

CHAPTER 1

CHEQUE HANDLING

All dealers must be capable of cutting and sizing into cheques. This is an important part of your job that you should take extra pride in. It is a skill that you need to develop. Your instructor will demonstrate this procedure in class. Practised cutting and sizing into cheques at home as often as possible.

BLACKJACK

Cheque Cutting

Cheques are to be cut out in front of the rack and parallel to the denomination nearest to the middle of the rack.

\$1, \$5, \$100, \$200 and cheques should be cut down in units of five (5) with not more than 20 in a row; the only exception being \$1, \$5, \$10, \$20, \$50, \$100, \$200, \$500, \$1000, \$2000, \$5000, and \$10000 cheques should be cut down in units of four (4) with not more than 20 in a row; the only exceptions are \$1 and \$5 cheques.

1 - 5 cheques	1 stack
6	2 - 5
7	3 - 5 - 1
8	4 - 4
9	4 - 4 - 1
10	5 - 5

When handling \$1000 cheques always prove the first stack of five (5) cheques 3-3-1.

\$1, \$5, \$10, \$20, \$50, \$100, \$200, \$500, \$1000, \$2000, \$5000, and \$10000 cheques should be cut down in units of four (4) with not more than 20 in a row; the only exceptions are \$1 and \$5 cheques.

1 - 4 cheques	1 stack
2	4 - 1
3	3 - 3
4	3 - 3 - 1
5	4 - 4
6	4 - 4 - 1
7	4 - 4 - 1

6/12/2014



CHAPTER 1

CHEQUE HANDLING

All dealers must be capable of cutting and sizing into cheques. This is an important part of your job that you should take extra pride in. It is a skill that you need to develop. Your instructor will demonstrate this procedure in class. Practice cutting and sizing into cheques at home as often as possible.

Cheque Cutting

Cheques are to be cut out in front of the rack and parallel to the rack with the highest denomination nearest to the middle of the rack.

\$1, \$5, \$100, \$1000 and cheques should be cut down in units of five (5) with not more than 20 in a row, the only exception being 6, 7, 8, or 9 cheques.

1 - 5 cheques	1 stack
6	3 - 3
7	3 - 3 - 1
8	4 - 4
9	4 - 4 - 1
10	5 - 5

When handling \$1000 cheques always prove the first stack of five (5) cheques 2-2-1.

\$2.50, \$25, \$500, \$5000, and \$25,000 cheques should be cut down in units of four (4) with not more than 20 in a row; the only exceptions are 6 and 7 cheques.

1 - 4 cheques	1 stack
5	4 - 1
6	3 - 3
7	3 - 3 - 1
8	4 - 4
9	4 - 4 - 1
10	4 - 4 - 2


When handling \$500, \$5000, or \$25,000 cheques, always prove the first stack of four (4) cheques 2 – 2.

CHEQUE COLORS: \$1 = white; \$5 = red; \$25 = green; \$100 = black;
\$500 = purple; \$1,000 = orange; \$5,000 = grey;
\$25,000 = gold

SHUFFLING

This is the most crucial time during a Blackjack Game. More time is wasted during the shuffle than any other dealing time. Through time studies a standard time of 1:25 has been established for the six deck shuffle and 1:50 for an eight deck shuffle. The mix of the cards will also be monitored and rated. Cards must be evenly mixed without clumping. The shuffle time is not meant to be conversation time only. Get the game moving again, then resume normal customer relations while assisting guests at all times.

New Cards on the Gaming Table (Unvaulted)

1. New cards may be placed on the gaming table:
 - A. at the beginning of a scheduled change day,
 - B. when cards become dirty,
 - C. when cards are hard to handle, and
 - D. when a Floorperson determines it is necessary.
2. The Floorperson will bring the new cards to the table in their original containers with the seal unbroken.
3. The Floorperson will open each box of cards (or pre-shuffled cards) in the presence of the Dealer and any players currently at the gaming table.
4. The Floorperson will inspect the front and back of the cards for imperfections by spreading them on the table directly in front of him/her, face up and then face down going both directions. The deck(s) will then be handed to the dealer to be inspected in the same manner.
5. If a discrepancy is found with a card(s), the Floorperson will obtain a replacement card(s) of the same value, suit and color and remove the bad card(s) from the table.

- 
6. After the cards have been inspected, the dealer will then place them into the discard rack. Once all decks have been inspected, the cards will be washed for at least two minutes.

= Washing the Cards - break down stack into four piles then using both hands mix the cards thoroughly. (Players cannot be seated at the table during this time.)

7. Proceed with shuffle. If after shuffling there are no players seated at your table, then divide the cards into two even stacks and spread them into two semi-circles on the Blackjack Table.

New Cards on the Gaming Table (Vaulted, Premixed & Inspected)

1. When a shuffler machine is being used, the Floorperson break the seal, open the package. The dealer will spread the cards face up to insure they were shuffled. The Dealer will riffle once and insert decks into the shuffler. The process will be repeated with the second package. After inspecting cards they will be placed face down until a player arrives.
2. When a guest arrives for play, the dealer will put the cards into the shuffler machine and bring out the first set already placed in the shuffler machine.

Shuffle and Cut of Cards

The cards shall be shuffled under the following circumstances:

- A. When a new set of decks is put into play.
- B. When the cut card appears during the course of play; and after the hand is over.
- C. Whenever a game goes dead, the Dealer will break down the shoe and spread the cards.
- D. Whenever the decks have been dropped or otherwise mishandled.
- E. Whenever instructed to do so by a Floorperson.

***Note: At no time will the Dealer shuffle at the request of a player.**

1. Prior to removing any cards from the shoe or the discard rack, the Dealer will announce "Shuffle" and await an affirmative response from a Floorperson. If

necessary, the Dealer will repeat this at least two more times before beginning the shuffle on their own. "Rolling."

2. The Floorperson will authorize the Dealer to begin by repeating "Shuffle".
3. The Dealer will move the shoe slightly forward toward the center of the table to the corner of the rack and will place the remaining cards from the shoe into the discard rack by slugging the cards. Slugging: Take 1/3 (one third) of the cards from the shoe, insert them into the bottom third of the cards in the discard rack. Continue with the second third, working up. All cards must hit the discard rack before beginning the shuffle.
4. If the Dealer notices a deficiency or overage of cards after all the cards have been placed in the discard rack, he/she should immediately notify the Floorperson.
5. The Dealer will remove the cards from the discard rack and place them in a stack in the center of the table and proceed with the regulation shuffle. Keep your eyes on the shuffle.

Shuffle Procedure (STANDARD)

- A. Remove the cards from the discard rack and place them in the center of table behind the insurance line.
- B. Divide into two equal stacks. Spin the right stack clockwise, 180 degrees.
- C. Approximately 3/4 of a deck will be taken from each side. The cards then are squared and separated into equal halves, then riffled one time. That pile will be placed in between the two stacks and above the shuffling area.
- D. Then take approximately 3/4 of a deck from what was just shuffled and approximately 3/4 of the deck from the left stack. These cards will be squared and riffled one time only. When that is completed they will be placed on top of the just shuffled stack.
- E. Again, take 3/4 of a deck from the just shuffled stack and 3/4 of a deck from the right stack, square and riffle one time.
- F. This alternate pattern will continue until all cards are shuffled and in one pile.
- G. At this point the cards will again be separated into two equal stacks.
- H. Then take approximately 3/4 of a deck from each stack and riffle once. Do not push cards completely together. Leave about 3/4 inch space on both sides leaving enough space to where three of the four logos can be seen. This will allow your supervisor to see that there has been a proper mixture of cards. Continue this

- 
- process until all cards are shuffled.
- I. Before turning the deck of cards over call "Rolling". Wait for supervisor's approval or a minimum of three calls before proceeding.
 - J. Turn the decks over with backs facing the designated player to be cut. The cut can be offered on but not past the insurance line.
 - K. Load the decks into the shoe and replace the roller.
6. When all the cards are shuffled, the Dealer will offer the stack of cards with the backs facing away from him/her along with the cut card to a player. The cut should be offered to the player that the cut card came out on. If the player refuses to cut the deck, the Dealer will offer the stack to each player at the table in a clockwise direction until a player accepts the cut. If the cut card came out on the dealer's hand, the cut will be offered to the player in the first position and then clockwise if the player refuses. If no player accepts the cut, the Dealer will cut the cards after obtaining approval from the Floorperson. The cut should be at least one deck of cards from either the front or rear.
7. Note: The dealer should deliver the deck to be cut with his left hand to Players sitting in spots one, two, or three.
8. Once the cut card has been inserted, the dealer will take all the cards in front of the cut card and place them to the back of the stack. The dealer will then remove the second cut card and place it in the back of the stack. The Dealer will cut approximately two decks on a six deck or eight deck shoe.
9. The Dealer will then align the cards all at once against the side of the dealing shoe with the backs facing away from him/her. To align the cards in a neat manner, the Dealer will run his finger along the right side and top of the cards. The Dealer will not align cards in a manner that would allow any of the cards to be exposed.
10. The Dealer will then insert the cards into the dealing shoe for commencement of play.
11. To insure smooth dealing of the cards, the Dealer should run their index finger down the cards in the shoe. There should be no banging or shaking of the shoe.

