

CONTROL CASINO PROCEDURES

MANUAL



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NTC Plot 055019/1 & 05519/6B

Goliondoi/Makongoro road, Arusha-Tanzania

AMERICAN ROULETTE WITH RACETRACK

AMERICAN ROULETTE

COMPLETE BET

BLACK JACK

CARRIBIAN STUD POKER

RUSSIAN POKER

INTRODUCTION AND GENERAL RULES

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1. INTRODUCTION TO WORK IN THE PREMIER CASINO

Although the job has a glamorous image, there is a big difference between the image presented in the media and the actual job.

The gaming industry can provide a very rewarding and interesting career to those people with the right attitude to the business, but it must be stressed that there is also a lot of hard work and discipline involved.

It must be remembered that we are not selling a particular commodity, we are providing a service in the form of entertainment.

Of first importance to all employees are friendliness, attitude and

courtesy. **1.1. Friendliness:**

The biggest responsibility for maintaining an atmosphere of friendliness and cordiality lies with you. Start with a friendly word and smile for every customer that comes to your table.

The first emphasis of the casino is friendliness. Every employee will be selected with this thought in mind. Deliberately adopt a friendly attitude. Welcome customers with a pleasant greeting; learn their names and use them. Convey a spirit of goodwill and mean it! Don't forget that a sincere smile is a valuable asset.

1.2. Attitude:

If your attitude is one of friendliness and understanding, you will enjoy your work and no doubt be surprised at the warm human response people you are serving every day you receive from most of the people you are serving every day.

Many customers are visiting the casino for the first time, some have never played before. It is part of your job to put them at ease with courteous, helpful suggestions; never criticize.

The casino and you will gain many friends by tactful diplomacy. Always maintain the same courtesy and friendliness whether winning or losing.

1.3 Courtesy:

Courtesy is a paramount qualification at all times. Your fellow employees have been building a friendly and courteous relationship with the patrons of the casino over the years, and you are expected to exercise all your courtesy and tact in putting the customers at ease.

If a dispute arises with a customer, do not argue. --- Call an inspector/supervisor, it is for them to resolve the problem.

Bear in mind that management does not hold you responsible for losing money, but it does hold you responsible for losing a customer when it is through neglect, carelessness, or bad manners. Our policy is sincere friendliness, cordiality and efficiently.

A sincere '**thank you**' after each transaction is mandatory!

2. GENERAL RULES AND REGULATIONS

2.1. Behavior whilst on the hotel complex must be of the highest standard. Staff found committing any of the following offences will be liable to instant dismissal.

(a) Any act of a criminal nature.

(b) Being at work under the influence of intoxicating liquor or drugs.

2.2. Casino staff are not allowed in the guests rooms.

2.3. No visitors are allowed in the casino staff room without the permission of the casino manager.

2.4. All breaks are to be taken in the staff room.

2.5. Unpunctuality is inexcusable at any time.

2.6. Employees must not borrow from or lend money to customers.

2.7. No loitering in the gaming area is allowed on the way to or from breaks.

2.8. It should be noted that company policy forbids casino staff from gambling in any casino in their country of employment.

2.9. Also be aware of the rules of the hotel regarding entrances/exits, use of public areas etc.

3. REPORTING FOR DUTY

3.1. Dealers and inspectors will report for duty to the pit boss, who will ensure that all dealers and inspectors look their best, by giving serious consideration to the following:

3.2. They should be immaculately groomed at all times.

3.3. They must wear the authorized uniform when at work, clean and pressed.

3.4. Hair is to be neatly done, and should be kept away from the face and eyes.

3.5. Hands: every player is observing the dealers hands. They must always be washed and the nails cleaned and well-trimmed before commencing work and before leaving the rest room after breaks.

3.6. Staff must look to their hygiene with special care to teeth and mouth. There will be no gum chewing or eating of sweets at the tables.

