

FILLS (COMPUTER MODE)

1. A Floorperson determines that a chip fill is needed on a game.
2. The Floorperson completes a one part Request for Fill Slip.
3. The completed form is forwarded to the Pit Clerk.

** If the Fill totals \$10K or more, Pit Manager approval is required. Only full stacks may be ordered

4. The Pit Clerk enters the Request for Fill information into the computer system and time stamps the Request.
5. The computer generates a three part Fill Slip print out in the Chip Bank with the requested fill information and amounts. The three parts of the Fill Slip are:

Original:	White Accounting copy
Second:	Yellow Drop Box copy
Third:	Pink Chip Bank copy

6. The Chip Bank Cashier (1) signs the Fill Slip, and prepares the fill.
7. A Security Officer verifies and (2) signs the Fill Slip and leaves the Pink Chip Bank copy with the Chip Bank Cashier and transports the chips and the White and Yellow copies of the Fill Slip to the appropriate pit.
8. Upon entering the pit, the Security Officer obtains the initials of the Pit Manager on the Fill Slip.
9. The Security Officer then proceeds to the appropriate game and hands the Fill Slip to the Floorperson.
10. The Floorperson directs the Security Officer as to when and where to place the fill on the game.
11. When the fill is on the game, the Security Officer will remove the carrier cover.
12. The Dealer/Box removes the racks from the carrier and removes the chips from the racks.
13. The amount of the fill is proven by the Dealer/Box and is verified by the Floorperson.
14. The Dealer/Box (3) signs the Fill Slip and hands it to the Floorperson

15. The Floorperson (4) signs the Fill Slip, separates the two parts, hands the yellow drop box copy to the Dealer/Box and the White Accounting copy to the Security Officer.
16. The Dealer/Box folds the Drop Box copy of the Fill Slip in half and drops it in the drop box. The Dealer/Box may now put the chips in the bankroll.
17. The Security Officer hands the White Accounting copy of the Fill Slip to the Pit Clerk.
18. The Pit Clerk attaches the Accounting copy to the original Request for Fill and acknowledges receipt of the fill in the computer.

***VOIDS:**

1. Pit Manager calls Chip Bank Cashier and explains the problem.
2. Pit Manager sends the Security Officer back to the Chip Bank unless the Fill Slip has been signed by a pit employee.

FILLS (MANUAL MODE)

1. A Floorperson determines that a chip fill is needed on a game.
2. The Floorperson completes a two part Request for Fill. The two copies are the original White Accounting copy and a Duplicate Yellow Drop Box copy.

**If the fill totals \$10K or more, Pit Manager approval is required. Only full stacks may be ordered.
3. The Floorperson places the Drop Box copy on the game near the drop box paddle.
4. The Original Accounting copy is forwarded to the Pit Clerk who sends it to the Cage via the pneumatic tube system.
5. The Chip Bank prepares the fill and a three part Fill Slip on a Wiz machine. The three parts are:

Original:	White Chip Bank copy
Second:	Yellow Drop Box copy
Third:	Pink Accounting copy
6. The Cashier (1) signs the Fill Slip while it is in the machine. The Cashier then hands the White Chip Bank and the Yellow Drop Box copy to the Security Officer. The Accounting copy remains in the Wiz machine.
7. The Security Officer verifies the amount of the fill against the Fill Slip and (2) signs it. At this time the Security Officer also signs the White Accounting Copy of the Request for Fill and leaves it with the Chip Bank Cashier.
8. The Security Officer then proceeds to the appropriate pit with the fill and the Chip bank and Drop Box copies of the Fill Slip.
9. Upon entering the pit, the Security Officer obtains the initials of the Pit Manager on the Fill Slip.
10. The Security Officer then proceeds to the appropriate game and hands the Fill Slip to the Floorperson.
11. The Floorperson directs the Security Officer as to when and where to place the fill on the game.
12. When the fill is on the game, the Security Officer will remove the carrier cover.
13. The Dealer/Box removes the racks from the carrier and removes the chips from the racks.

14. The amount of the fill is proven by the Dealer/Box and is verified by the Floorperson.
15. The Dealer/Box (3) signs the Fill Slip and hands it to the Floorperson.
16. The Floorperson (4) signs the Fill Slip and hands the Yellow Drop Box copy to the Dealer/Box and the White Chip Bank Copy to the Security Officer.
17. The Dealer/Box puts the Drop Box copy of the Request for Fill and The Yellow Drop box copy of the Fill Slip together and folds them in half and drops them in the drop box. The Dealer may now put the chips in the bankroll.
18. The Security Officer returns to the Chip Bank with the White Chip Bank copy of the Fill Slip and hands it to the Chip Bank Cashier.

CREDIT (COMPUTER MODE)

1. A Floorperson recommends to the Pit Manager that chips should be credited from a table or the Pit Manager directs a Floorperson to credit a game.
2. If the Pit Manager approves/directs a credit, the Floorperson completes a one-part Preliminary Request for Credit Slip.
3. The completed Preliminary Request for Credit Slip is then forwarded to the Pit Clerk.
4. The Pit Clerk enters the information into the computer and time stamps the Request.
5. The computer generates a three (3) part Request, for Credit print out in the Chip bank with the requested credit information and amounts. The 3 parts are:

Original:	White Chip Bank copy
Second:	Yellow Drop Box copy
Third:	Pink Accounting copy
6. The Chip bank Cashier gives all three copies to a Security Officer.
7. The Security Officer takes all three copies along with a chip carrier to the appropriate pit and informs the Pit Manager that they are in the pit to execute the requested credit.
8. The Security Officer then proceeds to the appropriate game and hands the Request for Credit Slip to the Floorperson.
9. The Floorperson places the slip on the table and informs the Dealer/Box as to the amount of the credit.
10. The Dealer/Box removes the chips from the Bankroll and proves the amount on the appropriate working area of the layout.
11. The amount is verified by the Floorperson and the Security Officer.
12. The Dealer/Box places the chips to be credited in the chip racks and places the rack(s) on the chip carrier. However, the odd amounts should remain "broken down" on the layout.
13. The Dealer/Box (1) signs the three part Request for Credit Slip.
14. The Floorperson (2) signs the three part Request for Credit Slip and summons the Pit Manager who initials the Request for Credit after verifying that the credit transaction is accurate and complete.

15. After the Dealer/Box places the odd amounts in the racks and puts them on the chip carrier, the Security Officer places the cover on the chip carrier. The Security Officer then (3) signs the three part Request for Credit Slip and hands it back to the Floorperson.
16. The Floorperson removes the Drop Box copy and places it on the layout near the Drop Box Paddle. The remaining Chip Bank and Accounting copies are handed to the Security Officer.
17. The Security Officer gives the Pit Clerk the Accounting Copy of the Request for Credit.
18. The Pit Clerk matches the Preliminary Request for Credit to the Accounting Copy and acknowledges the Request for Credit through the computer. A Credit Slip Acknowledgement is printed in the Chip Bank.
19. The Security Officer takes the Chip Bank copy of the Request for Credit together with the chips to the Chip Bank.
20. The Chip Bank Cashier verifies the credited amount against the Request for Credit Slip and (4) signs it.
21. The Chip Bank Cashier matches the Request for Credit Slip against the Credit Slip Acknowledgement.
22. The Chip Bank Cashier (1) signs the Credit Slip Acknowledgement and sends it to the pit via the pneumatic tube system.
23. The Pit Clerk receives the credit slip acknowledgement, shows the slip to the Pit Manager, and then gives it to the Floorperson.
24. The Dealer/Box verifies that the copies match and (2) signs the Acknowledgement
25. The Floorperson verifies that the Credit Slip Acknowledgement matches the Drop Box copy of the Request for Credit, (3) signs the Acknowledgement, and places both copies on the layout in front of the Dealer/Box. The Dealer/Box then drops both the Credit Slip Acknowledgement and the Drop Box copy of the Request for Credit in the Drop Box.

Voids :

1. Cashier calls Pit Manager and explains the problem.
2. Pit Manger will:
 - a. Direct the Pit Clerk to re-enter the the Credit if the Credit was inputted incorrectly or,
 - b. Direct the Floorperson to resubmit a Request for Credit if the original Request was incorrect.

