

Table of Contents

Introduction

Equipment and its Proper Use

General Procedures and Conduct

Job Description
Customer Relations
Game Protection
Dead Game
General Policies

Stickman Responsibilities and Procedures

General Duties
Start of the Game
Duties & Game Protection
Invalid Rolls
Handling the Stick
Proposition Bets
Proper Dice Calls

Making Change

Change for Currency
Change for Checks
Color Change
Proving Checks

Base Dealer Responsibilities and Procedures

Proper Check Handling Procedures
Handling Large Denomination Checks
Making Change
Issuing Credit
Marker Payoffs or Color Changes
Call Bets
Outside-In Dealing Order
Paying Different Bet Types

Introduction

Being one of, if not the most, complex games offered here at [REDACTED] craps could also be the most intimidating for a newcomer or novice dice patron. It is our goal to reduce the complexity and intimidation factor by offering and adhering to our House Procedures and Policies. By implementing these procedures we want to create a pleasant and positive gaming experience and atmosphere for both the experienced and beginning craps players.

A smooth running dice table is dependant upon a team effort by the dealers, supervisors and management. This can be achieved a number of ways, first and foremost would be by having excellent communication skills, and by dealing a procedurally accurate game to ensure game and team member protection.

The attitude here at [REDACTED] has always been to promote a friendly gaming environment and a fun experience to our gaming patrons. This can still be done while maintaining the integrity of the game and ensuring the safety of table.

Equipment and its Proper Use

Dice

1. A set of at least five dice will be used on all crap games. CONTROL OF THE DICE IS THE RESPONSIBILITY OF THE STICK PERSON.
2. All dice will remain in view of the dealer at all times. Any time a die goes OUT OF SIGHT either by a player removing the dice from the table or by throwing the dice off the table, the die in question should be inspected by the boxperson before returning into play.

Dice Bowl

1. The bowl is to be placed against the mirror directly in front of the stickperson.
2. Dice not in play should be kept in the bowl during play on the game.
3. When returning dice into play from the bowl, dice will be DUMPED out of the bowl in the area in front of the boxperson.
Dealers will NOT remove dice from the bowl with their hands.

The Stick

1. The stick is used by the stickperson to deliver the dice to the player for shooting and to retrieve the dice once they are thrown.
2. The stick may also be used as a pointer to indicate which player is to receive a payoff. The stick should be pointed to the apron in

front of the appropriate player and NEVER pointed directly at the player.

3. The stick can be a potentially dangerous instrument. Proper handling of the stick is essential at all times.
4. Never bend the stick with both hands, as some sticks break easily.

General Procedures and Conduct

Job Description

1. Perform dealing services at assigned craps table in accordance with established policies and procedures.
2. Follow all company policies as set forth in the General Procedures and Rules of Conduct manual.
3. Follow Customer relations' policies at all times.
4. Always conduct yourself in a manner that reflects on the [REDACTED] and encourage others to do the same.
5. Assist customers in playing and insure adherence to established policies and procedures.

Customer Relations

Dealers must recognize that one of the [REDACTED] prime assets is its long-standing reputation for friendliness and courtesy. This reputation is one of the largest advantages that [REDACTED] has over its competition. It is the responsibility of all [REDACTED] employee's to see that this standard of customer relations is maintained.

1. Customer Relation Standards:

- a. Acknowledge all players verbally and with eye contact and a smile when they approach the game as well as when they leave a game. Conversation is encouraged and is part of your duties.
 - b. Friendliness and courtesy are the most important attributes we offer. It is the responsibility of every employee to see that these standards are maintained. We expect you to be pleasant and courteous to our players regardless of the size of their bets or the AMOUNT THEY TOKE.
 - c. REMEMBER- Treat people as you would like to be treated when you go somewhere for a visit.
2. Dealers will not attempt to solve any arguments on a game. Do not argue with a Player over rules or procedures. Refer any misunderstandings or complaints to your immediate supervisor.
3. Under no circumstances is a dealer to display anger or contempt at a customer.
4. If a customer or employee of [REDACTED] is suspected of deliberately taking unfair advantage of a game, notify a supervisor immediately.