Burning a Card

1. The burn card shall be burned face down and not shown unless a customer requests to

see it.

2. Burning a card signifies that:
 - A. The shuffle is over.
 - B. A new Dealer has pushed onto the game.
3. If a card is not burned for the above reasons or two cards are burned continue to deal normally. If a dispute arises, call a Floorperson immediately.

Dead Game

On a dead game (when the last guest leaves the table), the Dealer will immediately break down the shoe and spread the cards into two semi-circles which do not extend past the insurance line. This applies to games with an automatic shuffler as well. If the machine has not finished shuffling the cards when a guest approaches the table, hand shuffle the cards on the table - do not wait for the shuffle machine to finish.

A Dealer may not touch the bankroll on a dead game without permission from a Floorperson.

CARD COMBINATIONS

It is important to be able to recognize different card combinations. It will help lessen your chances of making counting mistakes. Do the following exercise at home as often as possible. Take a deck of cards and remove all the 10's and face cards. Do a quick shuffle. From the top of the deck take three cards and lay them down in front of you. Quickly add them up by looking for different card combinations. In class you will receive a handout of some common card combinations. **Practice, Practice, Practice.....**

BLACKJACK GLOSSARY

AGENT A player working with a dealer for the purpose of cheating the casino. Or someone who handles monies for another player.

BACKING UP CARDS To "Prove a hand." (Supervisors only)

BASE (1st, 2nd or 3rd) Player's betting position at the table. First base is



the position farthest to the Dealer's left; Second Base is directly in the center (Second Base is also called Center Field); Third Base is the position farthest to the Dealer's right.

BANKROLL

Casino money kept in a tray directly

in front of the Dealer.

BARBER POLE

A stack of cheques in which more than one denomination is included.

BLACKJACK

An Ace and any card having a point value of 10 dealt as the original two cards to a player or a Dealer. This shall not include an Ace and a ten point value card dealt to a player who has split pairs.

BREAK OR BUST

To draw cards for a hard total of more than 21. Such a hand loses automatically.

BURN

To remove a card from play by placing it face down in the discard holder.

CAPPING

Placing money on the top of an existing bet or payoff.

CASE BET

A player's wager using all of the remaining cheques or monies in his/her possession.

CASH OUT

The act of redeeming the player's cheques for cash.

CHEQUES OR CHIPS

Tokens issued by the casino; i.e., the \$1.00, \$2.50, \$5.00, \$25.00, \$100.00, \$500.00, \$1,000.00, \$5,000.00, \$25,000.00 cheques used on Pit Games.

CLEAN MONEY

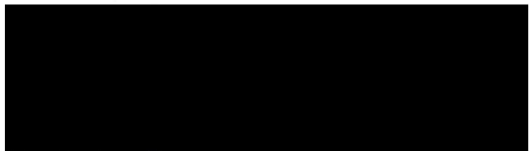
House cheques taken from the tray.



COUNT	1. Value of hand. 2. To keep track of what cards have been dealt and what cards remain in deck. 3. Calculate the value of the bankroll.
COLD DECK (COOLER)	A pack or deck(s) of cards secretly arranged in a desired order for the purpose of predicting the outcome of point totals.
COLD TURKEY	Two face cards dealt.
CRIMP	A bend or indentation on top or side edge of the card.
CUT CARD	1. The card indicating the time to shuffle. 2. The cards used to cut the deck by the player.
CUT INTO	To match a stack of cheques with the same denomination of cheques, making them of equal height.
DAUB	Applying rouge, lipstick, or any coloring to allow a person to identify a card (Card marking.)
DEALER	The person responsible for dealing the cards at a Blackjack table.
DIRTY MONEY	Losing bets picked up by the Dealer.
DISCARD RACK OR HOLDER	The plastic box in which used cards are placed after a hand has been played.
DOUBLE DOWN	To make an additional bet of up to the amount of the initial wager on any two cards unless their point count is 21. When a player doubles down, he/she receives only one additional card.



DRAGGING	Legally taking money from a bet before cards are dealt.
DROP BOX	The box hanging from the underside of the table into which paper currency and pit documents are placed.
EDGE	The odds advantage held by the player or the house.
FLOAT COVER	The locking cheque tray lid on a table game.
FLOAT COVER SLIDE	A holder, under the table, to store the float cover.
FOREIGN CHEQUES	Cheques from another casino.
FREE HAND	The hand in which the shoe is not normally held while dealing.
HARD TOTAL	The total point count of a hand which contains no Aces or which contains Aces that are each counted as 1 in value.
HEAD TO HEAD	When there is only one player playing against the Dealer.
HIGH ROLLER	A player who bets high stakes.
HIT	To take additional cards in order to improve the hand count.
HOLE CARD	The Dealer's second card placed face down under the first card.
INSURANCE	An optional bet made by the players that the Dealer has a Blackjack. It may be made only when the Dealer's first card is an Ace. Such a bet may



not exceed $\frac{1}{2}$ of the player's original wager. The payoff is 2 to 1.

LAMMERS	The plastic buttons used to separate cheques in the tray.
LAY DOWN	A wager or bet.
LET-IT-RIDE	To bet the winning wager including the original bet.
LOCK IT UP	Place money in the tray.
PADDLE	A plastic device used to push currency and pit documents down into the drop box.
PARLAY	To increase a wager by the total amount of the previous hand's winnings.
PAT HAND	A hand in which the first two cards result in a high count and thus would not normally be hit.
PINCH	To illegally take from a bet after cards have been dealt.
PIPS	The spots on the cards. A seven of diamonds has seven pips.
PAST POST	To illegally add cheques to a wager after cards have been dealt.
PROVE A HAND	To reconstruct the hands just previously picked up in order to verify a decision.
PUSH OR STAND-OFF	A tie between a player and Dealer. The player's hand neither wins nor loses.



RIFFLE	The actual mixing together of two stacks of cards.
ROLLER	A part of the shoe that pushes the cards forward.
SCRATCH	To request a hit.
SHOE	The device used to contain the decks of cards while dealing.
SHOE HAND	The hand in which the shoe is normally held while dealing.
SHUFFLE	The process of handling the cards from the completion of one shoe to the beginning of the next shoe. (A mixing of the cards.)
SHY	A bet that lacks the necessary amount to comply with procedure.
SLEEPER	A bet that has been forgotten.
SNAPPER	A Blackjack.
SOFT HAND	Is one, which includes an Ace that can be counted as one or eleven without the hand exceeding a point count of 21.
SOFT TOTAL	The total point count of a hand containing an Ace when the Ace can be counted as eleven.
SPLIT PAIRS	To make two hands out of one when the first two cards are of equal value. The initial wager must be duplicated.
STACKED DECK	A deck of cards pre-arranged in a desired order for cheating.

STAND

card.

To decide not to take an additional

STIFF

A hand in which the combined value of the first two cards is 12 through 16 and thus could break with the drawing of one more card.

SWEETEN A BET

Legally add cheques to a wager before the cards have been dealt.

SYSTEM

A plan of playing or betting.

T.I.S.

Table Inventory Slip.

TOKE OR TIP

A gratuity given to the Dealer. A toke or tip is usually given in the form of a wager.

TRAY

The device attached to the table to contain the bankroll.

UP CARD

Dealer's first card placed face up.

UNDER THE GUN

The first player to the Dealer's left.

WASHING THE CARDS

A mixing of the cards face down in a circular motion with both hands prior to the shuffle (also called chemmy shuffle).



