



POLICIES AND PROCEDURES

ROULETTE

EFFECTIVE DATE: 1/05

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GENERAL POLICIES

1. Gambling on breaks is prohibited.
2. Returning late from breaks will not be tolerated.
3. Uniforms.
 - A. Apron, vest, bow tie, and name tag are provided by [REDACTED]. Name tag must be worn chest level on left side of vest.
 - B. Dealers in any public area of the hotel will be fully uniformed: collar and vest buttoned, bow tie in its proper place around the neck, apron, and name tag.
4. Required Appearance. Must be business-like.

MEN'S PANTS and WOMEN'S SLACKS:

Must be black in color and made of dress material.

Tailored skirts no shorter than 3 inches above the knee.

NO ruffles, leather, denim, stretch knit, or corduroy. NO stirrup pants.

MEN'S SHIRTS and WOMEN'S BLOUSES:

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

SHOES:

Must be solid in style (no open heel or toe) and solid black in color. Shoes must be well maintained.

SOCKS and HOSIERY:

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

ACCESSORIES:

No jewelry on hand working wheel head.

No nail polish.

Management reserves the right to determine what is business-like appearance

GENERAL POLICIES (cont'd)

5. Fraternalization of an employee with a customer outside of the Company is not permitted without Shift Manager approval.
6. In order to prevent customer complaints and suspicions, dealers must spend their relief periods in the dealer's lounge or [REDACTED] and not loiter in any public areas of the hotel.
7. When a hand is raised to the mouth to cover or stifle a cough or yawn, only the back of the hand is to be placed over the mouth.
8. Leaving the hotel premises while on shift is prohibited without authorization of a Pit Manager.
9. Conduct yourself always in a manner that reflects credit on the [REDACTED] and encourages others to do the same.
10. When a drink is spilled at a table, cleanup will be the responsibility of the dealer. This cleanup should be accomplished in as efficient a manner as possible while at the same time maintaining surveillance of the entire game and of the players insofar as this is possible.
11. For any additional policies not covered here, refer to your [REDACTED] Employee Handbook.

OPENING TABLES /COUNTING THE BANKROLL
COUNTING THE BANKROLL (OPENER)

1. The dealer and floor supervisor are responsible for the counting of the bankroll and verifying the count on the table inventory slip.
2. Check the table inventory slip for the following:
 - A. Game type and table number
 - B. Total amount of each denomination
 - C. Final totals of all denominations
 - D. Signature of the outgoing supervisor, dealer, and employee numbers.
3. If there are discrepancies, the floor supervisor will advise the pit manager IMMEDIATELY.

MAKING CHANGE - CURRENCY/COLOR

1.
 - A. DO NOT call \$100.00 small.
 - B. CHECK CHANGE is taking to a lower denomination. COLOR change is taking checks to a higher denomination. Obtain the floor supervisor's acknowledgment for \$100 or more.
 - C. CHANGE will be called out for currency received from player. Obtain the floor supervisor's acknowledgment for \$100 or more BEFORE checks are taken from the check tray.
 - D. DO NOT allow any transactions to take place over the wheel head.
 - E. Only one color check may be issued to any one player. Not more than one person may play a color.
 - F. A player must purchase at least a full stack of table minimum checks.

EXCEPTION: After original buy-in a player will be allowed to purchase short stacks if play is continued.

2. When making change for currency:
 - A. Count down the currency face up and in front of the wheel head. Audibly state the amount.
 - B. Currency breakdown:
 - (1) \$100 bills
Count out in five (5) vertical rows of five (5) that slightly overlay making a total of \$2,500. Place this bundle upside down in front of the drop box paddle. Each subsequent bundle of \$2,500 is to be placed at right angles to the previous bundle.

MAKING CHANGE - CURRENCY/COLOR (cont'd)

(2) Bills (other):

Large amounts of lower denomination will follow the same procedure as mentioned above.

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

*50's only are in columns of four (4) bills down - 5 across. Insure all counts have been verified by a floor supervisor.

- (3) When count has been verified by the floor supervisor, cut out checks in front of the wheel head.
- (4) Drop currency after checks are given to customer.
- (5) Under no circumstances is more than one buy-in to be transacted at a time. When making change, take the proper procedure and deploy checks one transaction at a time. Each buy-in should have the cash or checks dropped or stacked at the completion of each transaction.
- (6) The dealer must never pass checks or money directly from his/her hands into customers' hands.
- (7) Change must be handed off, on the layout, by placing it in front of the customer.
- (8) The dealer must clear his/her hands after handling currency or house money.