General Policies

1. Always provide prompt, courteous, and accurate dealing.
2. Never argue with a player.
3. Dealers are not to correct their own mistakes.
4. Change is not to be made from the stickperson.
5. Dice are to hit the end of the table unless the floor supervisor directs otherwise. Mention this to the player on the first offense, but be courteous, particularly when it is obvious that an honest attempt is being made by the player.
6. Watch your end of the layout.

7. No “cross-firing” is permitted when the game has a player even though your end may be dead.
8. Base dealers are not to blatantly “hawk” the dice, a quick glance is permissible.
9. Pay bets as they are. Players will tell you when to press.
10. Call “Change Only” when making change.
11. Do not give special attention to one player and ignore others.
12. The floor supervisor will handle exceptions or special situations.
13. Anytime a die leaves the game or the stickperson loses sight of a die, it must be handed into the boxperson prior to it being placed back into play.
14. Only boxpersons are permitted to drop anything into the drop box.
15. Playing with lammers and value checks is not permitted.
16. Clear your hands before going to your body. No clapping or exaggerated moves are necessary; simply turn palms upward. Clear your hands in the same manner when being relieved from a game, towards the box person.
17. Always face the front of the game and maintain an erect and open posture. Never cross your arms or turn your back from the game.
18. Follow your supervisor’s instructions and corrections. If you have a question or are in disagreement, resolve it after you leave the table.
19. Dealers are expected to pay close attention to their game and customer needs. Do not “casino gaze”.
20. Soliciting tokens is not allowed and is considered grounds for termination.
21. Deal to the Boxperson and surveillance- all transactions should be cut out on the Come Line in such a manner that the boxperson could clearly read (i.e., change, color change, place bets, prop payoffs.)
22. A Stickperson should never make a payoff or bring in chips for a color change for a customer.

Stickman Responsibilities

1. Control of the dice is the responsibility of the Stickperson at the table who will retain all dice, except those in active play.
2. At the commencement of play, the Stickperson should offer the set of dice to the player immediately to the left of third base. If such player rejects the dice, the Stickperson will offer the dice to each of the other players in turn clockwise around the table until one of the players accepts the dice.
3. The first player to accept the dice when offered will become the shooter who will select and retain two (2) of the dice offered. The remaining dice of the set should be returned to the bowl, which will be placed immediately in front of the Stickperson.
4. Upon selection of the dice, the shooter must make a Pass Bet or Don't Pass Bet, after which the shooter will throw the two (2) selected dice so they leave the shooter's hand simultaneously and in a manner to cause them to strike the end of the table farthest from the shooter.
 - a) Be firm but courteous when asking the shooter to hit the wall, etc.
 - b) If a person is shooting on another player's money, move the bet in front of the shooter.
 - c) The shooter must use only one (1) hand when shooting the dice.
 - d) Dice must roll down the table. They must not slide or spin down the layout.
 - e) When going in and out of the shooter's hand, WATCH THE DICE CLOSELY.
 - f) Do not give the shooter the dice with any natural showing.
5. The stick should be held slightly in front of you so that you are ready to negate an improper throw or a "slider". The stick should never be waved around or carried on the shoulder or be used to lean on.
6. When the dice come to a rest from a valid throw, the Stickperson should call out the sum of the numbers on the high or uppermost sides of the two (2) dice.
 - a) The Stickperson is responsible for calling each Dice in a clear, audible voice. The dice must be completely stopped before they are called.

NEVER MOVE THE DICE BEFORE THEY
HAVE BEEN CALLED.

7. Call every number at least twice.
8. Make stick calls that are readily understood, no slang calls.

Stickperson: Duties and Game Protection

1. You are responsible for the dice and the proper shooting of the dice.
2. When the dice are out of the middle, NEVER TAKE YOUR EYES OFF THE DICE. (There is a split second in which you watch the shooters follow through, making sure both dice have been shot, and that the shooter's hand is clear.) There is no distraction that warrants losing sight of the dice when they are out of the center.