CREDIT (MANUAL MODE)

1. A Floorperson recommends to the Pit Manager that chips should be credited from a table or the Pit Manager directs a Floorperson to credit a game.
2. If the Pit Manager approves/directs a credit, the Floorperson completes a three part Request for Credit. The three parts are:

Original:	White Accounting copy
Second:	Yellow Drop Box Copy
Third:	Pink Chip Bank copy

3. The completed slips are forwarded to the Pit Clerk who time stamps the slips and sends all three copies to the Cage via the pneumatic tube system.
4. The Chip Bank gives the Accounting and Drop Box copies to the Security Officer and retains the Chip Bank copy.
5. The Security Officer takes the Request for Credit slip and a chip carrier to the appropriate pit and informs the Pit Manager that they are in the pit to execute the credit.
6. The Security Officer then proceeds to the appropriate game and hand the Request for Credit Slip to the Floorperson.
7. The Floorperson places both the Accounting and Drop Box copies of the Request for Credit Slip on the table and informs the Dealer/Box as to the amount of the Credit.
8. The Dealer/Box removes the Chips form the Bankroll and proves the amount on the appropriate working area of the layout.
9. The amount is verified by the Security Officer, as the Floorperson directs the transaction.
10. The Dealer/Box places the chips to be credited in the chip racks and places the racks(s) on the chip carrier. However, the odds amounts should remain "broken down" on the layout.
11. The Dealer/Box (1) signs the Request for Credit Slip.

12. The Floorperson (2) signs the Request for Credit Slip and summons the Pit Manager who initials the Request for Credit after verifying that the credit transaction is accurate and complete.
13. After the Dealer/Box places the odd amounts in the rack (s) and puts them on the chip carrier, the Security Officer places the cover on the Chip Carrier and (3) signs the Request for Credit Slip.
14. The Floorperson removes the Drop Box copy and places it on the layout near the Drop Box Paddle. The remaining Accounting copy is handed to the Security Officer.
15. The Security Officer takes the credited chips together with the Accounting copy of the Request for Credit to the Chip Bank.
16. The Chip Bank prepares and (1) signs a three part Credit Slip on a Wiz Machine. The triplicate copy remains in the Wiz Machine and the White Chip Bank and Yellow Drop Box Copies are given to the Security Officer.
17. The Security Officer after ensuring that Credit Slip matches the Request for Credit Slip, (2) signs it, and returns it to the Cashier.
18. The Chip Bank send the White Chip Bank and Yellow Drop Box copies of the Credit Slip to the pit via the pneumatic tube system.
19. The Pit Clerk receives the two credit Slip copies from the Chip Bank, verifies them, and shows both copies to the Pit Boss. The Pit Clerk then gives the Credit Slip to the Floorperson.
20. The Floorperson places the Credit Slip on the layout in front of the Dealer/Box.
21. The Dealer/Box compares the information on the Credit Slips against the Drop Box Copy of the Request for credit, (3) signs the Credit Slip, and hands them to the Floorperson.
22. The Floorperson (4) signs the Credit Slip and gives the Dealer/Box the Yellow Drop Box Copy of the Credit slip and gives the Pit Clerk and White Chip Bank copy of the Credit Slip.
23. The Dealer/Box drops both the Yellow Drop Box copy of the Credit Slip and the Yellow Box Copy of the Request for Credit into the Drop Box while being watched by the Floorperson and the Pit Clerk.
24. The Pit Clerk send the original White Chip Bank copy of the Credit Slip back to the Cage via the pneumatic tube system.

COUNTER CHECKS (COMPUTER MODE)

1. A customer requests to draw a Counter Check at a Gaming table.
2. The floorperson hands a Counter Check Request form to the customer.
3. The customer completes the Counter Check Request form with the following information:
 - a. Customers name
 - b. Customers date of birth
 - c. Amount requested
 - d. Answer the Yes/No question
 - e. Customers signature

** A Floorperson or above may attest to the customers identity by signing the back of the Counter Check Request form. The Floorperson or above must complete the Request form for the customer with all of the above listed information with the exception of the customers signature.
4. After the customer completes their portion of the Counter Check Request form, the Floorperson will complete the form with the following information:
 - a. Game
 - b. Table number
 - c. Shift
 - d. Date
 - e. If known, the customer's account number
5. The Floorperson forwards the completed Request form to the Pit Clerk who then brings up the Patron's account on the CRT. The Pit Clerk compares information and signature on Request Form to CRT information. If the information and signatures agree, the Pit Clerk has the computer print a Counter Check.

**The Pit Clerk should immediately notify the Pit Manager if the amount requested is not available.
6. The four copies of a computer generated Counter Check are:
 - Original Copy (Green) - The Negotiable Instrument Copy
 - Second Copy (Yellow) - Redemption Copy
 - Third Copy (Pink) - Accounting Copy
 - Fourth Copy (Goldenrod) - Issuance Copy

A computer generated Counter Check contains the following information:

- a. Customer's Name
- b. Name of Patrons Bank and Bank Account number
- c. Time and date of preparation
- d. Amount of the Counter Check in number and written in words
- e. Game and table number

7. The Pit Clerk (1) signs the stub portion of the Counter Check.
8. The Pit Clerk obtains (2) signature of the Floorperson on the stub portion of the Counter Check.
9. After the Floorperson identifies the customer for the Pit Clerk, the Pit Clerk hand the Counter Check to the customer requesting his/her (3) signature on the designated area of the Counter Check. The Pit Clerk then compares the signature on the Counter Check to the Request form and (4) signs the back of the Request form and the Counter Check stub again thereby attesting that the signatures match.
10. The Goldenrod Issuance Copy of Counter Check and a Lammer (s) representing the amount equal to the Counter Check is then given to the Floorperson.
11. The Floorperson verifies that he customers signature appears on the counter check and the Lammers (s) equal the amount of the Counter Check. The floorperson then places the Issuance copy and the Lammer (s) in front of the Dealer/Box on the appropriate working area of the layout.
12. The Dealer/Box verifies that the Lammer (s) match the amount on the Goldenrod Issuance copy and (5) signs it on the designated area.
13. The Dealer/Box proves the issues an amount of chips equal to the amount on the Issuance copy to the customer. (On a Craps Game, the Box directs the Dealer to cut out the amount and hand it off to the customer).
14. After the customer is satisfied, the Goldenrod Issuance Copy is dropped into the Drop Box by the Dealer/Box.
15. The Lammer (s) is removed from the table by the Floorperson and returned to the Pit Clerk.
16. The Pit Clerk attaches and retains the Pink Accounting Copy of the Counter Check to the Counter Check Request Form. The green original and yellow duplicate copies of the Counter Check are sent to the Cage via the pneumatic tube system.

COUNTER CHECK (MANUAL MODE)

1. A customer requests to draw a Counter Check at a Gaming table.
2. The Floorperson hand a Counter Check Request form to the customer.
3. The customer completes the Counter Check Request form with the following information.
 - a. Customer's name
 - b. Customer's date of birth
 - c. Amount requested
 - d. Answer the Yes/No question
 - e. Customer's signature

**A Floorperson or above may attest to the customer's identity by signing the back of the Counter Check Request form. The Floorperson or above must complete the Request form for the customer eith all of the above mentioned information with the exception of the customer's signature.

4. After the customer completes their portion of the Counter Check Request form, the Floorperson will complete the form with the following information.
 - a. Game
 - b. Table number
 - c. Shift
 - d. Date
 - e. If known, The Customer's account number
5. The Floorperson forwards the completed Request form to the Pit Clerk who verifies that the amount requested is available and obtains signature verification by using:
 - a. A display only backup computer system
 - b. The phone to call the Check Bank and the pneumatic tube system to receive a signature control card.

**The Pit Clerk should immediately notify the Pit Manager if the amount requested is not available.

6. A manually prepared Counter Check contains the following five parts:

- a. Original (Green) - The Negotiable Instrument copy
- b. Second copy (Yellow) - The Redemption copy
- c. Third copy (Pink) - The Acknowledgement copy
- d. Fourth copy (Goldenrod) - The Accounting copy
- e. Fifth copy (White) - The Issuance copy

After determining that the credit requested is available and the signatures agree, the Pit Clerk prepares the Counter Check with the following information:

- a. Customer's name
- b. Name of the customer's bank
- c. Date and time of preparation
- d. Amount of the Counter Check in numerals and written
- e. Table number and game.

7. The Pit Clerk (1) signs the Counter Check on the stub portions then obtains the (2) signature of the Floorperson on the stub portion of the Counter Check..

8. After the Floorperson identifies the customer for the Pit Clerk, the Pit Clerk hands the Counter Check to the customer requesting his/her (3) signature on the designated area of the Counter Check. The Pit Clerk then compares the signature on the Counter Check to the Request form and (4) signs the back of the Request form and the Counter Check stub again thereby attesting that the signatures match.

9. The Pit Clerk hands the White Issuance copy of the Counter Check and a Lammer (s) representing the amount equal to the Counter Check to the Floorperson.

10. The Floorperson after visually verifying that the correct signature has been obtained, places the White Issuance copy and the Lammer in front of the Dealer/Box on the appropriate working area of the layout.

11. The Dealer/Box verifies that the Lammer matches the amount on the White Issuance copy and (5) signs it on the designated area.