CHAPTER 2

RACK MAINTENANCE

Cheques must be worked from the outside tubes in. Never work out of more than one tube of a single color on either side of rack. Blacks and above will be used one tube at a time and only from the right hand side of the rack; except on a \$100 minimum game (blacks can be used from both sides, outside tubes only). The rack should be cleaned immediately after every hand. Dirty money should be picked up and placed at the top of a tube. If left in the top of a tube it must be cleaned prior to the next hand being dealt. Do not cross over the center of the rack to pick Cheques to make one payoff, move an entire tube to the side necessary to make payoffs.

Grey, orange, purple, and black cheques must be properly spaced at all times unless a guest is playing a particular color, then the cheques will be spaced immediately when the player is no longer playing that color or at the end of the shoe. Lammers should be removed from working tubes, on lower denomination cheques. The cheques in the rack will not be handled on a dead game without instruction from a supervisor.

MONEY HANDLING

A customer's money should be handled and laid out neatly and quickly while being called audibly for the floor personnel to hear, no matter how much it is. You always need approval from a Floorperson before sending out more than one hundred dollars. Unless instructed otherwise by a Floorperson.

Making Change

1. When a player places his/her currency on the gaming table and requests change, the Dealer will first clear their hands then bring the currency forward and place it in the following manner:
 - A. One bill of any denomination will be placed just below the Insurance line, left of the dealer, face down, vertically on the layout. Bills will be looked at face down then placed face up on layout.
 - B. Bills of the same denomination are to be placed in vertical rows of five bills per row face down with the exception of fifties which are to be placed in vertical



rows of four per row. Bills are to be counted out from left to right with the highest denomination to the left.

2. The Dealer will bring cheques from the rack and place them on the table in front and to the right of him/her beginning with the largest denomination until the correct change is established.
3. After making change, move your hands slightly leaving room for the Supervisor to view the entire transaction.
4. The Dealer will announce the total amount of currency being changed in a voice loud enough to be heard by the player and the Supervisor (i.e. \$20 bill - "CHANGE 20 DOLLARS" OR "CHANGE 20") and will wait for approval from Supervisor on all buy-ins over \$100.
5. The Dealer will stack the cheques with the largest combination cheques on the bottom to the smallest denomination cheques on top and will push the stack to the player who requested the change.
6. The Dealer will not cup the stack in the palm of his/her hand when pushing out the stack of the cheques to the player. The Dealer should never push Cheques into the betting square.
7. The Dealer will then put the currency into one pile and place it into the drop box.
8. After placing the currency into the drop box, the Dealer will turn the palms of his/her hands, face up, and then show they are clear of all bills.
9. The Dealer will then resume play at the table.
10. The Dealer must obtain a verbal okay from the Floorperson before bringing cheques in for any and ALL amounts. The Dealer will announce "color coming in".

Buy-Ins

Money accepted for a buy in will be placed vertically to the rack in the following manner:



\$100 dollar bills	-	Should be placed in fives up to \$2,500
\$ 50 dollar bills	-	Should be placed in fours up to \$1,000
\$ 20 dollar bills	-	Should be placed in fives up to \$ 500
\$ 10 dollar bills	-	Should be placed in fives up to \$ 250
\$ 5 dollar bills	-	Should be placed in fours up to \$ 100
\$ 1 dollar bills	-	Should be placed in fives up to \$ 25

A single bill will be placed vertically to the rack. Money changes must be called audibly enough for the Game Supervisor to hear - no matter what the amount is.

Cheques being given to players shall be passed out in the following manner as long as there are sufficient cheques in the rack. As a professional there are times when insufficient cheques in the rack will dictate otherwise - use your discretion at that time.

Buy-Ins on a \$5, \$10 and \$15 Game

\$100 or Less	-	All Red
Over \$100	-	\$100 Red and remainder Green
USE DISCRETION ON \$5, \$10 AND \$15 GAMES FOR ODD TYPE BUY IN		

Buy-Ins on a \$25 Game

Less than \$1,000	-	Give at least \$500 in Green
\$1,000 Buy-In	-	\$500 Black and \$500 Green
Over \$1000 Buy-In	-	\$500 Green and remainder Black

Buy-Ins on a \$100 Game

Up to \$3,000	-	All Black
Over \$3,000	-	Black and Purple
(i.e. \$5,000 will buy in \$3,000 Purple and \$2,000 Black)		

Pass the cheques professionally to the player - never cup the stacks in the palm of your hands - never push cheques into the betting square.

Cheque Change

Buy-Ins using cheques are announced "cheque change" and are broken down on the left side above the rack. The change is broken down on the right side, above the rack, with the highest

denomination furthest to the left on that side of the table with the lowest denomination toward the right. Floorperson approval is needed for cheque change above \$100.

Counterfeit Bills

If the Dealer suspects a bill of being counterfeit, follow this procedure:

- A. Call the Floorperson immediately.
- B. Do not give the player any cheques.
- C. Do not drop the bill or give the bill back to the player.
- D. The Floorperson will notify the Games Shift Manager.

CARD PLACEMENT

Cards should be placed in a neat arrangement following the contour of the table. Cards should touch the lower right hand side of the [REDACTED] with all cards readable by Floor personnel and Surveillance cameras. The center spots (or pips) must be visible. Only one pip should be covered at a time.

GAME PROTECTION

One of the most important aspects of your job is to protect the bankroll and be attentive to any irregularities on the game. Walking and talking the game is a procedure that must be followed to insure proper game protection. The game is better observed by "walking". As you give hit cards or pay the first two spots on the game take a step to the left, your body should be positioned on the left side of the rack. When hitting or paying the third, fourth, and fifth spots step to the middle, your body should be positioned in the middle of the rack. When hitting or paying the sixth and seventh spots step to the right, your body should be positioned on the right side of the rack, keeping the game in full view at all times.

"Talking" the game is an equally important aspect of game protection. All color changes, money changes, hands, and shuffles must be called out audibly. The Supervisor should be able to hear what is going on even when they are not watching a particular game.

When a game is inactive the Dealer should be in attentive posture position. Your hands should be placed palms down on either side of the rack. Never lean on the table while the game is dead.

Do not play with Cheques while a game is dead. Do not straighten out the rack without the

Supervisor watching. Do not turn around on a game, live or dead. Do not take cards before money. Do not leave a game or touch your body without clearing your hands.

While dealing the game, you should scan all bets before dealing a hand. Hand signals are a must. **It is a regulation that hand signals be made on all hands other than a point count of 21.** It is your responsibility to get hand signals as well as instruct players on the use of them if the players are unfamiliar. Make sure the player's hands and bankroll are not near the betting square. If they are, politely ask the customer to back away. Proper positioned bets and card placement will help insure a smooth game. When a wager appears to be close to the table maximum, break the bet down to prove it is not above the table max before dealing the hand. Inform your supervisor of any suspicious play.

1. Keep your eyes on the layout; you cannot protect a game you are not watching.
2. Never turn away from the bankroll, even on a dead game, at any time. You cannot protect a game you are not watching. Always keep your eyes on the layout. If you are calling out change, shuffle, etc. and do not get an acknowledgement, then speak louder.
3. Be aware of the condition of your cards. If you see any defects, call your Floorperson.
4. Stand squarely up to the game at all times. Never lean on the game. Both feet must be on the floor while dealing. (i.e., one foot crossing the other or one foot up on the rail of the table will not be permitted.)
5. Be sure to watch any player handling money, putting their hands over the money in their betting area or taking their hands on or off the game.
6. When dealing in amounts of \$100 or more the dealer will call out "cheques play"
LOUD AND CLEAR.
7. The discard rack is very vulnerable; be aware of any unusual motion around or near the area; do not allow players to keep stacks of cheques or any other items next to the discard rack.
8. Pinchers and pressers are most likely to work on first and third bases; although you should be aware of all bets made, first and third base demand the greatest attention.
9. Never allow anyone's hands in your rack.