MAKING CHANGE - CURRENCY/COLOR (cont'd)

3. When making change for checks or non-value checks either up and down:
 - A. Call out to supervisor before bringing in any non-value checks.
 - B. Count down the checks in front of wheel head and call out the amount.
 - C. Cut out the checks from the wheel head between the checks being colored and the check tray before giving to the player.
 - D. Place "colored" checks in the check rack.
 - E. No silver should be put on wheel head for change.

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

CHECK CUTTING

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

EXAMPLE:

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

NOTE: When handling \$1,000.00 and \$5,000.00 checks, always prove the last stack of five checks 2 - 2 - 1.

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

EXAMPLE:

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

TOKES

1. Soliciting 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. Color changes for tokens should be made by the dealer with verification by the supervisor.
4. Always pay the token bet last. As a courtesy and in accordance with procedure, pay the customer first.
5. Winning token bets must be tapped quietly once or twice on the layout before being dropped.
6. When a player throws in a token, it must be dropped. If a player gives you the option of playing or dropping a token, you must drop it into the drop box. Politely explain to the player that once we are given the option to play or drop the token, we must drop it.
7. Never transfer tokens from hand to hand. If you pick up a token with your right hand, lay the token in front of the tray, clear the left hand and drop the token with the left hand.
8. Never drop black checks (\$100's) without the consent of the floor supervisor.
9. Inside maximum token bet is \$25 per player, per number/section.
Outside maximum token bet is \$100.00 over table maximum.

MARKING CHECK VALUES

1. When a player buy-ins for non-value checks, a color check representing the buy-in will be placed in the rack attached to the left side of the wheel head, and a lammer indicating the stack value placed on top.

The value of the chips will be five times the number indicated on the lammer; a "20" lammer indicates \$1.00 chips, a "100" lammer indicates \$5.00 chips and so on.

2. It is the dealer's responsibility to ensure the proper amount of lammers/markers are indicated as to checks being played. When a color is surrendered or play is discontinued by the player using the color, the lammer/marker is to be taken down immediately.
3. A dealer being relieved must alert the incoming dealer as to check values or any change in the table minimums.

SPINNING THE BALL

1. Dealer should time the spin of the ball to the table play.
2. The wheel head should move at a reasonable rate of speed, and should not move at any identical speed consistently. Wheel head speed should be varied, and release point and speed should be varied each spin or roll. Wheel head speed should not be at a speed where reading the numbers is difficult to players and floor supervisor.
3. When there is any doubt about a bet, the dealer must clarify the bet with the player.
4. Under no circumstances is a ball to be used when it has been handled by a player. Any ball coming out of the wheel head touched by any other person than the dealer must be given to the floor supervisor before being returned to the game.

WHILE BALL IS SPINNING

1. The foremost responsibility of a wheel dealer while the ball is spinning is to concentrate on the layout.
2. After spinning the ball, turn slightly toward the end of the layout. From this position the dealer will have full view of the complete layout. The dealer will watch the layout and adjust any misplaced, uncertain or over the limit bets.
3. Practice and experience will enable the dealer to know when the ball is about to drop. At this time the dealer will indicate "NO MORE BETS" with a waving motion over the layout and ANNOUNCE "NO MORE BETS". Any bets after this will be returned to the players.

Dealer will stand facing table and layout when picking up checks.

4. Dealer is not, at any time, while ball is spinning and in the track to obstruct, or to stop the rotation of the ball.
5. When there is no play on the wheel and the game is dead, the ball is to be removed from the wheel head and placed on the layout by the wheel.
6. Dealer must make every effort to check any large bet, before the ball drops, to make sure it is not over the table limit.
7. Change should never be made while ball is in the track. Politely inform player, "Sir/Ma'ma you must wait until next spin."