12. The Dealer/Box issues an amount of chips equal to the amount on the Issuance copy to the customer. (On a Craps Game, the Boxperson directs the Dealer to cut out the amount and hand it off to the customer).
13. After the customer is satisfied, the White Issuance copy is dropped into the Drop Box by the Dealer/Box.
14. The Lammer is removed from the table by the Floorperson and returned to the Pit Clerk.
15. The Pit Clerk send the Original, Redemption, and Acknowledgement copies of the Counter Checks to the Check Bank via the pneumatic tube system. The Accounting copy is retained by the Pit Clerk.
16. When the Pit Clerk receives the Acknowledgement back from the Check Bank, they attached it to the Accounting Copy and put them in the Accounting Drawer in the Pit Stand.

OPENING TABLES FOR GAMING

The minimum amount of personnel required to open a game:

BJ, Baccarat, Mini Baccarat, Big 6, and Roulette require a Dealer to be present on the game, a Floorperson in the section, and a Pit Manager in the pit.

Craps requires a Dealer in the Stick position, A Boxperson sitting in the Box position, a Floorperson in the section, and a Pit Manager in the pit. However, a full Craps crew should be present.

1. The Pit Manager unlocks the game.
2. In the presence of the Floorperson, the Dealer/Box will:
 - a. Remove the bankroll lid and the Dealer will store the lid.
 - b. Places both the Drop Box and Accounting copies of the Opener T.I.S. from the chip tray and places it on the layout in front of the Floorperson.
 - c. Proves and counts the bankroll

3. Chip proving procedures for BF, Mini Baccarat, and Big 6:

The Dealer removes all purple chips and above from the bankroll and proves them on the appropriate working area of the layout. To prove the lower denomination chips, remove one tube of black chips from both sides of the Bankroll, verify, prove it, and use it as proof to verify each "level" of the bankroll thereby allowing the Floorperson to visually determine that all the stacks are the same height. Odd amounts are counted in the rack by using spacers or cut out in front of the rack.

Chip proving procedures for Roulette, Craps, and Baccarat:

The Dealer/Box removes all black chips and above from the bankroll and proves them on the appropriate working area of the layout. To prove the lower denomination chips, remove one stack of black chips from both sides of the bankroll, verify, prove it, and "bounce" it off the other denominations thereby allowing the Floorperson to visually determine that all the stacks are the same height. Odd amounts are cut out on the appropriate working area of the layout.

**In all cases, the Floorperson may instruct the Dealer/Box to prove any stack (s).

4. After the Floorperson is satisfied that the bankroll has been proved, the Dealer/Box calls out each total beginning with the largest denomination.
5. The Floorperson verifies that the calls are correct and the Opener T.I.S. matches.
6. The Floorperson recalculates the final total and check that the T.I.S. is completely and accurately filled out.
7. The Floorperson hands the T.I.S. to the Dealer/Box who also recalculates the final total and check to see that the T.I.S. is completely and accurately filled out.
8. The Dealer/Box (1) signs the T.I.S. on the "Incoming Dealer/Box" line and hand it back to the Floorperson.
9. The Floorperson (2) signs the T.I.S. on the "Incoming Dealer/Box" line and hands the Opener Drop Box copy to the Dealer/Box who fold it in half and drops it in the drop box.
10. The Floorperson forwards the Opener Accounting copy to the Pit Clerk for posting in the computer.

Discrepancies: (An Error Notification Slip is not necessary for a monetary discrepancy on an Opener. An Error Notification Slip must be written for any other type of discrepancy).

- a. Any discrepancy on the Opener T.I.S. or between the Opener T.I.S. and the bankroll should be brought to the attention of the Pit Manager.
- b. The Pit Manager will notify a Shift Manager or above the Security Booth, the CCC Booth, and Surveillance.
- c. The Pit Manager instructs the Floorperson to complete a new T.I.S. with the correct information using and the date that the discrepancy occurred.
- d. The Floorperson instructs the Dealer/Box to (1) sign the new T.I.S. both on the "Incoming" and "Outgoing" Dealer/Box Lines. The Floorperson (2) signs on both the "Incoming" and "Outgoing" Supervisor lines.
- e. The Pit Manager verifies that the new T.I.S. is indeed correct and prints "corrected" across the top of the new T.I.S. and "Incorrect" across the top of the incorrect T.I.S. The errors should be circled on the "Incorrect Opener"/

- f. The Shift Manager and/or CCC Representative may request that the bankroll be recounted.
- g. The Shift Manager signs both the “corrected” and “Incorrect” copies. (The CCC Representative also signs both copies).
- h. The Pit Manager verifies all copies and hand the “Corrected” and “Incorrect” Drop Box copies to the Dealer/Box. The Dealer/Box verifies the copies and drops them. The opening procedures may now continue.
- i. The Security Department Representative will make copies of both the correct and incorrect Accounting Openers and return the “originals” to the Pit Clerk.

SHIFT CHANGE

1. The Pit Manager will proceed to the first game to be counted along with a blank Pit Inventory Sheet (P.I.S.) and one Table Inventory Slip (T.I.S.) for each game in the pit.
2. The Floorperson in the first section to be counted should alert the Dealer/Box to prepare the bankroll (s) in anticipation of the count.
3. The Pit Manager Hand the P.I.S. to Floorperson or an assisting Pit Manager.
4. As the Pit Manager calls out the figures, the Floorperson verifies and records the figures.
5. After all the denomination have been called out, the Pit Manager and the Floorperson calculate the total. The Floorperson calls out their calculated total and the Pit Manager verifies it against their total.
6. After they agree on the total, the Pit Manager hands the T.I.S. to the supervisor in the section. None of the documents are dropped in the drop box or signed.

CLOSING TABLES

Only a Pit Manager or above may authorize the closing of a table.

1. When a game closes, the Dealer places the bankroll lid on the layout.
2. The Floorperson and Dealer/Box secure the gaming equipment following established procedures.
3. In the presence of the Floorperson, the Dealer/Box will count the bankroll.
4. Chip proving procedures for BJ, mini Baccarat, and Big 6:

The Dealer removes all chips from the bankroll and proves them on the appropriate working area of the layout. Odd amounts are proved and placed in the rack using spacers or are left cut out in front of the rack.

Chip proving procedures for Roulette, Craps, and Baccarat:

The Dealer/Box removes all purple chips and above from the bankroll and proves them on the appropriate working area of the layout. To prove the lower denomination chips, remove one stack of black chips, prove it, and “bounce” it off the other denominations thereby allowing the Floorperson to visually determine that all the stacks are the same height. Odd amounts are cut out on the appropriate working area of the layout.

****In all cases, the Floorperson or Pit Manager may instruct the Dealer/Box to prove any stack (s).**

5. The Dealer/Box calls out each total beginning with the largest denomination.
6. The Floorperson verifies that the calls are correct and records the amount on the T.I.S.
7. The Floorperson calculates the final total and hands it to the Dealer/Box.
8. The Dealer/Box also calculated the total, checks to see that the T.I.S. information is accurate, (1) signs it on the “Outgoing” Dealer/Box” line, and hands it back to the Floorperson.

9. The Floorperson (2) signs the T.I.S. on the "Outgoing Supervisor" line, places the T.I.S. face down near the drop box paddle, and notifies the Pit Manager that the game is ready for closing.

For Bj, Mini Baccarat, Big 6, and Craps, if the Pit Manager is not immediately available, the Dealer should place the bankroll lid on the bankroll.

10. The Pit Manager recounts the game and records the figures on the Pit Inventory Sheet (P.I.S.).
11. After verifying that the figures and final total on the Pit Inventory Sheet match the figures and total on the Table Inventory Slip and that all the information and signatures are present, the Pit Manager initials the T.I.S. in the upper right hand corner.
12. The Pit Manager removes the top white closer copy and places it on the layout in front of the Dealer/Box.
13. The Dealer/Box fold the Closer in half and drops it in the drop box.
14. The Pit Manager places the Pink Opener Accounting copy and the Goldenrod opener Drop Box copy face up on the far left side of the bankroll.
15. The Dealer/Box places the bankroll lid on the bankroll and the Pit Manager locks it ensuring that the Pink Opener Accounting copy can be easily seen.
16. The Dealer/Box, after ensuring that the bankroll lid is locked and all the gaming equipment is secure, may leave the game.
17. The Yellow Closer Accounting copy is forwarded to the Pit Clerk for posting in the computer.

ERROR NOTIFICATION SLIP

A three part Error Notification Slip must be completed when:

- a. Incorrect information is written on any pit document and is dropped in the drop box.
- b. Information is omitted on a pit document.
- c. An incorrect copy of any document is dropped in the drop box.
- d. A foreign object is dropped in the drop box.
- e. The wrong drop box is attached to the game.

A Error Notification Slip is not necessary if there is a monetary discrepancy on a Table Inventory Slip Opener.