3.7. Excessive jewelry should not be worn.

3.8. Name badges are to be worn at all times whilst on duty.

3.9. Beards are not accepted unless permission is given by the casino manager.

3.10. Male staff may not wear earrings or studs.

3.11. All inspectors and dealers will have any pockets in their uniforms sealed, and there will be no turn-ups on trousers.

3.12. The pit boss will ensure that the appearance of all dealers and inspectors satisfy his
VERY HIGH STANDARD

4. GAME SECURITY

4.1. The-games will be dealt according to these procedures.

4.2. The dealer shall not allow any transaction to take place across the wheel. (AR)

4.3. Any talking between the dealer and inspector (or chipper) MUST be pertinent to the game: no social conversation is permitted. The dealer MUST face the game at all times.

4.4.

1) AR. - the dealer shall not make change after the ball has been spun. (Announce - "Change only - nothing goes" and place on the wheel). Unless there is time for the complete change procedure.

2) BJ.-similarly no change shall be made during the hand and - (place chips plaques in front of the drop box). Except for a double, a split or insurance.

4.5. When any situation arises that causes the dealer any doubts, the inspector will be called. When the dealer or the inspector find themselves in a situation that causes either of them any doubts, the pit boss will be called, When the decision taken following any situation, or the course of action decided upon, leaves any table or pit staff in any doubt, they will at the earliest opportunity report the situation to the next highest level of management.

4.6. A player must not be allowed to exceed the table limits. Any bet found to be over the table maximum will only be paid up to the maximum and any excess handed back to the player. Advise the player of the table minimum / maximum.

4.7. Bets from the same bankroll, split between two or more players that together exceed the stated maximum of the table, are • No bets '. - Wherever possible the pit boss will advise these players of the maximum bet applicable to one bankroll before they commence playing. The dealer will quietly and unobtrusively let the inspector know if this is suspected.

4.8. A relief dealer will approach the game from the far side of the dealer to the inspector BJ. - and from behind the dealer AR. --- After the outgoing dealer has completed all transactions and the ball is not spinning, or there are no cards on the layout, he/she will advise the incoming dealer of any information pertinent to the game. The outgoing dealer will turn to the inspector and show clean hands, by wiping the hands across each other and showing the hands palms up. The outgoing dealer may now leave the table.

4.9. No dealer may go for a break while the cards are being shuffled or change is being made.

4.10. The same procedure will be used on every changeover of dealer.

4.11. No relatives or close friends are allowed to play at your table. In the event of this happening inform your supervisor immediately. Pit bosses, inspectors and dealers must inform their duty manager if close friends play anywhere in the casino.

4.12. Staff must not pass on any information to anyone outside the company which is of a confidential- nature.

4.13. All staff have a duty to report any irregularity or suspected irregularity to the casino manager.

4.14. Should such a situation arise whereby an employee is approached in or out of working hours, by a customer, the employee must inform his supervisor immediately regarding such an approach, no matter how innocent it may appear.

4.15. Gaming staff must be aware of the possibility of cheating either by customers or collusion between members of staff and customers. Any such incidents must be brought to the attention of the casino manager.

4.16. English is the only language that may generally be used by gaming staff relating to the game. In certain locations local languages may be used if permission is granted by management.

4.17. Staff cannot accept tips, cash or kind, off the premises, under any circumstances. If offered, they should be politely refused and reported to the casino manager at the first opportunity.

4.18. All tips must be placed in the drop-box or tip box according to procedure. 4.19. A

chip fallen to the floor must be announced to the inspector who will retrieve it. *N.B.*

Dealers must never pick up dropped chips themselves.

4.20. It may be that from time to time members of the media, newspapers or television, will call at the casino requesting some information and/or a statement. It is of the most utmost importance that staff should not, under any circumstances, give information or make any statement to the media.

5. CLEAN HANDS PROCEDURE

5.1. Clean hands procedure is used by casino personnel to show that nothing is being concealed in the hands. These procedures are not directed against the honest employee but to help protect them against false accusations.

5.2. Dealers will use this procedure to prove to the inspectors and any other interested parties that:

1. The dealer is not cheating for or against the player.
2. The dealer is not removing anything from, or bringing anything to, the

table.