WHEN THE BALL DROPS

1. When the ball drops, a dealer should be particularly alert that no column, section, outside or/and any other bets are slipped on to the layout. When there is any doubt about any bet, dealer should call the Floor Supervisor immediately and before making any payment.
2. Do not turn head completely in the direction of the wheel head to see in what number the ball has dropped.
 - A. By using a slight movement of the head and glancing into the wheel, a dealer will be able to see where the ball has dropped and still detect any adverse moves made by the players.
 - B. The dealer must always indicate the winning number by placing a marker open hand, palm up in the appropriate square on the layout. If there are checks on the number marked, the marker should be placed on the top of the checks. The marker must remain on the number until all winning bets, both inside and outside, have been paid.
3. It is the dealer's responsibility to know when a ball is about to drop. A dealer should be alert and should be able to detect if ball is or has been tripped by any outside object. Persons standing near, or hovering over the wheel head should be watched.

AFTER THE BALL DROPS

1. Push checks away from winning number prior to cleaning layout.
2. Clean layout from the bottom, columns-outside-third dozen, and in toward the wheel head.
3. When cleaning the layout, stack up ONLY when checks are needed for payoffs, or when checks are highly stacked-by colors. Pick up with the right hand only, while the left hand is sweeping and cleaning the layout.
4. Count down checks on winning number. If bets are more than five (5) checks of any one color, stagger stack in units of five (5) and stagger by colors.

If amount of checks are 20 or more, stack the 20 in a straight stack and stagger odd amount.

5. When picking up cleared checks, if a player needs change or requires the dealer to place a bet for him/her, take care of the customer first.

PAYOFF PROCEDURES

1. All outside bets (columns, even money, dozen or section bets) will be paid from the bottom of the layout toward the wheel head.
2. If a player has several bets, and a combined total cannot be easily reached, each payoff is to be made separately and explained to the customer and floor supervisor. If bets are to be paid separately, the order in which the bets should be paid are:
 - A. 6 numbers (5 to 1 bets)
 - B. 3 numbers (11 to 1 bets)
 - C. Corners (8 to 1 bets)
 - D. Splits (17 to 1 bets)
 - E. Straight-up (35 to 1 bets)
3. Bets should be paid from the top color down. All bets of the same color should be paid at the same time.
4. Payoffs on any outside bets must be paid from either a stack located next to the dealer, or from checks swept from the layout to the front of the dealer. At absolutely no time will outside bets be paid from the layout while the layout is being swept or cleared.
5. All outside bets should be sized into, and throwing or tossing of checks will not be tolerated.
6. When paying outside bets, take enough checks to make the payoff. Do not make partial payoffs under any circumstances.
7. When making any payoffs on inside bets, place the payoff in front of the customer and off the printed portion of the layout.
8. When a player makes a claim that he was shorted on the outside, and a different color chip appears under the top color chip and was not noticed by the dealer, notify the floor supervisor and he will call surveillance to make sure no new bet was added or capped.

MINIMUM AND MAXIMUM BETS

1. It is your responsibility to know minimum and maximum bets when going onto a game. Minimum and maximum bets for any given game will be indicated on the table limit sign located on each game.
2. If a player plays less than the minimum bet and the dealer is not aware of it, pay on amount actually bet and notify the player of the minimum that must be placed.
3. If a player plays more than the maximum table limit and the dealer is not aware of it, the maximum table limit will apply. If the player wins or loses the bet, the bet must be counted down and ONLY the maximum table limit will be paid or taken.
4. Permissible inside bets may not exceed, on any one bet, \$200. The allowable limit for inside bets are \$200 flat, any way you can reach a number.
5. Permissible limits on any outside proposition (even money) is \$10,000.00.

Any two to one proposition - \$5,000.00
6. A player may make maximum wagers on both inside and outside bets at the same time.
7. Only designated and common bets will be permitted. No conditional bets will be permitted.
8. When two or more people are playing at the game and one bankroll is being used, each player will be allowed their own bets, provided the maximum table limit per bankroll is not exceeded.

RESPONSIBILITIES OF A CHECK MUCKER

1. On busy games, at the discretion of the Pit Manager, check muckers may be assigned to assist the dealer.
2. Dealers and floor supervisors are responsible for the training and development of check muckers in the performance of their duties.
3. Dealers are responsible to keep conversation to a minimum with assigned check muckers, and only briefly when applicable to a game situation.
4. Dealers and check muckers are expected to display a high degree of teamwork on the game and to work, to the degree possible, as a unit.
5. Dealers and check muckers are expected to report any unusual problems to a floor supervisor. It is the responsibility of the floor supervisor to make any major corrections needed.
6. Dealers are expected to refrain check muckers from handling, (while mucking) denominational checks, and to concentrate their efforts on wheel chips and less tokens.
7. Dealers and check muckers must face the layout of the game at all times.
8. As the ball drops the check muckers should watch the layout as the dealer verifies and marks the number. After the number has been marked, the check muckers should verify that the correct number has been marked by glancing into the wheel head.