1. The Pit Manager fills out a Error Notification Slip with the appropriate information, a brief explanation of the error, and (1) signs it. The slip is then handed to the appropriate Floorperson.
2. The Floorperson verifies that the Slip is complete and accurate, (2) signs the Slip, and hands it back to the Pit Manager.
3. The Pit Manager places it on the layout in front of the Dealer/Box.
4. The Dealer/Box (3) signs the slip and hand it to the Pit Manager. If the Dealer/Box is unaware of the error, the Pit manager should provide a complete explanation.
5. The Pit Manager removes the top White Drop Box copy and places it on the layout in front of the Dealer/Box.
6. The Dealer/Box fold the copy in half and drops it in the drop box.
7. The Yellow Pit Clerk copy is given to the Pit Clerk and the Pink CC copy is forwarded to the CCC booth.

NON-VALUE ROULETTE CHIP IMPRESSMENT

1. At the close of Swing Shift every Sunday, the Pit Manager completes and signs a two part Non-Value Chip Impressment Form recording missing and excess chips. The Pit Manager (1) signs the completed form and dates it on the "date received from Pit" line.
2. The Pit Manager delivers the Form and excess chips to the Chip Bank.
3. The Chip Bank Cashier, after agreeing (2) signs the Form and retains both copies.
4. On Monday morning* prior to opening, the Shift Manager reports to the Chip Bank.
5. The Chip Bank Cashier (1) signs and the Shift Manager also (2) signs and dates on the "date sent to Pit" line.
6. The Chip Bank Cashier then gives the recorded missing chips to the Shift Manager along with the White Original top copy.
7. The Shift Manager transports the chips and the Form to the Roulette Pit(s)* and gives them to the Pit Manager.
8. The Shift Manager distributes the chips to the appropriate games and hand the Form to the Pit Clerk.
9. The Pit Clerk puts the White Original copy in the Accounting drawer in the pit stand.

**If Pit 4 is not scheduled to open on Monday, the Form and excess chips are kept in the Chip Bank until the pit opens again (usually Friday night). Also, the Pit Manager who opens Pit 4 on whatever day, should remind the Shift Manager that that Impressment process needs to be completed before the pit opens for gaming.

**CASINO GAMES GUIDELINES
BOXPERSON**

CASINO GAMES GUIDELINES BOXPERSON

PREFACE

These guidelines are a brief outline of your major responsibilities.

For a comprehensive view of the Box position you will have to combine them with a number of other materials such as, not limited to:

- a. Dealers Procedure Manual
- b. Casino Games Employee Handbook
- c. Customer Service Materials
- d. Pit Documents Manual
- e. Game Protection Materials

The purpose of these guidelines is to make our jobs easier and bring about a standardization of the Pit.

If you have any questions or feel that something should be added or deleted, please discuss it with a Floorperson.

I. FUNCTION

Supervises Crap Dealers and customer activity on the craps table to which they are assigned.

II. PRIMARY RESPONSIBILITIES

1. **PROTECT** the integrity of the games and insure that they are conducted in a manner consistent with commission regulations and the policies and procedures of the [REDACTED].
2. **DEDICATE** yourself to the delivery of extraordinary customer service through the development of a "World Class" attitude in yourself and your co-workers.
3. **CONTRIBUTE** to the development of a quality work environment by treating others the way you would like to be treated and actively assuming your role as communicator, trainer, and motivator.
4. **STRIVE** to improve yourself, you co-workers and the morale of the work place in a manner consistent with high productivity, teamwork, and professionalism.

III. DUTIES

1. Insure proper procedures are used by all dealers under your supervision.
2. Verify all table transactions.
3. Settle disputes, or refer them to the Floorperson, as necessary.
4. Maintain the highest level of Game Protection at all times.
5. Assist the Floorperson in tracking bankroll and customer activity.
6. Do everything in your power to insure the delivery of "World Class" service to our customers.
7. Be familiar with all company and department procedures and policies and communicate them to team members as necessary.
8. Train and motivate dealers in the daily performance of their duties.
9. Appraise and evaluate team member's performance.
10. Perform related duties as assigned.
11. Communicate and support the directives of your supervisors.
12. Familiarize yourself with the facility and communicate this information when it's requested.
13. Always act in a manner that reflects a positive image of the [REDACTED] and encourage others to do the same.

IV. GAMES RESPONSIBILITIES

1. Monitoring and checking of Dice
 - a. Prior to opening a table for play, the Pit Manager will assign Boxpersons to "mic" the dice according to the following procedure;

- **VISUAL INSPECTION**

Check the dice visually for the proper number and sequence of spots, correct depth of counter sinking, and the  logo and any chips, knicks, or other defects.

- **MICROMETER**

Check micrometer to insure red tolerance indicators are not set for +/- .0002 tolerance.

Set micrometer to .750, insert first die and adjust .0001 indicator to 0 (when indicator reads 0 the micrometer should read between .750 and .775).

Check all (3) dimensions of the die at two (2) different points for .0002 tolerance.

NOTE: Micrometer may be readjusted to 0 for each die as the .0002 tolerance is for each die within itself.

- **SPIN BALANCE**

Insert each die into the spin balance, spin gently (3-5 revolutions) and allow die to stop, checking that the die stops "dead".

- **SQUARE EACH DIE**

- **CHECK EACH DIE WITH THE MAGNET**

- **SCRIBING**

1. **PRIOR TO PLAY**

After the dice are “miced” they will be delivered to the Boxpersion at the respective tables; where they will be inspected according to the following procedure:

- a. Check the spots to insure that they appear in correct sequence.
- b. Check the edges and corners for excessive wear, turned corners, etc..
- c. Check the face of the die for sticky substances.
- d. Check spots on dice for correct depth of counter sinking.
- e. Check for [REDACTED] logo and the scribe.
- f. Spin balance with fingers.

2. **DURING PLAY**

- a. Boxpersion should maintain **constant eye contact** with the dice whenever they are not in the “Box” position unless specifically relieved of this responsibility by the Floorperson. (During large buy-ins, incoming fill, etc...
- b. Dice should be checked visually while they are in play. When dice go off the table and after the Floorperson has inspected them, the Boxpersion will check the dice as stated in A above.
- c. Dice will be turned over to the opposite side after a new shooter has established his point or at the request of the Floorperson. (Note: At the Floorperson’s request, the above procedure may be omitted due to the objection of a customer).

d. **USE THE MIRRORS**

3. **HAVE KNOWLEDGE OF BOOKKEEPING< PROCEDURES & FORMS**

- a. Credit Slips
- b. Fill Slips
- c. Counter checks and safekeeping withdrawals (markers)
- d. Table Inventory Slips
- e. Any other forms necessary for pit operations

These forms must be checked for accuracy and proper signature prior to being deposited in the Drop Box. Should errors be detected or if you are in doubt as to procedure, ask your Floorperson for assistance.

4. **MONITOR AND VERIFY TABLE CHEQUE INVENTORIES**

- a. When opening games, closing games
- Count cheque inventory
- Sign and verify accuracy of T.I.S. card

5. **DURING YOUR SHIFT**

- a. When a Boxperson goes on a table, he/she will count the \$5,000, \$1,000, \$500, and \$100 cheques. It is his/her responsibility to help the Floorperson account for the cheque inventory.
- b. The Boxperson will inform the Floorperson of cheque (s) shortages and the need for fills or credits at the game.
- c. The Boxperson will inform the Floorperson of any customer leaving the game with any sizable amount of cheques, and approximately how many.
- d. No Boxperson will be relieved from his/her game until all transactions on the table have been completed and the dice are in the box position.

6. **MONITOR CREDIT DISTRIBUTION AFTER FLOORPERSON'S ISSUANCE**

- a. Check stubs and signatures.
- b. Verify "Lammers" for correct amounts.
- c. The dealer, NOT the Boxperson, will cut down cheques on the Come Area, UNLESS the Boxperson is designated by the Floorperson.

7. MONITOR AND VERIFY ALL TOKES RECEIVED BY DEALERS

When dealers receive a toke from a customer, or win a Proposition Bet, Line Bet, etc. A Boxperson, will count it down and convert, if necessary, to a higher unit.

8. COUNT AND VERIFY ALL COLOR CHANGES

The Dealer will first notify the Boxperson before he/she brings in color change. Only one color change will be accepted at a time. When that color change has been completed, then, and only then, may he/she accept another color change from a customer.

NOTE: Even when there is a "Double Box" only one color change will be accepted at a time!

THE COLOR CHANGE MUST BE SET IN FRONT OF THE BOXPERSON'S WORKING AREA.

The Boxperson will always call out a color change to alert the Floorperson that this transaction is taking place. If the Floorperson is in a customer credit transaction, or in the process of signing a fill, the Boxperson will notify the Dealer to wait until the Floorperson can monitor the color change transaction. **ALWAYS** make sure the Floorperson is aware of the transaction

9. MONITOR THE DISTRIBUTION OF CHEQUES EXCHANGES FOR CASH

- a. Be alert for counterfeit currency.
- b. Examine bills for quality of printing and paper characteristics.
- c. Look for imbedded red and blue fibers
- d. Notice the workmanship of the note's design.
- e. Bring any suspicious bills to the attention of the Floorperson **BEFORE** issuing cheques.