5.3. Dealers will always show clean hands before:

- (a) Touching a player's bet.
- (b) Passing anything to the player, on the table, not to his hand, or a member of staff.
- (c) Using a handkerchief.
- (d) Arriving at or leaving a table.
- (e) A transaction of money or color change.
- (f) Any situation where there is a security risk, or where the dealer's hands leave the area of the table.
- (g) Making change for a non-value chip given as a tip (AR).
- (h) Picking up a value chip (tip) and inserting it into the drop box.
- (i) Touching any part of their clothing, body, face or hair, etc.

NEVER TAKE ANYTHING FROM A PLAYERS HAND.

6. CUSTOMER RELATIONS

Premier Casinos have become centers of nightlife, entertainment and glamour. You are part of this and as such should reflect this feeling in your appearance and attitude.

But remember, you have an especially difficult task as a casino employee. The aim of your work is to provide a service that is not always going to please your players, unlike perhaps a waiter whose whole aim is to please and satisfy his client. You have to work doubly hard to entertain and make the player feel happy and comfortable. Understand that the occasional negative feelings you receive from the client are an inherent part of the situation. The most pleasant employee is one who is sought after by the players, even when they lose!

DO

Smile

Welcome players as guests to your table. We do not expect you to be forever grinning, but at all times when it is necessary to communicate, give them that 'I am pleased to see you smile'.

A smile can often diffuse a tense situation during a game. -- Remember also, no smile - no customer.

Use eye contact

A common complaint by dealers themselves is that the clients discuss them within hearing as if they were machines. If you do not communicate on a personal level you may be treated as such. -- Lack of eye contact gives a person a feeling of being unwanted.

Learn, the-players' names BUT, use only with discretion - Many players do not wish to be identified publicly.

Be sympathetic

With novice gamblers.

Be friendly

Have a little fun, BUT, make sure you read the mood of the table correctly.

Learn

The idiosyncrasies or the players.

Scan

The outer regions of the table for new players wishing to buy in - welcome them.

Regulate

The speed of your table to allow time for all bets to be made and money changed.

Explain

Politely-why you cannot receive anything from a player's hand, if that situation arises. Introduce yourself to the players when relieving a dealer.

Listen to your players.

DON'T

DON'T bring your personal problems to the table.

DON'T mumble

DON'T give the customer the cold treatment

(a) Yes, what do you want '.

(b) You want change '.

(c) I'm not here to put bets on '.

(d) Can't you see I'm doing something'.

DON'T throw or slide chips to a player.

DON'T allow new players to your table to wait more than one completed spin or hand, before introducing them into the game.

DON'T greet them with a 'You are not welcome look'. Customers in any situation will not return to that sort of greeting.

DON'T speak abruptly if players are not following correct procedure. It is for you to skillfully, quickly, and with consideration, educate them.

DON'T argue with a customer, leave disputes to your inspector.

DON'T ask players who have a lot of chips in front of them 'Are you winning?'

DON'T discuss other players.

DON'T show disrespect to your inspector.

DON'T appear to favor one player only with your attention.

DON'T forget to say 'Thank you' or 'Have a pleasant evening' when each player leaves your table.

7. TIPS.

7.1 Tips are gratuities from players for the service received from the staff. To acknowledge receipt of the tip, the dealer should announce - 'Thank you very much sir/jar the personnel', - and place the tip directly into the drop/tip box. To increase the awareness of management and surveillance, it is procedure to tap the chips on the mat at slot above the box twice before dropping the chips into the box.

7.2 On an A.R. table, if the tip is given in wheel chips, the chips must be cut down and an equivalent value cut out with the inside hand, picked up with the outside hand, forefinger and thumb, and the above procedure followed.

7.3 Tips may only be accepted in the casino - no one may receive tips or gratuities off the tables. - Should any player or prospective player offer a tip of any kind away from the gaming tables, this must be reported to the manager.