- 
10. Player's hands should never be beyond the insurance line on the game.
 11. When changing the decks, be sure to check that all the decks are complete with no irregularities.
 12. If you have any doubts or suspicions about any moves that are made by a player, bring them to the attention of your Floorperson immediately in a discreet manner. Don't overact. **NEVER EMBARRASS A PLAYER ON YOUR TABLE BY ACCUSING THEM OF BREAKING THE HOUSE RULES!**
 13. Once the first card is dealt, a player is not allowed to alter their bets in any way.
 14. **NEVER ALTER THE HOUSE SHUFFLE.**
 15. If a player frequently sits out hands, discreetly bring it to the Floorperson's attention.
 16. Our decks are changed on a time basis. If your deck is worn, dirty, sticky, or you feel it has been tampered with, bring it to the attention of the Floorperson. If tampering is suspected, be discreet and **do not embarrass any players.**

GAME PROTECTION – SHOE

1. Hold your hand on the shoe at all times when cards are in the shoe except:
 - a. When making change.
 - b. When taking and paying the first two gaming spots.
2. Place fingers over the window of the shoe to protect against unnecessary exposure of the next card coming out of the shoe; especially when hitting player's hands.
3. Bring shoe slightly forward and off center of the table when putting on fills, credits,

markers, dropping money and being relieved.

4. If a shoe is missing a chain or is not hooked up, notify your supervisor.
5. Player's are not allowed to touch or handle the cards at any time.
6. Never leave the cards in the shoe once the table is dead. Remove cards immediately and spread them, face down in two even rows in front of the rack. Unless instructed otherwise by a Floorperson.

BLACKJACK PAYOUTS

1. Blackjack is a hand consisting of an ace and any other card with the value of ten. Blackjacks are on the original two cards only. (No splits)
2. Player's Blackjack will be paid at the odds of 3 to 2, unless the dealer also has a Blackjack in which case the player will have a push. Blackjack will be paid in sequence acting on all hands from 1st to 3rd base.

CHAPTER 3

PROFESSIONALISM



As a Blackjack Dealer, you have a responsibility to deal as many accurate hands per hour as you are capable. Each Dealer should possess enough personal pride to "be the best that you can be". You are a professional and should always act the part. Be proud of your profession. Pride in your work is something that can be seen not only by supervisors and peers but also by the people who matter the most, the guests. With management encouraging you to "talk with the players" a unique opportunity exists for you as a Dealer to establish a rapport with the players that is conducive to good toke. Most players toke when they feel a genuine effort has been made to make them feel comfortable and a professional image has been presented. You are a professional, so present a professional image.

CUSTOMER RELATIONS

As an expanding and competitive business, a Casino must work hard at maintaining steady customers. This can only be accomplished through the efforts of front line employees, like you, who provide a positive and congenial atmosphere for the guests. You have been given permission to and are encouraged to "Talk with the Players". Talking to the players creates a positive and pleasant atmosphere in the casino. It also creates profits for you and the casino.

Players enjoy being known whatever their action is. Try to learn the player's name. Address them in a professional manner using their first name whenever it is acceptable. (Some guest may object to be addressed by their first name.) By knowing your players each Dealer should be able to develop regular players who want to play with them. Every Dealer should promote a positive image for true customer relations.

Politeness to customers is a must. A large part of performance evaluations will be based on customer courtesy, such as a friendly attitude, handling disputes, following script for greeting customers. The use of "please", "thank you", "excuse me", "yes ma'am", "no sir" (whenever possible, try to avoid telling a player no) and any other polite phrase means good customer relations. Guests deserve attention and respect. Politeness is the key to doing this. Always provide our customers with a smile and a friendly greeting.

Every employee is responsible for knowing about the facility we work in. You should be able to respond to questions concerning the locations of various outlets, bathrooms, telephones, pit locations, elevators, and exits. You must be able to provide help to guests no matter how trivial the request seems. Try to be exact in directions and if unsure, call for a supervisor to assist you.



Never argue or raise your voice to a guest. A guest may not always be right but they are never wrong. Allow your supervisor to handle all problems and discrepancies on the game. Any infractions no matter how small should be brought to the supervisor's attention. The supervisor - not the dealer, should handle abusive guests.

You are the company's image. In dealing first hand with guests you are what they remember most. Present a welcoming image to our customers. Smile and make eye contact. Gamblers may not be the easiest people in the world to service, but they are people and there is a professional courteous congenial manner in which they should be treated. You as a professional must develop that talent. It is an art and it is part of your job.

Dealer Courtesy

Appropriate greeting that should be used when interacting with our guests are as follows:

CUSTOMER ARRIVES AT YOUR GAME:

Hello.

Welcome! (Avoid asking "how are you today?")

Good morning/afternoon/evening.

CUSTOMER BUY-INS:

Try to make eye contact while pushing cheques to a player and wish him/her "good luck".

Ask the guest for their rating card.

CUSTOMER WHO TOKES:

Always acknowledge the customer and say "Thank you sir/ma'am".

WHEN CUSTOMER LEAVES THE TABLE:

Thank you. Have a good day.

General Appearance and Posture

Remember that you are a professional. Look and act like one at all times on your game. There is a dress code that will be strictly enforced. You should be well groomed and properly



uniformed at all times while in public view. This includes going to and from the pits in public areas. Your name tag is part of the uniform and must be worn. Your posture on the game must also be professional. This means that you should stand upright on both feet at all times. You can't walk a live game standing on one leg. On a dead game, you should stand with your hands in front of you, placed palms down on either side of your rack.

DEALER RESPONSIBILITIES

- When you are on a game, it is your game - treat it that way. When a game goes dead, spread the cards neatly semi-circled on the layout. Keep your layout clean.
- When players are seated, it is your responsibility to have players sitting in the proper seat. If a guest playing a spot is seated in the wrong chair, ask them politely to either change spots or seats, whichever they prefer.
- During your shift, follow your Supervisor's instruction and corrections in a respectful manner. If you have a question, resolve it after leaving the table.
- If a problem arises, discuss it with your immediate Supervisor. Avoid going to a higher level of authority without first consulting with your Supervisor; follow the chain of command.
- Treat every customer pleasantly and courteously, regardless of the size of his or her bets. Always maintain high standards of professionalism.
- Dealing to friends and relatives should be avoided. If they should play at your table, notify your Supervisor immediately.

THE GAME OF BLACKJACK

Blackjack is a game played with one (1) to eight (8) decks of 52 cards with the backs of the same color and one or additional yellow cut cards which are dealt from a "shoe". There is one dealer and from one to seven players. The object of the game is for the players to draw cards that total 21 or come closer to 21 than those held by the dealer. The King, Queen, and Jack count as ten; the other cards count as face value except the Ace which counts as 1 or 11 as desired. The suits are of no significance.

The players make their bets and the dealer starts the game. Two cards are dealt to each player face up. The dealer's first card faces up. The second card is placed face down under the first. The dealer's second card is known as the "hole card".

The players look at their individual hands. If any player's hand consists of an Ace and a ten value card, it is a "Blackjack", and wins automatically unless the dealer's face card up is an



Ace or a ten valued card. A player's Blackjack is paid at one and a half times the bet unless the dealer also has a Blackjack in which case it is a "push" and the player's hand neither wins nor loses. When the dealer's face up card is an Ace, the players will be given the opportunity to take "insurance." An insurance bet is a wager that the dealer does have blackjack. The winning insurance bets will be paid two to one.

A player may place an insurance bet up to one-half of their original bet. The players lose the original bets on their hands unless they also have a blackjack and push with the dealer on the original bet.

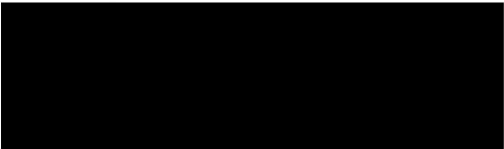
Players signify they wish a "hit" by making a scratching or pointing motion with their hand. A player may take as many hits as desired as long as the total count of the hand does not equal or exceed 21. When a player goes over 21, the hand is "broken" and loses automatically. When players are satisfied with their hands, they will "stand" (take no more cards). This is indicated by a slight horizontal motion with their hand, palms down.

If a player's two cards are of equal value, the player has the option of "splitting" them. When splitting, the original bet must be matched. The player must hit each hand at least once and with the exception of split aces, may take as many hits as desired until their total count equals or exceeds 21. A player may wish to "double down"; i.e., increase the bet by any amount up to the original wager and agree to take only one more card. The player may also double down after splitting any pair, except aces, but only after the first cards drawn to either of the split pairs.

Once the players have completed their hands, the dealer's hand will be played, whether the dealer must hit or stand depends upon the count of their hand. The dealer turns the hole card face up and either stands or draw more cards as necessary. The dealer must draw to seventeen (17), including an ace that can be counted as 1 or 11, without the hand exceeding a point count of 21.