10. CURRENCY COUNTING PROCEDURES

- a. 5x5 system Bills will be run down FACE UP in rows of (5), until you have reached (5) overlapping rows.

EXCEPTIONS

- a. \$5.00 and \$50.00 bills will be run down in rows of (4) until you have reached (5) rows.

Four larger buyins, begin “stepping” in bundles of 25 bills, (20 in case of \$5.00 and \$50.00 bills), forming overlapping “V’s” from left to right.

EXAMPLES:

- a. Run down buy-in of \$100.00 bills vertically.
- b. Form a stack of \$2,500
- c. Run down next 5 rows of (5) \$100 bills vertically. Stack, and place this stack of \$2,500 perpendicular over the prior stack (“Stepping”).
- d. Repeat Step “C” 2 more times

\$5,000 buy in of \$50.00 bills

- a. Run down 5 rows of (4) \$50.00 bills vertically.
- b. Form a stack of \$1,000
- c. Run down next 5 rows of (4) \$50.00 bills vertically. Stack, and place this stack of \$1,000 perpendicular over the prior stack. (“Stepping”)

ANY BUY IN PROCEDURE OF WHICH YOU ARE UNSURE OF ASK YOUR FLOORPERSON FOR ASSISTANCE

COURTESY (CALL) BETS

If the dice have left the box position and a player requests a bet out of cash that has hit the layout:

1. Confirm (book) the bet providing there is obviously enough money to cover the wager.
2. Instruct dealer to set the bet up.
3. When the dice are returned to the Box position, count the buy in and have the dealer run the entire amount down in the come.
4. Take back the amount of the call bet and hand off the remainder. (Be sure to verbalize this transaction to the Player)! Call bets should be for **ONE** roll only. As soon as the dice are in the box position, complete the transaction.
5. If the customer calls a bet, but the money or cheques are not on the layout, nor visible, it is **“NO BET”**.
6. The Boxperson will **NOT** drop the money until the customer has received his cheques.

BOXPERSONS WILL MONITOR THE “PACE OF THE GAME”

The game should be paced briskly while allowing Dealers enough time to complete their work and customers enough time to bet. **AT NO TIME SHOULD THE DICE BE HELD IN THE BOX POSITION WHEN ALL DEALER ACTIVITY IS COMPLETED**

COMMUNICATION THE KEY TO A SUCCESSFUL OPERATION

You are responsible for maintaining an open flow of communication to team members, co-workers and supervisors.

Inform Floorperson of:

1. Large buy-ins (initial or cumulative)
2. When \$100 cheques or above are in play.
3. Any significant average bet or win/loss
4. Any unnatural, irregular or suspicious play
 - Past posting
 - Shooting of dice incorrectly
 - Rail thieves
 - Cheque hustlers
 - Unnatural hand movements, etc.
 - Teams
5. Disruptive or intoxicated patron
6. Personnel problems
7. Repairs needed to equipment or facility
8. Fill or Credit needed
9. Customer requests (Comp. Marker, etc.)
10. Customer complaints
11. Errors regarding bankroll counts or customer activity.
12. Anything else that might require their attention.

13. Inform your relief of:

- Players being rated
- Approximate win/loss
- Buy-ins
- Pattern of play
- Special limits
- Comp. or marker requests
- Any problems with customers or personnel
- The “Counts”
- Any suspicions (rail thieves, past posters, teams, etc.).
- Any other pertinent information
- **Be discrete and concise when relaying information – respect the customer’s privacy.**
- **Stimulate work related discussion. By talking about our jobs we will share our knowledge and foster improvements, understanding and consistency.**

EMPLOYEE RELATIONS

1. You are responsible for developing good **working** relationships with your co-workers and supervisors.
 - a. Respect your co-workers time when reporting to work and returning from break.
 - b. Respect the feeling of your co-workers – humor that hurts isn't funny.
 - c. Foster a spirit of cooperation with other departments (Scheduling, Beverage, Security, Environmental, etc.).
 - d. Support Management

At times you will be expected to support and implement a decision or policy that you may not totally agree with. This is a difficult and critical part of your job as a supervisor.

Follow the line of communication to voice complaints, questions and suggestions.

Refrain from openly criticizing your supervisors and co-workers.

Keep problems in perspective – emphasize the positive – A GOOD ATTITUDE IS CONTAGIOUS.

LEAD BY EXAMPLE!

2. You are also accountable to the dealers you supervise, who rely on your expertise, knowledge and past experience.
 - Supervise and instruct dealers in proper dealing procedure and methods. Your role as a TRAINER can not be over stated.
 - Enforce procedures fairly and consistently.
 - Reprimand attitude problems. Never reprimand someone who does not yet have the skills to do the job – **TRAIN THEM!**
 - Praising are often more effective than reprimands.
 - Counsel dealers in private (off the game).

- Treat your dealers with respect.
- Remember “Where you came from” - Criticizing a dealer for something he/she has no control over (e.g. calling winners) is highly unprofessional and will not be tolerated.
- Be open and approachable to your dealers – encourage them to relay their questions and problems.
- Follow the “Line of Communication” when referring problems or questions upward.
- Introduce yourself – dealers should not have to refer to a Boxperson as “Box”!
- Know dealers full names.
- Create a comfortable work environment. Reward good performance, “Thank You” and make recommendation.
- Be fair but firm and consistent.
- Instill a feeling of pride.
- Remember it is your responsibility to **motivate**.
- Document good and bad behavior. (Work histories, Commendations, written warnings, etc.).
- Be prepared to evaluate team members’ – Know your dealers strong and weak points.
- Alert the Floorperson of any difficulties you are having regarding the supervision of a dealer.
- Know company and department policies, procedures and personnel. Be prepared to answer any questions regarding same. If you don’t know the answer tell them you will get it and do so.
- **Inspire a “Team” Spirit!**

GENERAL RULES (DO’S AND DON’TS)

- a. The Boxperson will require the dealers to call out all bets in a clear, concise manner. Example: \$54.00 across, \$20.00 on the line, etc...
- b. The stickperson must watch the Shooter, the dice, and the payoffs on the end which the dice are rolling. Unless the Boxperson specifically instructs him otherwise.

CALLING A COCKED DIE

1. The rule for calling a cocked die is to call the side opposite the obstruction.
2. After calling a cocked die instruct the Stickperson to pause momentarily and listen for possible objection.
3. If there are any objections, alert the Floorperson **before** moving the dice and he/she will either verify the call or alert the Pit Manager.
4. If the dice are blocked from the vision of the stickperson he/she will ask the dealer on that end to call the dice. The Boxperson will then enforce the following procedure:
 - a. **First** – Have the Dealer, on the end where the dice are, call the dice.
 - b. **Second** – After the Dealer calls the dice, have the Dealer move the cheques that are hiding the dice from the full view of the customers and the stickperson.
 - c. **Third** – After the customers, etc., have time to view the dice that have just been called the Dealer places them on the Come section of the layout following the proper procedure.

GENERAL GUIDELINES

1. At no time will a Dealer or Boxperson play with the cheques or marker buttons on the table.
2. At all times, a Dealer or Boxperson will “Brush off” before leaving the table, going to the body, adjusting pants, etc.
3. At no time will the Stickperson crossfire with a Dealer when a table has live action, nor the Boxpersons with each other when sitting double box.
4. It is the responsibility of the Boxperson to help train the Dealer to “Case” the Don’t Pass Line, Don’t Come, etc.
5. It is the responsibility of the Boxperson to know how many bets there are on the Don’t Pass Line.
6. A Boxperson may assist the Dealer in clearing the layout only **AFTER** the last bet is paid.
7. It is the responsibility of the Boxperson to act as a mediator for customer disputes. However, if and when you feel you can not handle the situation, let the Floorperson settle the dispute. Your main concern is the smooth and efficient running of the game. You are not permitted to “argue” with a customer.
8. If a Boxperson feels that the Dealer cannot handle the action on his end, he will notify the Floorperson and request a new Dealer. The Pit Manager, however, will make the final decision on the Boxperson’s request.
9. Check the schedule for table assignments and dealers names. Report promptly to the game assigned.
10. Cursing by [REDACTED] personnel, while on duty, will not be tolerated under any circumstances and will result in disciplinary action up to and including termination.
11. If a customer becomes abusive to a Dealer and/or to a Boxperson, the Floorperson should be notified at once.
12. Boxperson’s hands must be beyond the rails at all times.