Do not allow:

- a) Shooter to take the dice outside the rail.
 - b) Shooter to pass dice to another player.
 - c) Shooter to change dice from one hand to the other.
 - d) Shooter to use two hands on the dice
-
3. Whenever the shooter requests the dice to be changed, the dice that have been in use should be brought back to the center of the table and checked by a Boxperson before being returned to the dice bowl. Then the customer can select another pair.
 - a) After a long roll, the next shooter may request the same dice. This is acceptable only after a Boxperson has inspected the dice and found them to be in acceptable working condition.
 4. Never throw or place checks in the base dealer's layout. Place the denomination checks on the side of the paddle from which they came.
 5. Watch and verify all transactions on the side of the layout where the dice are called, unless directed to do so by the Boxperson.

6. After the Come Out roll, verify that the point has been correctly marked on both sides of the layout.
7. If a die is cocked on chips or against the rim of the table, call the side of the dice that would have been the natural fall had there been no obstruction.
8. The base person should never call the roll unless the Stickperson asks for assistance.
9. A roll of the dice shall be invalid or “no roll” when:

- One or both dice go off the table.
- One or both dice land on top of the bankroll (a fill is to be considered part of the bankroll.) Dealers working stacks are not part of the bankroll.
- One or both of the dice land in the dice bowl.
- For any other reason the dealer or Boxperson, as the case may be, considered the throw to be improper.
- When the shooter throws the dice in the wrong direction.
- When a player, who is not the shooter, inadvertently throws the dice.
- If the dice hit a player, the roll is good unless a player has hindered the natural flow of the dice. For example, the player pushes or bats the dice back in.
- Dice stacked on top of each other-NO ROLL!
- If dealer or Boxperson is skeptical of a roll, dealer or Boxperson may stop the dice and call “No Dice” or “No Roll.”
 - Dealer should make every effort to grab at least one die with his/her hand to eliminate a total of the dice being seen by the players.
 - Dice should be stopped only on rare occasions and utmost discretion should be used. Study the
- shooter; many players do not know the correct way to roll dice.
- The Stickperson should diplomatically correct players, who do not know the correct way to roll dice, of any violations.

10. If a die is shot off the table, dump the bowl and offer new dice to the shooter unless THE PLAYER requests the same dice. If the same dice are requested, a Boxperson must check them before being returned.

a) If one or both dice are shot off the table and cannot be found, the game should not be held up. Offer the

remaining to the shooter and explain the reason politely.

b) It is the responsibility of the Stickperson to notify the Boxperson or Floorperson that a die is down in order to ensure that it is returned to the table within a reasonable length of time.

11. The Stickperson must complete all work before leaving the game, and must also inform incoming Stickperson whom the shooter is.
12. Only the Stickperson will call the dice, unless he/she instructs another dealer to do so because both dice cannot clearly be seen from the stick position.
13. If the dice are hidden behind the chips, a dealer must move the chips so that the customer can see the dice and be satisfied with the call; then set the dice out.
14. If a die is cocked, the Stickperson must call the high side of the die. If there is some doubt from the customers, have the Boxperson make the call.

Stickperson: Handling the Dice Stick

1. The craps stick will be used only to give dice to the shooter, to retrieve the dice once thrown and return them to the "box," and, with the utmost discretion, as a pointer with which to refer a customer or dealer to various parts of the layout.
2. The craps stick may NOT be used for moving the dice boat, pucks or any other object, except the dice. The stick may not be used for setting up or taking down bets.
3. When putting the dice out to the shooter, the Stickperson must be careful to avoid disrupting any bets on the layout.
4. The Stickperson should place the dice directly in front of the shooter. Slide the dice cleanly and quickly to within the player's easy reach. Do not tumble or slam the dice off the wall.
5. While the dice are falling, the stick should be held high enough over the layout that it will be out of the way of the dice.
6. After the dice have been thrown, they may not be touched with the stick until the total has been called at least once.