Should the dealer "break," all remaining hands that have not broken will win and be paid even money. If the dealer hits to a point count of 17 or better, those players' hands which are closer to 21 than the dealer's will win and those which total less than the dealer's will lose. If the dealer and player both have the same point count, then there is a push. Once all bets have been taken or paid and the cards picked up by the dealer, new hands will be dealt and the play begins again.

DEALING



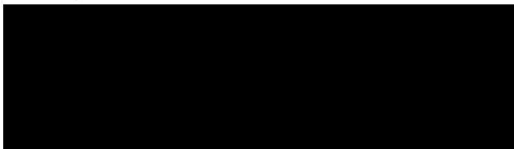
The output of hands per hour is a critical factor in determining profit. It is your job to deal as many accurate hands per hour as you are capable of. A standard time of 9:40 for a six deck shoe and 11:30 for an eight deck shoe has been established and must be maintained. These standards are not overly ambitious; they have been set by performances on the game. Every Dealer develops a pace that is suitable for them, but this also means dealing to the action at hand. Never over-run players, allow them time to place wagers and make decisions, at the same time not slowing the game down. Pacing the game is one of the major factors that determine your proficiency and skill as a dealer. New or slow players should be politely encouraged to play at a normal rate. Supervisors should be notified and have the final judgment in all cases. Don't let the players set the pace of the game. Take charge of the game and set the pace. Your ability to do this in a polite and courteous manner reflects on your professionalism.

Dealer's Instructing the Players

1. Dealers should be as courteous as possible and instruct new players on the procedures and rules of Blackjack.
2. Dealers should not instruct players on how to play individual hands. Dealers can, however, explain options available to the players such as double downs, splits, etc.

Wagers

1. Prior to the first card being dealt for each round of play, each player at the game of Blackjack will make a wager against the Dealer that will win if:
 - A. The score of the player is 21 or less and the score of the Dealer is in excess of 21;
 - B. The score of the player exceeds that of the Dealer without exceeding 21; or
 - C. The player has Blackjack and the Dealer does not.
2. A wager made in accordance with the rules of the game will be void (a "push") when the score of the player is the same as the Dealer).
3. All wagers will be made by placing gaming cheques with the smallest denomination cheques on top in the appropriate wager area of the layout.
4. Currency will not be played at a Blackjack table. Currency will be converted into gaming cheques immediately prior to dealing the first card from the shoe.



5. All winning wagers will be paid at odds of 1 to 1 with the exception of Blackjack, which will be paid at odds of 3 to 2 and insurance will be paid at odds of 2 to 1.
6. After the first card of the hand has been removed from the shoe by the Dealer, no wager may be withdrawn, increased or altered.

Dealing of Cards

1. After the cards are shuffled and placed into the shoe, the dealer will place the first card (burn card) from the shoe, face down, in the discard rack. Only if a player requests to see the "burn" card, the Dealer must honor the player's request. Each new Dealer who comes to the table will also "burn" one card before commencing play.
2. If a dealer taps in after the shuffle has been completed but before a hand has been dealt, the dealer will pull the burned card from the discard rack and place it under the edge of the shoe for the incoming dealer to burn. If a card has not yet been burned, the outgoing dealer will pull the shoe to the middle of the table without burning a card.
3. The dealer shall quickly scan the layout to make sure that there are no players who are above or below the table limit, and that all bets are correctly placed.
4. Prior to delivering the cards, the dealer will say "All bets down, please". This insures that all players who wish to be in the hand will be in the hand. If a player has been playing regularly and is interrupted by a waitress, Floorperson, etc., politely ask the player if they want to play this hand or sit out.
5. At the beginning of each round of play, the Dealer will, starting on his left and continuing clockwise around the table, deal the cards in the following manner:
 - A. The Dealer will place one card, face up, below each box on the layout in which a wager is contained.
 - B. The card must be touching the [REDACTED] with the wager in it. The Dealer will place one card, face up, in front of himself/herself.
 - C. The Dealer will place a second card, face up, below each box on the layout in which a wager is contained.
 - D. The Dealer will take a second card out of the shoe face down and place it underneath the first card.

- 
6. If the Dealer's "face up" card is an Ace, the Dealer will follow the procedure on "Insurance Wagers" before continuing.
 7. The Dealer will keep his/her left hand over the face of the shoe throughout the dealing of the cards to ensure game security and in anticipation of request for additional cards. At no time will the Dealer place both of his/her hands on the face of the shoe. Each card will be removed from the shoe with the left hand, turned face up, grasped with the right hand and placed on the appropriate area of the layout. Except for the first two spots, where only the left hand is used for hits only.
 8. After two cards have been dealt to each player and the Dealer receives his/her two cards, the Dealer will, beginning from his left; announce the point total of each player. As each player's point total is announced, the individual player will indicate whether he/she wishes to double down, split pairs, stand or draw.
 9. As each player indicates his/her decision to take a hit, the Dealer will deal, face up, the additional card(s) requested by the player and will announce the new point total of each player after the additional card(s) is dealt. The Dealer will NEVER act on a player's hand without first receiving the proper hand signal from the player, nor will he/she pull a card from the shoe in anticipation of a player's hand signal.
 10. If you noticed after the hand has been dealt that either the dealer or players hand only has one card, call the Floorperson immediately.
 11. If the Dealer should mistakenly pass a player who is signaling a hit or a player who has placed a double down or split bet and gives the next card to the next player, the hit card will not be backed up. Call a Floorperson immediately.
 12. After all the players have acted on their respective hands; the Dealer will turn over his hole card and announce his two card total.

Hitting the Dealer's Hand

1. After all players have acted on their hands; the Dealer will turn over the hole card and announce the two card total.
2. If the dealer has 17 or more, the hand will stand and the Dealer will take and pay in

order:

3. The Dealer must take a hit if the Dealer's hand is 16 or less after performing the following actions:
 - A. Before acting on the Dealer's hand, the Dealer will first announce "Dealer has " and then proceed to hit the hand placing the cards left to right and announcing the Dealer's total after each hit.
4. When the Dealer breaks (goes over 21), the Dealer must announce "Dealer Breaks". While reacting to the player's hands, the Dealer will total each hand again to be certain the player did not break and the total went unnoticed by the Dealer.
5. If the Dealer has 17 or more and hits the Dealer's hand by mistake, the Dealer will call his/her Supervisor before "burning" the hit card.
6. When hitting the Dealer's hand, the Dealer's cards will not overlap in any way. There will always be space between the Dealer's cards.

Taking and Paying

1. Upon the completion of the Dealer's hand, the Dealer will begin at the hand to the extreme right (third base) and act on all hands in order.
2. Complete one hand at a time, addressing the player's bet, and then his token bet (if one is made). **DO NOT** attempt to pay or take a bet with the left hand while acting on a bet at the same time with the right hand.
3. Use the right hand to pay and take all bets except the first two bets at the extreme left of the table where the left hand is used. (Spot 3 is optional).

- 
4. Bets will be sized into. **Cheques will never be thrown, dropped or slid on the layout.**
 5. If the Dealer should cut into a winning bet and find that he/she has an insufficient amount of cheques to correctly payout the bet, the insufficient amount will be brought back to the rack and the correct amount will be removed.
 6. A standoff or "push" will be clearly indicated by the Dealer patting the table in front of the bet, palm up and open, prior to going on to the next hand. It is a courtesy and a regulation.
 7. If a winning bet is a multi-color bet it must be broken down in order to be paid out. The bet should be broken down in the betting circle front to back between the dealer and the player.
 - Example: Three (3) Black, Three (3) Green, and Three (3) Red. The three Black will be placed in the betting circle, place the green directly behind the black, and the red directly behind the green. Pay from the highest to lowest valued cheque.
 8. The Dealer may convert a player's winning cheques to a larger denomination under the following conditions:
 - A. The player requests larger denomination cheques;
 - B. When instructed by Supervisor to do so.
 - C. A \$37.50 bet on a twenty-five dollar game can be converted.
 9. The Dealer **WILL NOT** use \$100 or higher cheques unless approval of his/her Supervisor is obtained (unless on a \$100 minimum table or higher).
 10. The Dealer will pay color for color. In the case of a player having Blackjack on a high stack of the same denomination, the Dealer will break the stack in half and cut into it three times, paying any odd cheques one and one-half to one.
 11. \$500 cheques shall always be proven in front of the rack in stacks of \$2,000 (four cheques high). \$500 cheques should never be mixed with other cheques when picking up losing bets or paying winning bets.
 12. Dealer must call out "cheques play" on bets of \$100 or more on tables with minimum wagers of \$25 or less.
 13. A stack of same color denomination to be paid in a higher denomination should be cut

down horizontal.