13. Since you are usually the first supervisor that customers come into contact with, be sure to show courtesy and consideration to their needs. Acknowledge customers as they approach the game with a polite greeting. Be familiar with names of our regular customers and preferred credit customers.
14. Know your table limits (min./max./prop/odds).
15. Repeat all action that you book **LOUD AND CLEAR.....THERE ARE NO SECRETS IN A CRAP GAME!!**
16. If a customer has more odds than table maximum and it is not noticed until after a decision is reached, inform the Floorperson who will instruct you on how to handle the situation.
17. It is your responsibility to assist the Floorperson in tracking customer action.
18. It is your responsibility to check all gaming equipment, assuring that it is accounted for and in good condition.
19. Boxpersons must check that the point is correctly marked on both ends of the layout.
NOTE: This applies to both Boxperson in double box situations.
20. Boxpersons should try to establish the customers "pattern of play" and alert the customer of deviations in an effort to service the customer and avoid disputes (e.g. "Sir, you forgot your odds etc.).
21. Set up relief strings to avoid having the box and floor on the same game from going on break at the same time.
22. Boxpersons should encourage stickpersons to advertise proposition bets and to call a clear and lively game.
23. Boxpersons should familiarize themselves with the facility, restaurants, etc.
24. You should always conduct yourself in a manner that reflects credit on the [REDACTED] and encourages other to do the same.

CRAP KEYS

<u>Bet</u>	<u>What Hits</u>	<u>Key</u>
C & E Split	Craps	3 x total bet
	Eleven	7 x total bet
11 & 12 Split	Twelve	double the bet X 7 + $\frac{1}{2}$ the bet
	Eleven	7 x total bet
11 & 3 Split	3 or 11	7 x total bet
hi and low Split	2 or 12	double the bet x7 + $\frac{1}{2}$ the bet
11	Eleven	bet + $\frac{1}{2}$ bet add 0
2 or 12	2 or 12	3 x bet add 0
Horn	Three or Eleven	3 x total bet
	Two or Twelve	7 x total bet minus $\frac{1}{4}$ of bet.
World	Seven	Push
	2 or 12	5 x total bet + the amount on 2 or 12
	3 or 11	2 x total bet + the Amount on 3 or 11
5% juice	Buy bets	$\frac{1}{2}$ be move decimal Point over 1 place to the left

KEYS TO HORN HI BETS

<u>Bet</u>	<u>What Hits</u>	<u>Key</u>
Horn high 11	Eleven	5 x total bet + amount on 11
	Three	2 x total bet + amount on 3
	Two or Twelve	5 x total bet + amount on 2
		12
Horn high 3	Three	5x total bet + amount on 3
	Eleven	2X total bet + amount on 11
	2 or 12	5x bet + amount on 2 or 12
Horn high 12	Twelve	11x bet + amount on 12
	Two	5x bet + amount on 2
	3 or 11	2x bet + amount on 3 or 11
Horn high 2	Two	11x bet + amount on 2
	Twelve	5x bet + amount on 12
	3 or 11	2x bet + amount on 3 or 11

POSITION OVERVIEW CRAPS FLOORPERSON

I. BEGINNING OF SHIFT

- A. Sign in
- B. Dice Inspection Procedures (see guide)
- C. Opening a Game
- 1. Bankroll recording and Maintenance (Bankroll tracking sheet)
- 2. Check game equipment
- 3. Check game limit
- 4. Know your Box and Dealers (full crew)
- 5. T.I.S. procedures
- 6. Miscellaneous
 - A. Periodically check pit memo book
 - B. Special events, Shows, etc.
 - C. Comp Guidelines

II. COMMUNICATION (DISCRETE AND CONCISE)

- A. To Pit Manager
 - 1. \$2000 Win/Loss
 - 2. Large Buy-ins (\$5000 Cash Immediately)
 - 3. Purple action or above
 - 4. Significant average bet
 - 5. Large payoffs
 - 6. Recommend limit changes
 - 7. Any suspicious activity (see game protection)
 - 8. Disruptive or Intoxicated patron
 - 9. Emergency fill
 - 10. Equipment in need of repair
 - 11. Customer Complaints
 - 12. Bankroll count errors
 - 13. Comp recommendations
 - 14. Dealer counseling
 - 15. Personnel problems
- B. TO BOXPERSON
 - 1. Procedure and policy changes (today's focus)
 - 2. Known hi rollers in house (special limits)
 - 3. Confirm bankroll counts
 - 4. Coordinate fills/credits
 - 5. C.T.R. Information
 - 6. Special Events, Shows, Etc.
 - 7. Coordinate Observations of any suspicious play
 - A. Past posting
 - B. Shooting dice incorrectly
 - C. Hustlers
 - D. Rail thieves (patrons not playing)

C. To Dealers

1. Procedure/Policy changes (today's focus)
2. Known hi rollers in house (special considerations)
3. Special events, shows, etc.

D. To Breaker (Relief)

1. Current players with rating information i.e.: Buy-ins, check south, etc.
2. Review counts on bankroll tracking sheet
3. Special limits/considerations
4. Problem guests
5. Any current unusual situation

III. GAME PROTECTION

A. Game Presence

1. Eyes and Ears
2. Stay around your game
3. Priorities (suspicious, hi action, weak dealers)
4. Distractions
5. Do not set patterns
6. Stay aware

B. Unusual Movements

1. Procedure consistency
2. Rapid hand movement
3. "Team" play
4. Unusual betting patterns
5. Hand near layout/bets

C. Verify Transactions

D. Vulnerabilities

1. Past posting
2. Sliding dice
3. Altering dice
4. Switching dice
5. Late bets
6. Rail thieves
7. "Shots"
8. Bankroll discrepancies
9. Stick watching dice – Base Hawking
10. Invalid rolls
11. Don't Come Box

IV. PAPERWORK (ACCURATE, COMPLETE, AND LEGIBLE)

A. Bankroll Tracking Sheets

1. Verify counts
2. Record fills and credits
3. Calculate need, Win/Loss, and Drop
4. Pit document procedure
5. Markers/rating cards

V. MISCELLANEOUS

- A. "Cocked" die
- B. "Buried" Dealer (s) or Boxperson
- C. Guests abusing the help
- D. Maintain a "Players Book"
- E. Game Pace
- F. Sweating money
- G. Advertising props
- H. Double Box

VI. EMPLOYEE RELATIONS

- A. Respect your co-workers' time
- B. Be sensitive to the need and feeling of others
- C. Cooperate with other departments
- D. Support management
- E. Lead by example
- F. Be a trainer
- G. Be fair and consistent
- H. Council off of the game
- I. Respect your subordinates – remember where you came from
- J. Follow the line of communication
- K. Know Box and Dealers full names
- L. Introduce yourself
- M. Use "Thank You" and "Good Job" but remember: "They Who Praise Everyone, Praises No One."
- N. Recommend positive and Negative behavior

CASINO GUIDELINES SUPERVISORS CRAPS

PREFACE

These guidelines are a brief outline of your major responsibilities.

For a comprehensive view of the Craps Floor position you will have to combine them with a number of other materials such as, but not limited to:

- Dealer and Box procedure manuals (Many of your procedures are described in these manuals).
- Rating system instructional materials
- Casino games employee handbook
- Customer service materials
- Pit documents manual
- Game protection materials

The purpose of these guidelines is to make our jobs easier and bring about a standardization of the pit.

If you have any questions or feel that something should be added or deleted, please discuss it with a Pit Manager.

FUNCTIONS

Supervises team members and monitors customer activity on games as assigned.

PRIMARY RESPONSIBILITIES

1. **PROTECT** the integrity of the games and insure that they are conducted in a manner consistent with commission regulations and the policies and procedures of the ██████████
2. **DEDICATE** yourself to the delivery of extraordinary customer service through the development of a "World Class" attitude in yourself and your co-workers.
3. **CONTRIBUTE** to the development of a quality work environment by treating others the way you would like to be treated and actively assuming your role as communicator, trainer, and motivator.
4. **STRIVE** to improve yourself, your co-workers and the morale of the work place in a manner consistent with high productivity, teamwork and professionalism.

DUTIES

1. Insure proper procedure is used by all Boxpersons and Dealers under your supervision.
2. Verify all table transactions.
3. Settle disputes, or refer them to the Pit Manager, as necessary.
4. Track customer activity via player rating cards.

5. Act as a liaison for the Pit Manager in the issuance of comps.
6. Maintain the highest level of game protection at all times.
7. Be familiar with all company and department procedures and policies and communicate them to team members as necessary.
8. Train and motivate Boxpersons and Dealers in the daily performance of their duties.
9. Appraise and evaluate team members performance.
10. Perform related duties as assigned.
11. Communicate and support the directives of your supervisors.
12. Familiarize yourself with the facility and communicate this information when it is requested.
13. Do everything in your power to insure the delivery of "World Class" customer service.
14. Always act in a manner that reflects a positive image of the [REDACTED] and encourage other to do the same.