7.4. Separate bets as tips for the dealers may only be played on Black Jack with the express permission of management, if this is allowed, both the bet and the winnings must be dropped after the hand. - Tips may only be accepted from players when actually offered by them.

In addition:

(a) A member of staff may not ask a player to place a bet for him or her.

(b) All tips when accepted must immediately-be-placed in the drop box/tip box according-to proceeded.

8. JOB DESCRIPTION

Job title: **Pit Boss**

Division: Gaming

Department: Tables

Responsible to: Casino Management

Responsible for: Inspectors, Dealers.

Scope and main purpose of job: To supervise, organize and be responsible for a section of the gaming floor, to the highest standards of efficiency, customer service and security, in accordance with the procedures and policies of the company and the gaming laws of the country.

Responsibilities:

1. General

The pit boss is an integral part of the casino management team, forming a link between management and staff, and as such is required to observe the highest levels of appearance, communication and to guide and direct dealers and inspectors to the same high standards.

1.1. Appearance - the pit boss must set an extremely high standard of appearance at all times.

1.2. Communication

(a) All incidents of an irregular nature, i.e. disputes, high rollers, drunk and disorderly behavior etc. are too brought to the attention of the management and/or surveillance security, if necessary, whether or not they have been resolved.

(b) On shift change the incoming pit boss must be informed of all relevant information, concerning staff and customers.

1.3. Co-operation - The casino works as a team and the whole operation benefits from a high level of co-operation with other pit bosses, gaming staff, management and surveillance.

1.4. Security - always be alert to the security threats and know the procedures in case of emergency. To also be alert to fraud involving staff and / or customers and keep surveillance informed of necessary information at all times.

1.5. Administration - participate in the general administration of the casino.



1.6. Soft count - supervise the soft count learn and ensure that count procedures are

adhered to at all times.

1.7 Diplomacy - to be diplomatic with staff and customers at all times.

2. Supervision and control of the gaming operation.

2.1. Ensure that dealing and inspection is of the highest standard, and that procedures are followed at all times.

2.2. Supervise the tables and allocate floats, checking that floats agree with the float sheet.

2.3. Maintain adequate floats by means of accurate table fills and credits, in accordance with company procedures.

2.4. Ensure that all paperwork is completed accurately and with close attention to detail.

2.5. Correct all mistakes made by inspectors and dealers on the tables. 2.6 The pit boss should never handle cash or chips whilst in the pit

2.7. Ensure that inspectors control and supervise games at all times with an air of confidence and authority.

2.8. Maintain awareness of the pits' state and inform management as necessary of any major changes, ie large winners or losers.

2.9. Monitor customer's action and results on the tables in order to identify customers of importance.

2.10. Open sufficient tables as the business demands and staffing level permits and coordinate the staff finishing order accordingly.

2.11. Ensure the cleanliness and tidiness of the pit and surrounding area and ensure that dirty ashtrays and glasses are cleared away regularly.

2.12. To have a complete and accurate knowledge of company policies and procedures and ensure that they are adhered to at all times.

2.13. To be concerned with the financial welfare of the pit, without displaying this attitude towards customers.

3. Staffing.

3.1. Ensure that staff maintain a high standard of dress and appearance. 3.2.

Ensure that staff maintain a pleasant and friendly attitude at all times. 3.3.

Lease with inspectors regarding the technical skills and attitudes of dealers.

3.4. Allocate positions to staff, bearing in mind any individual strengths and weaknesses to ensure maximum efficiency and productivity, organize breaks and note lack of



punctuality attendance.

- 3.5. Bring to management's attention all personnel matters of an important nature,
- 3.6. Encourage and praise dealers and inspectors and to offer advice where necessary. To always be patient with staff
- 3.7. To pay particular attention to, encourage and assist new trainees.
- 3.8. To supervise staff professionally at all times.
- 3.9. Provide support for staff when dealing with unruly or obnoxious members of the public. Handle staff disputes, ego Personality clashes, and resolve the situation to a satisfactory conclusion.