7. The Stickperson should keep the end of the stick being held as close to the surface of the layout as reasonably possible. This will increase control of the dice and also reduce awkwardness.
8. If one or both dice land in an area inaccessible to the Stickperson, he/she should request the inside dealer to move them to an area which can be reached.
9. When the stick is not in use (as in between rolls). It should be held in a generally vertical position at the side of the Stickperson.
10. The stick may also be used to indicate the customer to whom dice are to be given or to whom a payoff is to be made. In such cases, the stick should be pointed downward toward the apron directly in front of the customer in question. The Stickperson must **never** point the stick directly at the person.
11. Stickpersons must never use the stick in any manner, which could be considered threatening. This includes striking the surface of the table, shaking the stick in another person's face, and the like.
12. Stickpersons must always bear in mind that the stick is a potentially dangerous instrument. Injuries can result from improper stick handling, and caution must always be used.

Stickperson: Proposition Bets

When booking proposition bets, take pride in your ability to book and pay props correctly. The Stickperson should be precise when placing the props. If all bets are properly acknowledged and placed, there will be little opportunity

for claims or mistakes to happen. Call the game in an audible, enthusiastic voice loud enough for everyone at the game to hear, including the floor supervisor.

1. Suggest prop bets, especially on the Come Out roll
2. Repeat all prop bets loudly and clearly so that the players and the Boxpersons are aware of what and how much the bet is, even if the Base dealer has booked the bet.
3. Prop bets should be placed on the layout in relationship to where the player is standing at the table. Make sure every effort to insure proper placement before the dice are given out to the shooter. Once the dice leave the center of

the table, keep your eyes on the dice. **Do not try to set props up after the dice are out.**

4. All prop bets should be broken down (C and E), horn bets, world bets, 3 way craps, etc. before the roll of the dice. If the dice are out and more prop bets are booked, break down the bets before the payments are made to the players.
5. You are responsible for ensuring that all prop bets are within the table limits.
6. Indicate with the stick (don't smack it) the player; call out the amount of the payoff, and what the bet was.
7. You are responsible for marking all hard way bets on any given roll with an "on" or "off" button.
8. The stickperson is responsible for ensuring that both dealers mark the correct point.
9. Call "NO BET THIS ROLL" for any late bet you don't understand.

Proper Dice Calls

1. Call each roll of the dice LOUDLY and CLEARLY
2. Call every number twice, i.e.:
 - a. "Eight, Easy, Eight"
 - b. "Nine, Centerfield, Nine"
 - c. "Ten, Hard, Ten"
3. Call the game according to the action. Calls should and can be used to call the base dealer's attention to any action he/she may have missed.
4. Call a neutral game; don't "root" outwardly for either the Do or Don't side. BE PROFESSIONAL.
5. Once there is a point and the dice are in the middle, advertise "Field Bets, Come Bets and Hard Ways each and every roll." When sending

the dice out, always mention the point. EXAMPLE: "Point is eight, dice are out."

- This tells the Base dealers that the dice are being sent out and alerts everyone on the game that the point is eight.
- All bets are "off", unless called "on".

6. Use calls that the players can understand. "Coming Out" or "Nine Was" are correct ways to remind the base dealers to pay the Don't or unmark the point.

Making Change

1. WHEN MAKING CHANGE FOR CURRENCY:

- a. Call out "CHANGE ONLY" in clear and audible voice. Place the currency in front of the boxman, completing one transaction at a time.
- b. After the Boxperson calls out the amount, cut change out on Come.
- c. Place change on the apron of the layout, in front of the player, verbalizing the amount.
- d. When handing off change, do not cover checks with the palm of your hand.

2. WHEN MAKING CHANGE FOR CHECK:

- a. Call out in a clear and audible voice "Check Change".
- b. After the Boxperson gives approval, bring checks in and place them in front of the Boxperson, one transaction at a time.

3. If a player requests bets to be made while change is being counted out, the bets should be called out and acknowledged by the dealer.

4. Call bets cannot be accepted. If a player has sufficient cash or checks visible, or is a known Credit Player, a courtesy bet can be accepted at the **Supervisor's** discretion.

- a) Call out the bets.
- b) Place cash and checks in front of the Box person.