GENERAL RESPONSIBILITIES

GAMES MAINTENANCE

1. Monitoring and checking the dice

Prior to opening a table for play, a Boxperson and or/ Floorpersons will be scheduled to "mic" the dice according to the following procedure:

A. Visual Inspection

Check the dice visually for the proper number and sequence of spots, correct depth of counter sinking, the [REDACTED] logo and any chips, knicks, or other defects.

B. Micrometer

Check micrometer to insure red tolerance indicator are set for +/- .0002 tolerance.

Set micrometer to .750, insert first die and adjust .0001 indicator to 0 (when indicator reads 0 the micrometer should read between .750 and .775)

Check each dimension (3) of the die, at two (2) different points for .0002 tolerance.

NOTE: Micrometer may be readjusted to 0 for each die as the .0002 tolerance is for each die within itself.

SPIN BALANCE

Insert each die into the spin balance – spin gently (3-5 revolutions) and allow die to stop – checking that the die stops "dead".

SQUARE EACH DIE

CHECK EACH DIE WITH THE MAGNET

SCRIBING

Scribe each die within a set identical to others in that set. Scribes should be limited to an inconspicuous **dot** on or around the logo.

DURING PLAY

1. Dice should be checked visually while they are in play.
2. When dice go off the table, Floorpersons will check the dice before handing them to the Boxperson
 - Check the spots to insure that they appear in correct sequence.
 - Check the edges and corners for excessive wear or damage.
 - Check the face of the die for sticky substances.
 - Check spots on dice for correct depth of counter sinking.
 - Check for [REDACTED] logo and scribe.
 - Spin balance with fingers.
3. Dice will be turned over to the opposite side after a new shooter has established his point or at your request.
NOTE: If a customer objects to the dice being turned the above procedure can be omitted at your discretion.
4. Train Dealers to keep the dice "square" when they are in the Box position. This will aid in their visual inspection. Use mirrors.
5. **At no time** will the dice be turned or handled because of superstition.
6. It is your responsibility to make sure the stickperson and Boxperson maintain eye contact with the dice at all times.

If the Boxperson is busy (counting a large buy-in, incoming fill, etc.) you may want to relieve him of that responsibility until he is finished. If so, you must maintain eye contact with the dice until such time that the Boxperson can resume this responsibility.

EQUIPMENT

1. Report any need for repair or replacement.
2. Check to be sure it is ours and has not been altered in any way.

LIMITS

1. Check limits whenever taking over a game or returning from break.
2. Requests for special limits must be referred to the Pit Manager immediately.
3. Limit change slips must be filled out, time stamped and posted ½ hour prior to the change.
4. Limits should often be dropped before the game go DEAD.

PROCEDURES Why Have Them?

1. Consistency (player, supervisor, and surveillance)
2. Security (unusual will draw attention)
3. It is your responsibility to have full knowledge of all Box and Dealer procedures.
4. Enforce them fairly, calmly and consistently.

BANKROLL MAINTENANCE

1. Anticipate (limits, action, future action, checks on layout, etc.) and order fills and credits accordingly.
2. A good general rule is to make sure you have more high denomination checks in the rack than the customer has in front of him.
3. Keep games filled. Don't wait until shift change or closing to fill games.
4. When closing on swing shift leave the games filled as you would like to have them if you had to open on day shift.
5. Remember to credit high denomination checks off the games before closing them (according to current policy).
6. If an "Emergency" fill is needed notify the Pit Manager immediately.

GAME PROTECTION

1. Presence – Find the best observation position – keep both ends of the game in view whenever possible.
2. Use your ears and eyes
3. Do not leave your section – relay messages and requests.
4. Set priorities: suspicions, high action, weak dealers.
5. Don't be "taken out" (dispute, customer request, spill etc.).
6. Don't develop a set pattern.
7. Keep conversations brief and converse in attentive fashion with eyes and body turned toward your games at all times.
8. Project an attitude of awareness at all times.

WATCH FOR ANY UNUSUAL MOVEMENTS OR ACTIVITY BY CUSTOMERS OR EMPLOYEES

1. Breach of procedure.
2. Rapid or unusual hand movements.
3. "Teams"
4. Unusual betting patterns.
5. Distractions.
6. Customer playing with his wagers – hands near layout.

VERIFY TRANSACTIONS

COMMUNICATE ANY SUSPICIONS TO PIT MANAGER IMMEDIATELY

BE INFORMED – KNOW VULNERABILITIES OF THE GAME

1. Past posting
2. Sliding dice
3. Altering dice
4. Late odds
5. Rail thieves
6. Verbal bets, “Shots”

BE ALERT FOR COUNTERFEIT CURRENCY

1. Examine bill for quality of printing and paper characteristics.
2. Look for imbedded red and blue fibers
3. Notice the workmanship of the note’s design.
4. Bring any suspicious bills to the attention of the Pit Manager **before** issuing cheques.

PAPERWORK

1. Accuracy and legibility are essential.
2. It is your responsibility to keep an accurate bankroll tracking sheet for all assigned games.
 - Verify the “counts” whenever taking over a game by having the Boxperson count the \$100 cheques and above.
 - Record all fills and credits. Alert your relief of any that have been ordered but not yet received.
 - Know how to calculate your “need” and “win/loss”.
 - Know the drop and win/loss for your game.
3. Do not rush those responsible for verifying your paperwork – they are protecting you, we all make mistakes.
4. Have thorough knowledge of how to complete all pit documents – if you are in doubt- ASK!
5. Verify all marker information carefully before issuing cheques. Do not “attest” to a customer’s identity unless you are 110% sure. If cheques are issued; to the wrong customer for the wrong amount or the marker is not complete, **YOU** will be held responsible.
6. Make sure lammers are for correct amounts

RATING CARDS

1. You must rate all significant play, marker play and Junket players.
2. Rating cards must be complete (D.O.B., M.I., Badge#, account#, etc.).
3. Correct spelling of customers name is essential.
4. After closing a card on a “premium” customer forward it to the Pit Manager immediately.
5. You are responsible for having a thorough knowledge of the rating system (method for segregating and calculating average bets, etc.). If you have any questions **Ask!**

COMMUNICATION – THE KEY TO A SUCCESSFUL OPERATION

1. You are responsible for maintaining an open flow of communication to team members, co-workers and supervisors.

A. Inform Pit Manager of:

- Large buy-ins (cash or markers)-----\$5,000 + Alert Pit manager immediately for M.T.L. and C.T.R purposes.
- When \$500 cheques or above are in play>
- Any significant average bet or win/loss, check with the Pit Manager for special limits.
- Worn or otherwise damaged of suspicious dice.
- Recommendations for limit changes.
- Any suspicious activity.
- Disruptive or intoxicated patron.
- Personnel problems
- Repairs needed to equipment or facility.
- Emergency fill needed.
- Complimentary request
- Customer complaints
- Errors regarding bankroll count or customer activity
- “New” customers
- Anything else that might require their attention

B. Inform your relief of:

- Rated player: Appx. Win/loss, buy-ins, and pattern of play
- The “counts”
- Game Limits/Limit change postings
- Comp./marker and other requests
- Special limits
- Games win/loss
- Suspensions (shot takers, rail thieves, etc.).
- Intoxicated or otherwise disruptive customers
- Any other pertinent information

NOTE: If you are taking over a game and this information is not passed on notify the Pit Manager and appropriate action will be taken.

- Be discrete when relaying information – respect the customer’s privacy!
- Stimulate work related discussion. By talking about our jobs we will share our knowledge and foster improvements, understanding and consistency.

MISCELLANEOUS

1. You are responsible for verifying all color changes and to insure they are handled according to proper procedure.
2. If you are requested (by a Boxperson or a customer) to verify a cocked die call; make the call, if the customers continue to object, call the Pit Manager immediately. **DO NOT** instruct this stickperson to move the dice if there is an objection.
3. It is your responsibility to act as a mediator for customer disputes. However, if you cannot resolve the situation to the satisfaction of yourself and the customer and without “raising your voice” refer the problem to the Pit Manager.
4. If you feel a Dealer or Boxperson cannot handle the “action” inform the Pit Manager who will make a decision on replacing them.
5. If a customer becomes abusive to the help, notify the Pit Manager immediately.
6. Insure that all personnel are courteous and considerate of our courteous and considerate of our customer’s needs. Acknowledge customers, with a polite greeting as they approach the game. Be familiar with names of our regular customers.

NOTE: You should maintain a “Player’s Book” with the names, account #'s, description and other pertinent information on regular or “premium” customers.