Example: \$175 Green - Pay one (1) Black for \$100 and three (3) in Green for \$75.
Place in front of bet heeled off. Any amount of cheques over five must be broke down in front of player's bet and not heeled.

14. When paying, a Dealer must separate two (2) different color denominations of cheques before he/she pays them.

Picking up the Cards at the End of the Round of Play

1. When picking up the cards at the end of a round of play, the following procedures must be observed:
 - A. Pick up all cards with the right hand. The left hand may be used to help push the cards together in large hands.
 - B. Each hand will be picked up in order from the dealer's right to left.
 - C. The cards picked from each player's hand should be placed on top of the cards previously picked up.
 - D. The Dealer will place the stack, face up, on top of the Dealer's hand and pick up the Dealer's hand, which will remain on the top, when placed in the discard rack.
 - E. If a player questions how the Dealer acted upon his/her hand, the Dealer will:
 - Notify the Supervisor assigned to game;
 - Upon Supervisor's direction, remove the top cards from the discard rack, which represent the Dealer's hand;
 - Remove the next hand from the top of the discard rack, which represents the hand of the last player to the extreme right of the dealer who was involved with the final play;
 - Repeat the above steps until reaching the hand in question, at which time the Supervisor will make a decision.

IRREGULARITIES

[REDACTED]

If any of the following situations occur during play, the Dealer will call the Floorperson immediately assigned to the game before any decisions are made. Dealers are not to make any decisions on their own.

1. While dealing the second card of the initial hand, if the Dealer notices that he/she has failed to take a first card.
2. If the Dealer notices after giving a player a hit that he has failed to take a hole card.
3. If the dealer notices that he has no cards at all while acting on a player's hand.
4. A card found turned face up in the shoe.
5. After the initial two cards have been dealt to each player and a card is drawn in error and exposed to the players.
6. If the Dealer has seventeen and accidentally draws a card.
7. If there are insufficient cards remaining in the shoe to complete a round of play.
8. If no cards were dealt to the player's hand.

INSURANCE WAGERS

1. When the first card dealt to the Dealer is an Ace, each player will have the right to make an Insurance bet that will:
 - A. Win if the Dealer's second card is a King, Queen, Jack or Ten; or
 - B. lose if the Dealer's second card is an Ace, 2, 3, 4, 5, 6, 7, 8 or 9.
2. If the Dealer's first card is an Ace, the Dealer will turn the Ace and the hole card sideways. Then announce "Insurance" in a voice loud enough to be heard by all players as he waves his hand across the Insurance line from left to right.
3. An Insurance wager may be made by placing an amount not more than one-half of the amount of the player's original wager on the insurance line to the Dealer's right of the player's hand.
4. After sufficient time, the Dealer will announce, "Insurance Closed" as he waves his hand

across the Insurance line from right to left.

5. If a player has blackjack, and the dealer has an ace up the Dealer will offer even money to the player only when he wishes to insure.
6. The Dealer will then proceed to use the Ace Finder located in the center of the table above the bankroll tray.

Use of the Ace Finder

1. If the dealer's up card is a king, queen, jack, or ten; the dealer shall slide both the up card and the hole card vertically into the ace finder and observe if the hole card is an ace. If the hole card is an ace, the dealer will turn over the Blackjack and take the losing wagers from 3rd to 1st base, pushing all players Blackjacks.
2. If the dealer's up card is an ace; after the dealer closes Insurance the cards will be slide horizontally into the Ace Finder. If the hole card is a king, queen, jack, or ten, the dealer will turn over the Blackjack, collect all losing bets, and pay the winning insurance bets in sequence from 3rd to 1st base. If the dealer does not have Blackjack, the dealer will then return his/her cards to their normal position, collect all losing Insurance Bets, and then continue playing out the hand.
3. If you miss the Blackjack or fail to peek notify your Floorperson at once before continuing on with the hand.

DOUBLING DOWN

1. Except in the case of Blackjack, a player may elect to double down (i.e. make an additional wager not in excess of the amount of his original wager on the first two cards of any split pair, except when splitting aces which will receive only one card each). Only one additional card will be dealt to a hand in which a player has elected to double down. The one additional card will be dealt face up and placed sideways at the base of the hand being double down.
2. The double down bet will **always** be placed to the Dealer's right of the original bet. The original bet will stay in the center of the betting area.

- 
3. When doubling down, no currency will be used. It will always be converted to gaming cheques.

SPLITTING PAIRS

1. When the initial two cards dealt to a player are identical in value, the player may elect to split the hand into two separate hands provided that he/she makes a wager on the second hand equivalent to his/her original wager. A player may split a hand three times making a total of four hands (aces once making a total of two hands).
2. When making change for splitting, no currency will be used. It will be converted to gaming cheques. The cheques are placed in the wager area and the player indicates he wishes to split the pair. The Dealer will place one of the bets on the left hand side of the wager area and the other on the right hand side. If the player's original bet included a bet for the Dealer and the player does not want to place a second bet for the Dealer on the split hand, the original bet for the Dealer will be placed in front of the left hand wager. There are no exceptions to this rule.
3. The Dealer will deal a second card to the first hand on the left and await the player's decision before dealing any cards to the second hand on the right. Exceptions to this procedure are as follows:
 - A. A player splitting Aces will only have one card dealt to each Ace and may not elect to receive additional cards. When splitting Aces, the second card dealt to each Ace will be placed sideways at the bottom of the Ace.
 - B. When a player splits Tens and the second card dealt to either ten is an Ace, the player may not elect to receive additional cards. The player has a soft point total of 21 and the Dealer will place the Ace sideways at the bottom of the ten to avoid a claim of Blackjack. If the hand wins, it will be paid at the normal rate of 1 to 1 (even money).
 - C. After the player receives his second card on the first hand, he may then elect to double down his bet on any combination of two cards other than as stated previously. The double down bet will be placed to the Dealer's right of the original bet and the double down card will be placed sideways at the base of the



hand.

4. The Dealer will then deal a second card to the second hand of the split pair and follow all procedures as outlined in paragraph 3 above.

SURRENDER

After the first two cards are dealt to a player, the player may elect to discontinue play on the hand for that round by surrendering 1/2 of the player's wager.

A decision to surrender shall be made prior to the player indicating whether he or she wishes to double down, split pairs, stand or draw.

If the first card dealt to the dealer is an "Ace" or a "10" card, the dealer will check the "peek device" to see if they have a Blackjack.

If the dealer does not have Blackjack, they follow normal procedures. Prior to acting on their hand, a player may surrender 1/2 their wager. After indicating this to the dealer, the dealer will return 1/2 the wager and collect the remaining half. The dealer will then place the player's cards into the discard rack.

If the dealer does have a Blackjack the surrender option is not available.

CONVERSIONS AND TOTALS

The most important thing to remember while dealing any game is that it is a team effort between Dealers, Supervisors, and Surveillance to protect the integrity of that particular game.

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

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

that make up their standard bets.

Good Common Sense

Once again, remember to deal cleanly and clearly and when it becomes necessary to total or convert, verbalize all such transactions to the supervisors and to the players.

MINIMUM AND MAXIMUM WAGER

1. Casino Management will conspicuously post at each table the minimum and maximum bets allowed to be wagered.
2. If a player wagers LESS than the minimum bet, bring it to his/her attention immediately. If, in fact, the player wagered less than the minimum bet and it is not realized until after the first card of the hand is exposed, the Dealer will complete the hand, take or pay, and inform player of table minimum.
3. The Dealer must check any large bet before dealing the hand to make sure it is not over the table limit.
4. If a player objects to the Dealer touching or checking his/her wager for superstitious reasons, the Dealer will announce "Pay or Take to the Table Limit". Any amount over the table limit will not be paid or taken.
5. If a player wagers MORE than the maximum bet, politely bring it to the player's attention immediately. If, in fact, the player wagered more than the maximum bet and it's not realized until after the decision, the Dealer will call the Floorperson immediately.
6. One player may play (2) hands. With the exception of the V.I.P. room, all players must wager two times the table minimum when playing two hands.
7. Casino Management, at their discretion, will have the authority to prohibit a player from playing more than one hand.
8. Maximum Toke Bets:
Blackjack Anything up to table limit. If a player is betting the table maximum in Blackjack, the maximum toke bet will be 10% of the max.

