. CORNER CLOSEST TO THE WHEEL, CLOSEST TO THE DEALER.
- 8. SPLIT FURTHEST FROM THE WHEEL.
- 9. SPLIT FURTHEST FROM THE WHEEL, FURTHEST FROM THE DEALER.
- 10. SPLIT FURTHEST FROM THE WHEEL, CLOSEST TO THE DEALER.
- 11. SPLIT CLOSEST TO THE WHEEL.
- 12. STRAIGHT UP.



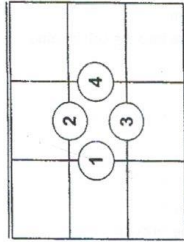
ORDER OF PAYMENTS



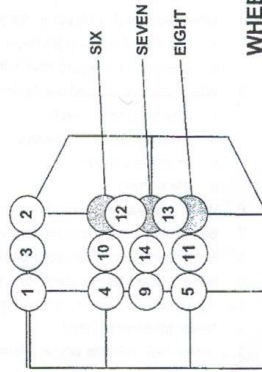
SIX LINES



CORNERS



SPLITS



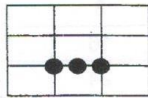
BASKET AREA

WHEEL →

1. When you **open** a game:
  - a. Check your non-value levels and remember them.
  - b. Run down the highest denomination chips to size into the other value.
  - c. Check your table limits.
2. On a **dead game**:
  - a. Keep the wheel spinning
  - b. Do not play with any of the chips.
  - c. Do not cross-fire.
3. When you **close** a game:
  - a. Run down and leave down all short stacks of value.
  - b. Only stop the wheel and remove the ball with permission.
  - c. Make sure all the equipment is secure.
4. When you think a player is close to **max**:
  - a. Call your floor and let them know.
  - b. Check to make sure that it is not over.
5. When you are **tapped out** for break or to go home let your relief know about :
  - a. Any missing non-value
  - b. Who you have permission to send color too.
  - c. Problem players
  - d. Big bettors
6. Walk your game. It improves game protection and it will help keep you healthy.
7. Be verbal. It is impossible to give us too much information about what is going on at your table.
8. Never turn away from your bankroll.
9. Never leave a game, even for a second, that you have not been properly relieved from.
10. Never correct your own mistakes
11. Never go hand to hand.
12. Never look into the wheel when you:
  - a. When you spin.
  - b. While the ball is spinning.
  - c. While the ball is falling.
13. Be extra attentive:
  - a. When anyone is on the glass.
  - b. When a player consistently places late bets.
  - c. When anyone is playing with their chips to close to the outside bets.
  - d. If there is a distraction before you spin the ball to your bankroll
  - e. If there is a distraction after you spin the ball to the layout.
14. Never spin the ball without a legal bet on the layout.
15. Never use the dolly to adjust or move bets.
16. Always handle the dolly:
  - a. With nothing else in your hand
  - b. With your palm open and up to place it.



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51



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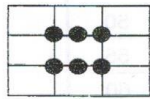
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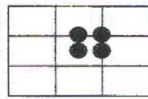
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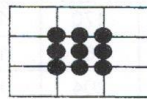
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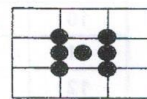
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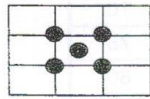
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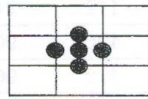
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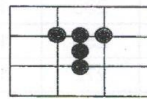
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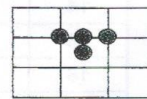
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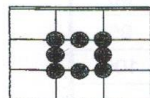
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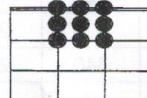
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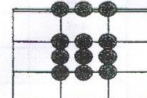
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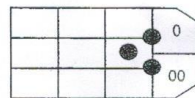
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33



57

ODDS						
	35	17	11	8	6	5
1	35	17	11	8	6	5
2	70	34	22	16	12	10
3	105	51	33	24	18	15
4	140	68	44	32	24	20
5	175	85	55	40	30	25
6	210	102	66	48	36	30
7	245	119	77	56	42	35
8	280	136	88	64	48	40
9	315	153	99	72	54	45
10	350	170	110	80	60	50
11	385	187	121	88	66	55
12	420	204	132	96	72	60
13	455	221	143	104	78	65
14	490	238	154	112	84	70
15	525	255	165	120	90	75
16	560	272	176	128	96	80
17	595	289	187	136	102	85
18	630	306	198	144	108	90
19	665	323	209	152	114	95
20	700	340	220	160	120	100

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