7. You are responsible for monitoring the “Pace of the game”. The game should be paced briskly while allowing Dealers enough time to complete their work and customers enough time to bet. **At no time should the dice be held in the box position when all Dealer activity is completed.**
8. Floorpersons should not refuse comps prior to discussion with the Pit Manager. Only the Pit Manager should refuse a comp.
9. Floorpersons will never reach into a game to handle cheques, dice, lammers, etc.
10. **At no time** will a Floorperson direct personnel to do anything (turn dice, paddle, etc.). based on superstition.
11. Floorpersons will not become personally involved in the win/loss of a game nor permit a Boxperson or Dealer to do so. **“Sweating” is counter productive, highly unprofessional and will not be tolerated!!**
12. Cursing by personnel will not be tolerated and will result in disciplinary action up to and including termination.

13. Arrange your relief string to avoid having the Box and Floor on the same game being on break together. We need someone on the game that knows what is going on.

14. Points of procedure to watch for:

- Stickperson and Box are “watching” the dice.
- Dealer must repeat all bets so they are heard by the Box and Floor.
- Dealer should deal to the Boxperson and “sky” at all times.
- When a customer throws in cash the Dealer should immediately call out “Change Only”.
- At no time allow a Dealer or Boxperson to play with the cheques or marker buttons on the table.
- Personal conversations on a live game, shall **NOT** be permitted.

15. At no time will a Dealer or Boxperson be permitted to argue with a customer. If a problem cannot be resolved quickly and quietly it should be turned over to the Floorperson who will handle the problem or alert the Pit Manger.

16. At all times, the following chain of command will be enforced:

- Dealers are responsible to the Boxperson
- Boxpersons are responsible to the Floorperson.
- The Floorperson will be held responsible for all procedures, decisions and transactions that take place on the game.

We want you to take complete charge of your table, make intelligent decisions, teach correct procedures and treat everyone fairly.

We believe strongly in the chain of command. The Boxperson should be permitted to run his game, see that procedures are enforced, make decisions, teach methodology and be a “supervisor”. **It is your responsibility as a Floorperson, to see that a Boxperson performs his/her responsibilities.**

Casino Games Procedures----Supervisor's Guidelines

BJ---Ro----BAC

PREFACE

These guidelines are a brief outline of your major responsibilities.

For your comprehensive view of the Floor position you will have to combine them with a number of other materials such as, but not limited to:

- Dealer procedure manuals (many of your procedures are described in the dealer manuals.
- Rating system instructional materials
- Casino games employee handbook
- Customer service manual
- Game protection materials

The purpose of these guidelines is to make our jobs easier and bring about a standardization of the pit.

If you have any questions or feel that something should be added or deleted, please discuss it with a Pit Manager.

FUNCTIONS

Supervises dealers and customer activity on games as assigned.

PRIMARY RESPONSIBILITIES

1. **PROTECT** the integrity of the games and insure that they are conducted in a manner consistent with commission regulations and the policies and procedures of the ██████████.
2. **DEDICATE** yourself to the delivery of extraordinary customer service through the development of a "World Class" attitude in yourself and your co-workers.
3. **CONTRIBUTE** to the development of a quality work environment by treating other the way you would like to be treated and actively assuming your role as communicator, trainer, and motivator.

4. **STRIVE** to improve yourself, your co-workers and the morale of the work place in a manner consistent with high productivity, teamwork, and professionalism.

DUTIES

1. Insure proper procedure is used by all dealers under your supervision.
2. Verify all table transactions.
3. Settle disputes, or refer them to the Pit Manager as necessary.
4. Track customer activity via player rating cards.
5. Act as a liaison for the Pit Manager in the issuance of comps.
6. Maintain the highest level of game protection at all times.
7. Be familiar with all company and department procedures and policies and communicate them to team members as necessary.
8. Train and motivate dealers in the daily performance of their duties.
9. Appraise and evaluate team members performance.
10. Perform related duties as assigned.
11. Communicate and support the directives of your supervisors.
12. Familiarize yourself with the facility and communicate this information when it is requested.
13. Do everything in your power to insure the delivery of "World Class" customer service.
14. Always act in a manner that reflects a positive image of the [REDACTED] and encourage others to do the same.

GAME PROTECTION

1. Find the best observation position, keep all games in view.
2. Use your Ears and Eyes.
3. Do not leave your section, relay messages and requests.
4. Keep moving, "It's hard to hit a moving target".

5. Set priorities (weak dealer, high action, suspicions)
6. Don't be "taken out" (dispute, customer request, spill, etc.)
7. Don't develop a set pattern.
8. Keep conversations brief and converse in attentive fashion with eyes and body turned toward your games at all times.
9. Project an attitude of awareness.
10. Watch for any unusual movement or activity (Breach of procedure, Rapid or unusual hand movements, "Teams", Unusual betting Patterns, Distractions).
11. Verify transactions
12. Communicate any suspicions to the Pit Manager immediately.
13. Be informed – know the vulnerabilities of your game.

BE ALERT FOR COUNTERFEIT CURRENCY

1. Examine the bill for quality of printing and paper characteristics.
2. Look for imbedded red and blue fibers
3. Notice the workmanship of the note's design
4. Bring any suspicious bills to the attention of the Pit Manager before issuing cheques.

PAPERWORK

1. Accurately and legibility are essential
2. It is your responsibility to keep an accurate bankroll tracking sheet for all assigned games
3. Verify the "counts" whenever taking over a game.
4. Record all fills and credits. Alert your relief of any fills or credits that have been ordered but not yet received.
5. Do not rush those responsible for verifying your paperwork – they are protection you – we all make mistakes. If in doubt ASK!

RATING CARDS

1. You must rate all significant play, marker play and Junket players.
2. Rating cards must be complete (DOB, M.I. Badge#, account# etc).
3. Correct spelling of customer's name is essential.
4. After closing a card on a premium customer forward it to the Pit Manager immediately.
5. You are responsible for having a thorough knowledge of the rating system. If you have any questions ASK!

COMMUNICATION

1. You are responsible for maintaining an open flow of communication.

2. Inform pit boss of
3. Large Buy-ins
4. When \$500 cheques or above are in play
5. Any significant average bet or win/loss
6. Bet spread of 4 to 1 or better (BJ)
7. Recommendation for limit changes
8. Any suspicious activity
9. Disruptive or intoxicated patron
10. Personnel problems
11. Repairs needed to equipment or facility
12. Emergency fill needed
13. Comp request
14. Customer complaints
15. Errors regarding bankroll count of customer activity
16. "New" customers
17. Anything else that might require their attention

INFORM YOU RELIEF OF

1. Rated players
2. Game limits
3. Comp/marker and other requests
4. Ordered fills/credits
5. Special limits
6. Significant win/loss
7. Suspensions
8. Intoxicated or otherwise disruptive customers
9. Any other pertinent information
10. Be discrete when relaying information – respect the customer's privacy!

EMPLOYEE RELATIONS

1. Respect your co-workers time when reporting to work and returning from break.
2. Respect the feelings of your co-workers
3. Keep problems in perspective emphasize the positive- A good Attitude is Contagious
4. LEAD BY EXAMPLE!
5. You are accountable to the dealers you supervise, who rely on you expertise knowledge and past experience.
 - Supervise and instruct dealers in proper dealing procedure and methods.
 - Enforce procedures fairly and consistently.
 - Reprimand attitude problems. Never reprimand someone who does not yet have the skills to do the job – TRAIN THEM!
 - Praisings are often more effective than reprimands.
 - Counsel dealers in private (off the game)
 - Treat your dealers with respect.
 - Be open and approachable to you dealers.

- Follow the “Line of Communication” when referring problems or questions upward.
- Introduce yourself – dealer should not have to refer to a Floorperson as “Floor”.
- Know dealers full names
- Create a comfortable work environment
- Reward good performances
- Be fair but firm and consistent
- Instill a feeling of pride
- Document good and bad behavior
- Be prepared to evaluate team members performance.
- Alert the Pit Manager of any difficulties you are having regarding the supervision of a dealer
- Know company and departmental policies, procedures and personnel. Be prepared to answer any questions regarding same. If you don’t know the answer tell them you will get it and do so

Inspire a “TEAM” Spirit!!!!!!

CHARACTERISTICS OF A COUNTER

1. Player drags back a large bet when dealer reshuffles.
2. Player eyes the discard rack before making, playing and betting decisions (He must know how many cards have been dealt for accurate play).
3. Player only takes insurance occasionally.
4. Player always watches to see where you are.
5. Player goes to his pocket with checks. Player makes erratic plays such as splitting 10's one time and not the next. Standing on 16 against a 10 up one time and not the next.
6. Player hit A-7 against a dealer 9 or 10 up. (Indicated player is familiar with basic strategy).
7. Player doubles down on soft hand frequently.
8. Player moves to a less crowded table. (His win rate increases as the number of players decreases. His highest expected win rate is when playing heads up).
9. Player appears to be in deep concentration and never misses a card. He must also avoid alcoholic beverage.
10. Team play-The person doing the counting may not be the one doing the larger betting.
11. Back Counting-A person may be standing behind a game and counting for a player that is seated and giving signals.

BASIC STRATEGY

*****See Basic Strategy card for reference.**

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