If a player gives you the choice of whether to bet a token or drop it, you should encourage them to make the decision. If they decline to decide THE TOKEN MUST BE DROPPED IN THE TOKEN BOX AND NOT BET.

RELIEF OF DEALERS

1. Before a Dealer may change positions, all transactions must be completed at the table. Do not anticipate your relief; continue dealing or shuffling as normal until you are tapped out.
2. The relieved Dealer will slide the shoe forward toward the center of the table and then spread his hands out, palms up, for all to see. The incoming Dealer will enter from directly behind the outgoing Dealer and burn a card. There will be no conversation between the Dealers unless it pertains to the game.
3. The relieved Dealer should keep his eye on the table until the incoming Dealer takes control of the shoe.
4. The relieved Dealer should go directly to designated areas and should avoid unnecessary conversation in the pit area.
5. A Dealer should not sit on a vacant table while waiting to come on shift or from a break.

CHAPTER 4



FILLS (ADDITION OF GAMING CHEQUES TO A TABLE)

1. When a fill is delivered to a game by a Security Officer, the Dealer must check the following on the Fill Slip that consists of two parts, the original and duplicate:
 - A. Date, Time, Pit, Game Type, Table Number, Shift;
 - B. Amount of each Denomination of Gaming Cheques
 - C. Total of all Denominations of Gaming Cheques
 - D. Signature and License Number.
2. Cut down at least one stack, the highest denomination of cheques. Stack and size it into the remaining stacks. Any short stacks should be broken down individually. Should an error or irregularity be discovered, do not sign the Fill Slip or allow the cheques to be added to the bankroll.
3. After visually checking the Fill and agreeing on the accuracy of the Fill Slip and duplicate, sign your first initial, last name, and license number. Next, give the Fill Slip and duplicate to the Floorperson for his/her signature and license number. The supervisor will return the duplicate Fill Slip to you for immediate deposit in the Drop Box. The Security Officer shall then receive the original.
4. A second Floorperson (or higher) must top sign any fill that contains \$500 denomination cheques or higher before it is brought to the table by a Security Officer. An Assistant Shift Manager or higher must top sign any fill that contains \$5,000 denomination cheques or above before it is brought to the table by a Security Officer.

CREDITS (REMOVAL OF GAMING CHEQUES FROM A TABLE)

1. When the Security Officer arrives at your game with the Request for Credit (three part form consisting of the original, duplicate, and triplicate), the exact amount of cheques to be removed shall be proven by you to the Floorperson and security officer and placed in the cheque carrier.
2. You must verify that the information on the Request for Credit is correct:
 - A. Date, Shift, Pit, Game Type, Table Number;
 - B. Amount of each Denomination of Gaming Cheques;
 - C. Total of all Denominations of Gaming Cheques.

- 
3. The Request for Credit is then signed by the Floorperson, you, and the security officer. The pink copy shall remain on the game in public view. The security officer passes the original and the triplicate along with the cheques to the Cashier's Cage.
 4. The security officer shall return from the Cashier's Cage with the original CREDIT SLIP ACKNOWLEDGMENT signed by the cashier who accepted the cheques. The Floorperson shall check the original against the pink copy in the presence of the security officer and if they agree, Dealer shall deposit them in the drop box.
 5. A second Floorperson (or higher) must top sign any credit that contains \$500 denomination cheques or higher before it is brought to the table by a Security Officer. An Assistant Shift Manager or higher must top sign any credit that contains \$5,000 denomination cheques or higher before it is brought to the table by a Security Officer.

MARKERS

A marker is pre-approved established credit line for a customer. When a customer asks for a marker for a certain amount, the Dealer should notify the Floorperson immediately. The Floorperson will then bring a marker to the table, which comes in a triplicate form. The Dealer checks the amount, date, and table number of the marker. The marker will be pre-signed by the Floorperson. After checking, the Dealer will sign the marker (first initial, last name, license number), then cut the cheques for the marker amount on the form. The Dealer will then obtain approval from the Floorperson, who will place the marker next to the cut cheques. Then, the Dealer will send the cheques to customer and drop the copy of the marker given to him/her.

INSPECTING THE CARDS

1. The Floorperson or above will distribute, when necessary, the appropriate number of decks of cards.
2. Dealers will remove the cellophane from decks, **but may not break the seals.**
3. The Floorperson will break the seals on all decks and place cards face down on the table to indicate their color.
4. The Floorperson will inspect each deck at the table before the Dealer performs their inspection. The Dealer may begin their inspection as each deck is completed by the Floorperson.

- 
5. The Floorperson and Dealer will inspect each deck to make sure the cards are sorted into sequence and suit, ensure all cards are in the deck and the cards are free from defects and flaws. Once placed on the table, no deck or single card will be removed from that table (except by the Floorperson or above). If a card(s) needs to be replaced, the Floorperson or above will obtain replacements from [REDACTED]. This must be done on the table, showing any Players present our actions.
 6. The inspection by the Floor and Dealer will be done in the following manner:
 - a. Each deck is spread on the layout face up forming one row in front of the Dealer to expose each card. The cards are visually inspected to ensure that all of the decks are completed and have no defects.
 - b. Spread Cards face down and Fan each deck from left to right then right to left. To inspect the back of the cards.
 - c. Any cards flawed, scratched, nicked, crimped, discolored or marked in any way are to be brought to the Floorperson or above attention.
 - d. All of the decks will be inspected in the above fashion.
 7. After each deck is checked, they will be placed into the shoe (MD-3 games). They should be staggered (standing up and sideways) for ease in removing them to be fanned later. Other games may fan the decks immediately after being inspected.
 8. For games with the **MD-3 shuffler** (16 decks - BJ/MB):
 - a. Once 8 decks have been checked and placed into the shuffle machine, the process can begin to check the other 8 decks. As each deck is being checked, they may be fanned immediately face up after being inspected.
 - b. After the inspection process, the 8 decks of cards will remain fanned face up until a patron has been afforded an opportunity to inspect the cards. If they 8 decks are reshuffled, they will remain face down.
 - c. When a patron has given approval, each deck will be picked up and placed beside the shoe in single piles.
 - d. Once all the cards have been picked up, riffle twice, and wash two decks at a time.
 - e. Place the two decks in the discard rack.
 - f. Follow procedures "d." and "e." until all 8 decks are in the discard rack.
 - g. After Floorperson approval, load the 8 decks into the MD-3.
 - h. Begin to fan the **second** 8 decks in the discard rack, onto the layout face up for patron approval. Follow the same procedures from the first 8 decks to shuffle cards. Once the MD-3 has finished shuffling, Floorperson approval is needed to load the 8 decks and remove the shuffled cards to begin dealing.

- 
- b. Once a patron gives approval, put one deck in the discard rack and turn the other one over, riffle twice and wash.
 - c. Once the wash is complete, the deck may be loaded into the shuffling machine.
 - d. Repeat with the second deck. However, instead of loading into the machine put in the discard rack.
 - e. Bets can be placed and the game may begin.

10. For games without shuffle machines:

- a. Follow the same procedures from above to ensure the cards are suitable for play. After checking each deck, fan them on the table face up for patron approval.
- b. Once approval is given, riffle twice and wash two decks at a time until all 8 decks are in the discard rack.
- c. Once the cards are back in the discard rack, follow the Multi-Deck (manual) shuffle procedures.

11. The bag will be signed by the Dealer and Floorperson (with license number), the empty boxes will be placed into the bag and the bag will be placed into the appropriate storage area.