5. WHEN MAKING COLOR CHANGE FOR CHECKS:

- a) When a player requests a color change, call out "Color" in a clear and audible voice. Acknowledgement from a Boxperson is a **MUST** before proceeding.
- b) After receiving approval from the Boxperson, bring the color into the Box person
- c) The Box person will count down the chips and instruct the dealer on the amount of chips to count out on to the "come" area for the

customer after receiving an acknowledgement from the Floorperson.

- d) Color shall be run down starting with the largest denomination, each stack should be ran down separately to be proved.

- 6. **NOTE:** Never accept money or checks from a player's hand.
- 7. The Stickperson never makes change
- 8. Chips or currency should always be placed on the table before taken by the dealer or customer. They should never be:

- a) Taken from the rail by the dealer.
- b) Placed into the rail by the dealer.
- c) Passed from a customer's hand to a dealer's or vice versa.

- 9. The dealer must announce the customer's intention when accepting money or chips. If not specified, call "Change Only".

10. PROVING CHIPS:

- a) When proving chips, they must be cut on the "Come" area of the table in front of the dealer.
- b) Once a stack is "broken down," or proven, it should remain that way until it is paid, converted or acknowledged by the Boxperson to proceed.

***** All change should be handed off with your outside hand. *****

11. PLAYING CURRENCY

- a) If a customer plays currency, it will not be counted; the dealer will state, "Money plays to the table limit." No folded money bets accepted.
- b) On a losing bet, money is passed to the center of the table for Boxperson verification.
- c) If the customer wins the bet, the dealer counts the money, and, after verification from the Boxperson, makes the appropriate payoff on the winning bet.

General Base Dealers

Base Dealers are responsible for:

1. Taking and Paying on their respective ends of the layout.
2. Making change needed by the customer after verification by a Boxperson.
3. Paying proposition bets at the direction the Stickperson on their respective ends of the layout.
4. Marking correct point numbers with the “puck.”
5. Removing the “puck” from the previous point number prior to each new “Come out roll.”
6. Maintaining a neat and well-organized bankroll. No chip handling on dead games.

A CRAP CREW IS A TEAM AND MUST WORK CLOSELY TOGETHER TO ASSIST WITH GAME SECURITY!

Taking and Buying

1. Take-Pay-Place: Always take what the house has won before paying or placing.
2. There are three exceptions to the Take-Pay-Place rule:
 - a) Place bets shall be paid after Come and Don't Come bets have been positioned.
 - b) Don't Come bets shall be placed before Come bets are paid.
 - c) On a “Seven Out,” the losing bets in the Come boxes shall not be picked up until after all the winning Come and Don't bets have been paid.
Exception: The dealer can clear the Come box closest to the Pass Line.
3. Field, Pass and Don't Pass bets will be paid from the base toward the Stickperson.
 - a) Pay odds first, then the flat bet for each individual wager.
 - b) The odds and the flat bet should be paid separately.
 - c) Bets may be totaled with the Boxperson's permission.

4. All other bets shall be paid from the inside out, starting with the player closest to the stick and working toward the base. Bets on the Come, after the "Seven Out," may be paid from the base to the Stick.
5. Size into all bets when possible.
6. Never slide or toss checks on the players.
7. Do not place change or payoffs in the player's hands or in the rail. Place checks on the apron of the layout with the outside hand, not in a betting area.
8. All change, Place bets, Come bets and Proposition bets are to be cut out on the come area, with each color hitting the Come separately.
 - a. The largest denomination checks should be cut out closest to the Boxperson
 - b. Before stacking up and placing checks in front of the player, raise your hand slightly so the Supervisor can verify the amount of checks.
 - c. The Customer must tell the dealer if he/she wants his/her bet pressed.
9. Come bets should be paid on the Come in front of the player, but not handed off to the player like Place bets, unless the player requires assistance, and all other work is done.
10. Don't Come and Lay Bets should be paid in place, and then placed in front of the player.
11. The Odds on Come bets on a Come out roll of seven (7) should be placed on the Come in front of the numbers from which they came and then picked up by the dealer and placed in front of the player.
12. No proposition payoff should be paid to a player unless the dealer is told to do so by the Stickperson. Always pay proposition bets last.
13. If two (2) players claim the same bet, inform the Boxperson of the situation and anything that will help him/her make a decision and ABIDE BY HIS/HER DECISION.