CURRENCY BETS

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

If the player objects to touching or checking the bet, leave it as is. Call out, "Money plays, as it lays to the limit" OR "Money plays up to and including the limit", and wait for verification from the floor supervisor before spinning the ball.
2. The maximum table limit will be paid or taken - if it plays for the limit.
3. Currency from a losing "Money plays" bet will be placed in the check rack. When the hand is completed, count the currency in front of the drop box paddle and QUIETLY inform the floor supervisor of the amount.
4. Players are not allowed to switch checks for a lost currency bet.
5. Be alert to the fact that a player betting paper money might pick up the money and run if the bet is lost.
6. Dealer must not allow any currency bet on any inside proposition. Any currency placed on the inside of the layout must be changed before the bet can be made.
7. If a player tosses currency onto the layout without evident intention of betting, dealer should call out, "NO BET" and proceed to bring in currency immediately, then ask the player what he/she wishes.
8. A dealer may not be relieved while ball is spinning or while in the process of taking and paying bets.
9. If a player is betting denominational chips, and another player wishes to play chips also, the second player is required to use roulette checks.
10. If player wants to bet a portion of a bill, make change before the ball is spun. If the ball is spinning and dealer does not have time to make the change, dealer must call out "NO BET".

GAME PROTECTION

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

1. Never turn your back on the bankroll, even if you have a dead game.
2. If you have any doubts or suspicions on any moves that are being made by a player, bring it to the attention of a supervisor immediately.
3. Watch any player handling money or putting their hands near or over their checks in the betting area.
4. Call out "CHECKS PLAY" when dealing to any bet of \$100 or more. After the supervisor has been made aware of the action, it is no longer necessary to repeat.
5. When any situation arises that a dealer cannot handle, call a floor supervisor.
6. If two players claim the same bet, call a floor supervisor and abide by his/her decision. Keep a close watch to avoid a re-occurrence. Refrain from any arguments.
7. When there is any doubt about a bet, call a floor supervisor.
8. Dealer should be alert to the possibility of a player attempting to walk away with roulette checks and to recall the player immediately. If the dealer is unable to recall the player, notify the floor supervisor and give the color value, amount of the checks, and a brief description of the player.
9. It is a dealer's responsibility to refrain players/observers from leaning on the glass around the wheel head.
10. High value gaming chips are not to be used without approval of a floor supervisor.

CONVERSIONS

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

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

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

Use Good Common Sense

Once again, remember to deal cleanly and clearly. When it becomes necessary to total or convert, verbalize all such transactions to the supervisors and to the player. Communication between you and your floor supervisor is essential for a clean and clear conversion.

Color Conversion

Converting lower value checks to high value checks.

Partial Conversion

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

Total Conversion

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

The general guidelines for payoffs and conversions are:

1. To pay color for color unless it becomes absolutely necessary to convert.
2. Do not convert a player into \$100 denomination or above without the consent of a floor supervisor.
3. When checks are cut down for a conversion, the checks should be left cut down until the entire transaction is complete.
4. Supervisors have the authority to deviate from general guidelines under unusual circumstances.

FILLS

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

1. The dealer will verify that the total amount of chips placed on the table by the chip runner is the same as the total amount indicated on the fill slip, and that if more than one denomination of chip is involved, that the total of each denomination is correct. Verify by proving one stack from each denomination of chip involved in the fill, exclude silver.
2. No chips are to be placed in the chip rack until the verification procedure has been completed.

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

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

Date
Shift
Time
Game #
Pit #
Supervisor Signature

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

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

CREDITS

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

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

If satisfied that the credit slip is accurate:

1. Cut out the correct amount of checks requested on the slip.
2. Floor supervisor will verify checks and place correct amount in lammers on the layout.
3. The dealer will sign credit slip, place the checks in the rack and the rack(s) in the carrier.
4. Floor supervisor will sign credit slip.
5. Security will sign credit slip.
6. The yellow copy will be placed by drop box paddle, face-up, unfolded with lammer buttons until a credit acknowledgment slip is received from the Cage.
7. Acknowledgment will be checked against original credit slip, signed by the dealer and floor supervisor, and then dropped into the box along with the yellow copy of the credit slip.