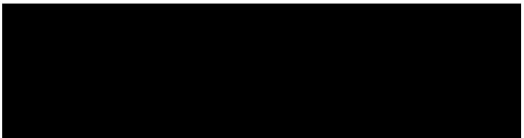
CANCELLING CARDS

Upon removing the old day's cards, the floorperson will cancel the cards by running a black magic marker along the side. The cards will then be bagged, the label filled out and stored in the used card drawer in the Pit Stand

OPENING THE GAME

Upon the dealer(s) arrival:

1. Unlock the tray, based on key availability in the pit (Floorperson).
2. Count down the bankroll/rack. The table bankroll is now physically counted by the Dealer in the presence of the Floorperson and verified against the opening table inventory slip (the "opener").
 - A. Remove all \$100 cheques and above from the rack, one color at a time, verify against the T.I.S. and place back into the rack. Prove the remaining cheques


\$25 and below, by aligning them next to the proven \$100 cheques and above that are in the rack.
B. Any remaining cheques or coins that do not make up a full stack must be either counted in the tray by using spacers, or cut out in front of the tray for proof.

3. The opener is now checked to ensure the following are correct:
 - A. Date, Shift, Pit, Game Type and Number;
 - B. Total amount of each denomination
 - C. Final total of all denominations;
 - D. Signatures and employee numbers of the outgoing Floorperson and Dealer.
4. The Floorperson and Dealer upon verifying this entire process will then sign the opener and the Dealer will drop this document in the drop box in the presence of the Floorperson.
5. Dealer must sign his/her first initial, last name and license number.
6. Verify and approve bankroll in TT (Floorperson), and then open the game in Table Touch.
7. CARDS:
 - A. Pre shuffled - The dealer will spread the pre shuffled cards on the table until a guest arrives for play. If a guest is waiting for a table to open, the dealer will feed the vaulted cards into the shuffler and bring out the set the Floorperson already placed in the shuffler machine.
 - B. After receiving the six or eight decks of cards at the table, the Dealer and Floorperson shall inspect the cards, according to procedure and with caution, due to the security risk involved.

CLOSING THE GAME

1. When the Floor Supervisor notifies the Dealer of his/her game closing, the Dealer shall bring up his/her float cover and place it over their bankroll.
2. The float cover is now removed from the bankroll and placed in the center of the layout next to the rail in the presence of the Floor Supervisor.

- 
3. In the presence of the Supervisor, the Dealer shall remove all cheques from the rack one denomination at a time. The Dealer shall call out the amount of each denomination starting with the highest. The Floorperson shall record each amount on the T.I.S. When the T.I.S. is completed and totaled, both the Dealer and Floorperson shall verify the accuracy of the closer/opener slips as to date, shift, pit number, game number, amounts, and total.
 4. The Dealer shall call out the amount of each denomination, starting with the highest. The supervisor shall verify the amount and record it on the closer/opener slips. When the slips are completed and totaled, both the Dealer and Supervisor shall verify the accuracy of the closer/opener slips as to date, shift, pit number, game number, amounts and totals. If correct, the dealer shall sign the slip and then the supervisor shall sign it.
 4. Another Floorperson shall verify the accuracy of the closer/opener, top sign it and take the bottom copy. The Floorperson shall then separate the remaining copies and the Dealer shall put the closer (white copy) in the drop box. The opener (yellow copy) shall be put in the tray in the upper left corner.
 5. After the closer has been dropped and the opener is placed under the lid and locked, the Supervisor will close the table in Table Touch.
 6. All gaming equipment (shoe, paddle, reserve signs, cut cards and other gaming supplies), shall be locked under table.
 7. The cards that were last in play shall be canceled and counted. The cards from the shuffler shall be cancelled but not counted (provided the shuffler reflects the correct number of cards). The dealer and then the Floorperson will sign the card cancellation slips and card bags. The Floorperson will bag the cards with the respective slips.
 8. The Dealer shall double check the security of the bankroll lid and ensure that all dealing equipment is locked in the drawer on the game prior to leaving the game.
 9. Once a dealer has counted and signed for a bankroll, they cannot leave the table until it has been locked. They MUST wait for it to be locked before they can go on break, go home, go to their next game or whatever the case may be - NO EXCEPTIONS.



GENERAL CASINO POLICIES

1. Smoking, gum chewing and eating are not allowed in the Pit.
2. Cursing or sarcastic remarks on the game shall not be tolerated.
3. Do not handle customer or house money unnecessarily. At an empty table, dealers may not go to the bankroll for any reason unless instructed to do so, or if permission is obtained from the Floorperson.
4. Dealers must take their breaks in designated areas only. Do not loiter in public areas. Removal of ties and aprons should be in designated break areas only.
5. Be on time for your assigned shift and when returning from breaks. All Dealers must be on their scheduled table five minutes before their specified start time. Relief Dealers are responsible for ensuring that all other Dealers on their relief "string" are present before leaving the pit for first break.
6. When relieving, leave the pit promptly through the designated exit. No conversation may take place unless it is important information needed for running the game.
7. Nothing should be brought into pit area.
8. Players should always be addressed as "Sir" or "Ma'am" or by saying "Mr.", "Miss", "Ms.", or "Mrs." and an initial. There may be instances where a guest will prefer to be addressed by their first name. In this case, it is acceptable.
9. Follow a Supervisor's instructions and corrections without questions; if you have a question, resolve it after leaving the table away from the view of the guest.
10. When the game has action, pay attention to the layout and be ready to handle customer needs.
11. There should be no telephone calls or messages received in the pit during working hours. Messages may be accepted and relayed only in emergencies.
12. Maintain an alert and courteous attitude at all times. If player needs instruction as to

how the game is played, be as helpful as possible, but do not instruct player on how to bet his/her money.

13. Face the front of the game at all times.
14. There should be no talking between dealers on separate games.
15. Never argue with a customer. All complaints should be turned over to the Floorperson, immediately.
16. Never show disrespect toward fellow employees.
17. No outwardly inattentive posture that might discourage players from coming to the game shall be acceptable.
18. If any situation or problem arises that you do not know how to handle, call a Floorperson for assistance.
19. Never take anything from a player's hand.
20. When a player is leaving the game with an amount of any color cheques they can carry comfortably, let them do so. Do not stop the game and offer a color change. If the player asks for color change, oblige him/her without question.
21. Ask patrons politely to remove pocketbooks, purses, bags, token cups, etc., from the table. If customer resists, call the Floorperson to handle the situation.
22. The Floorperson shall be responsible for asking patrons to stand if not playing, not the Dealer.
23. Greet or acknowledge all new players.

TOKES

1. Soliciting of tokens is **STRICTLY PROHIBITED**.
2. Both the bet and payoff on all winning token bets must be taken down. Token bets may not be "parlayed".
3. Do not place \$100 cheques or higher in the token box without the pit manager's approval.
4. Color changes for tokens should be made by the Dealer with verification by the supervisor.
5. Always pay the token bet after the customer's bet, not before.
6. Winning token bets may be tapped once lightly on the token box before being dropped. With eye contact, personally thank the guest for the token.
7. If a customer throws in a token and does not specify that Dealer bet the token or give the Dealer the option to bet or keep the token, the token must be put into the token box. If the customer gives the Dealer the option to bet or keep the token, the Dealer must put the token in the token box.
8. Token bets at customer's discretion may be insured, split or doubled down. The same rules apply to token bets as player bets.
9. If there is a push, the Dealer will leave the token bet for the next round of play.
10. Maximum token bet a player may make for a dealer is 10% of the table max if the player is



betting the table maximum. If the player is not betting table maximum, then the total of the player's bet and the dealer's token may not exceed table maximum.

The material included in this PDF document constitutes a 'fair use' of any copyrighted material as provided for in Section 107 of the U.S. Copyright law which allows for education, teaching (including multiple copies for classroom use), scholarship, or research and is not deemed an infringement of copyright in the eyes of the law.

§ 107 . Limitations on exclusive rights: Fair use⁴⁰

Notwithstanding the provisions of sections 106 and 106A, the fair use of a copyrighted work, including such use by reproduction in copies or phonorecords or by any other means specified by that section, for purposes such as criticism, comment, news reporting, teaching (including multiple copies for classroom use), scholarship, or research, is not an infringement of copyright. In determining whether the use made of a work in any particular case is a fair use the factors to be considered shall include—

- (1) the purpose and character of the use, including whether such use is of a commercial nature or is for nonprofit educational purposes;
- (2) the nature of the copyrighted work;
- (3) the amount and substantiality of the portion used in relation to the copyrighted work as a whole; and
- (4) the effect of the use upon the potential market for or value of the copyrighted work.

The fact that a work is unpublished shall not itself bar a finding of fair use if such finding is made upon consideration of all the above factors.