14. A Craps dealer's number one responsibility is to take all losing bets and pay all winning bets.
15. On any sizable payoff, proposition, odds or place bet, the dealer making the payoff must call out the amount being paid so that the Stickperson, Boxbperson, or Floorperson may have a chance to catch any errors before the payoff is completed.
16. When leaving the table for any reason, clear your hands, facing the Boxbperson first with your palms up and fingers spread out.
17. The Stickperson is responsible for observing the payoffs made by the dealer on the end of the table he/she is watching.
18. Always use clean money to pay bets.
19. All payoffs must be made so they are visible to all parties.
20. After the customer has been paid, the dealers are not to touch the customer's money. Always keep payoffs separate from the original bet.
21. DO NOT pick up customer's bets with chips of the same color in your hands.
22. Odds on Pass Line and heeled Don't Pass bets must be spaced to minimize the possibility for cocked die.
23. Dealers must set up and maintain their layout by placing all bets in their proper position so all bets can be read by the box supervisors, dealers, players and surveillance, thus eliminating confusion and arguments.

CONVERSIONS

Conversions should be made in steps. If a player were betting quarters the next step would be to \$100 checks, \$100 checks to \$500 checks, etc.

TOTALING

When totaling a bet on the pass line be sure that the player as well as the boxperson understands what you are doing.

Making Change

When making change from cash to chip, the proper ways to verify the monies are as follows; in denomination:

One hundred dollar bills: The bills should be placed one on top of another, face up, slightly over the lower right bottom corner of each bill in units of \$500, up to \$2500. A stack of bills totaling \$2500 is then placed under the paddle and the count continues with a second stack of bills totaling \$2500 placed on top of and perpendicular to the first stack.

Fifty dollar bills: The bills should be placed one on top of another, face up, slightly over the lower right bottom corner of each bill in units of \$250, up to \$1000. A stack of bills totaling \$1000 is then placed under the paddle and the count continues with a second stack of bills totaling \$1000 placed on top of and perpendicular to the first stack.

Twenty dollar bills: The bills should be placed one on top of another, face up, slightly over the lower right bottom corner of each bill in units of \$100, up to \$500. A stack of bills totaling \$500 is then placed under the paddle and the count continues with a second stack of bills totaling \$500 placed on top of and perpendicular to the first stack.

DO take the time to prove the backside of the bills by running them down on top of each other.

Twenty-One dealers should do this as quickly as possible.

Cutting Out The Checks

The checks should be cut out as follows, unless the player requests something different:

\$5000: Three thousand in \$500 checks, fifteen hundred in \$100 checks and \$500 in \$25 checks.

\$3000: One thousand in \$500 checks, fifteen hundred in \$100 checks and \$500 in \$25 checks.

\$2500: Two thousand in \$100 checks and \$500 in \$25 checks.

\$1000: Five hundred in \$100 checks and \$500 in \$25 checks.

These examples are to be used only as a guideline, the objective is to keep the larger denomination checks in units of \$500 for the hundred dollar chips and units of \$1000 for the five hundred dollar chips.

One thousand dollar chips should, if possible, be kept in \$5000 units.

Table Maximum Proposition Action

Table Max	\$500	\$2000	\$3000
Hard 6/8	\$150	\$600	\$1000
Hard 4/10	\$200	\$800	\$1200
Straight	\$200	\$800	\$1200
Horn High 2/12	\$125	\$500	\$750
Horn High 3/11	\$250	\$1000	\$1500
Aces/ Twelve	\$50	\$200	\$300
Ace Deuce/ Eleven	\$100	\$400	\$600
Any Crap	\$200	\$800	\$1200
Any Seven	\$400	\$1500	\$2000
Hop Bet/ Low Side	\$100	\$400	\$600
Hop Bet/ High Side	\$50	\$200	\$300

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.