MARKERS

The following procedures will be used for both:

1. MARKERS - Taken against a credit line

CUSTOMER DEPOSIT WITHDRAWALS

2. The term, "marker" will be taken to mean either type of transaction.
3. Upon the floor supervisor's instructions and placement by the floor supervisor on the layout, of lammer buttons totaling the amount of the marker requested, the dealer will cut out the chips in the prescribed manner on the layout in front of the wheel head, and upon approval by the floor supervisor will set off the chips to the customer and place them on the layout in front of the customer between the betting area and the table railing. Lammer(s) will go ON THE WHEEL HEAD FLAT, UNTIL DOCUMENTATION IS COMPLETED.
4. The dealer will verify the marker has been signed, and will then check the counter check/redemption/issuance document for correctness of the following:
 - A. Date
Shift
Time
Game #
Marker Total
Supervisor's Signature

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

- B. Game #
Date
Customer Name
Amount
Floor Supervisor's Initial
5. Upon verification of the items listed in #4, the dealer will then sign the counter check/redemption/issuance document, initial the table card, and remove appropriate lamer from the wheel head. The dealer will detach "I" (issuance) portion of the document, return document, table card, and lammers to supervisor and drop "I" slip in drop box.

REDEMPTIONS

1. When a player indicates he or she desires to redeem a marker or a cash deposit withdrawal, the dealer will get the attention of the floor supervisor, and upon the floor supervisor's approval will bring in the chips and count them down in the prescribed manner, place in front of drop box, and place the lammer buttons provided by the floor supervisor on top of the chips.
2. Upon the return of the floor supervisor with the document of redemption and it's presentation to the dealer, the dealer will then move checks to center of the table, remove lammer buttons and place them on the layout, break down checks, and then check the document for correctness of following:
 - A. THE DOCUMENT
 1. Game and table number
 2. Date
 3. Shift
 4. Time
 5. Amount Agreement with Chips Set In
 6. Floor Supervisor's Signature
 - B. THE TABLE CARD
 1. Game & Table #
 2. Date
 3. Amount Agreement with Chips Set In
 4. Floor Initials
3. Upon verification of the items listed in #2, the dealer will sign his signature to the document of redemption on the line provided and initial the table card. Detach the "P" (redemption slip) and drop in the drop box. Return the document, table card, and lammers to the floor supervisor.
4. If the checks set in to pay a marker on a different game:
 - A. Dealer will begin procedure as #1 dictates.
 - B. The floor supervisor or pit manager will return with a chip rack and the dealer will break down chips and load them with lammer in to rack.
5. If chips are coming to the game from another for redemption:
 - A. The floor supervisor/pit manager will present rack to game.
 - B. Dealer will take chips from rack, prove amount and place chips with lammer near discard rack as described in #1. Floor supervisor will return with appropriate paperwork to complete transaction as described in #2 and #3.

DEALER BEING RELIEVED

1. Should you receive a break after less than 60 minutes of dealing time, you should check with your supervisor to find out whether or not you should indeed be on a break.
2. If you believe that your break is overdue, notify your supervisor.
3. Continue to deal until the relief dealer is physically at the table.
4. The incoming dealer should enter the game from behind and to the left of the outgoing dealer.
5. When leaving the game, the outgoing dealer will clear his hands showing palms up and fingers spread..
6. Do not turn over your game to another dealer until all work has been completed for a given spin.
7. At start of shift the relief dealer should always verify all the dealers in his string are present. This is done before relieving the first break.

CLOSING GAMES

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

1. Alert floor supervisor that you are bringing the lid up; wait for verification.

NOTE: You are still responsible for the rack. Try to keep it in sight as much as possible.

2. Place lid on rack as secure as possible. Do not leave your game at this time. A pit manager will come and properly close the game.
3. When instructed by a pit manager, remove lid and prepare to assist the pit manager in properly closing the game as quickly and efficiently as possible. Dealers will follow along with supervisors counting the game for accuracy of count.
4. After verification of:
 - a. Table number
 - b. Shift and time
 - c. Date
 - d. Denominations are properly marked and amount is correct
 - e. Total
 - f. Pit manager's name and employee number

You now sign the slip with your name and employee number.

5. Place closing slip in rack properly so it covers as little of larger denomination as possible, but visible enough to check closing slip.

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