4. Customer relations.

- 4.1. Ensure that the highest standard of customer relations are maintained by gaming staff
- 4.2. Settle disputes in a professional and diplomatic manner, using tact and discretion and listening to all parties involved, and notify management immediately of any unsettled disputes or irregular occurrences.
- 4.3. Anticipate customers' needs and requirements, identify all players and make them feel welcome.
- 4.4. When a player of some substance appears, who is unknown to the pit boss, he should introduce himself, ensure that everything is to the customers' satisfaction and if possible, get the new customers name.
- 4.5. To use the utmost discretion at all times when dealing with customers.
- 4.6. Supply constructive information to all players to ensure their unobtrusive assimilation into the gaming environment.
- 4.7. Lease with the cash desk on all relevant customer information.
- 4.8. Acknowledge customers playing at the tables, in a friendly and welcoming manner.

8.2. JOB DESCRIPTION.

Job title: **Inspector**

Division: Gaming

Department: Tables

Responsible to: Casino management, pit bosses.

Responsible for: Dealers

Scope and main purpose of job: Supervision of the tables in order to ensure the highest standard of efficiency, security and customer service, in accordance with the policies and procedures of the company and the gaming laws of the country.

Responsibilities:

1. General

The inspector is responsible for the dealers and is therefore expected to set a good example.

1.1. Punctuality - all inspectors are expected to report for duty on time.

1.2. Attendance - your colleagues' workload and the whole operation in general suffers as a result of gratuitous absenteeism.

1.3. Appearance - a high standard must be maintained at all times. Inspectors should also check that the appearance of dealers is of a high standard.

1.4. Communication

(a) Pit boss must be kept informed at all times of the table's state and notified of any incidents of a doubtful nature.

(b) On changeover the incoming inspector must be informed of any relevant information. --- No change of Inspector should occur until payouts have been completed.

(c) Dealers to be informed of anything that will enhance the smooth running of the game.

1.5. Co-operation - the whole operation benefits from a high level of co-operation with dealers, colleagues and seniors.

1.6. Work area - Inspectors are responsible for the general tidiness and cleanliness of the tables, ashtrays, chairs and surrounding areas.

1.7. Security - Inspectors must always be alert to security threats and know the procedures in case of an emergency.

2. Customer relations:

The gaming business is a service industry and inspectors are expected to treat all customers with the utmost courtesy, diplomacy and respect.

2.1. At all times the inspector must be polite and attentive to customer needs, and ensure that dealers act accordingly.

2.2. The inspector should ensure a friendly and welcoming atmosphere on the tables. 2.3. Novice customers should be handled with patience and understanding.

2.4. Disputes must be handled in a diplomatic and professional manner. If an inspector is unable to resolve a dispute satisfactorily and swiftly, the pit boss should be called immediately.

2.5. Pit boss must be informed of high rollers, in particular new customers. 3. Supervision of the gaming operation:

3.1. Open and close tables, checking floats, cards and equipment, filling in and signing any paperwork, neatly and accurately.

3.2. At all times ensure adequate floats on the-tables

3.3. Monitor drops and chip transactions, winners and losers.

3.4. Monitor credits and fills and sign the relevant slips.

3.5. Accurately fill in table report sheets as necessary.

3.6. Check that payouts are accurate.

3.7. Control and direct dealers to maintain and improve their dealing standards.

3.8. Be aware of the state of play on the tables and ensure that games are conducted at a speed conducive to customer satisfaction and casino profitability.

3.9. Have complete knowledge of maximum bets, the number of piece for each bet and the monetary value according to the table limit.

3.10. Correct all mistakes made by customers and dealers on the tables.

3.11. Inspectors should not handle-chips-or cash.

4. Procedures:

Procedures are required to protect the interests of the company and the individual. When enforced properly, uniform standards are achieved and there can be no misinterpretation of any transaction.

4.1. Inspectors are required to read and fully understand all company procedures and to ensure that dealers adhere to them and to the gaming laws at all times.

5. Game control:

5.1. Inspectors must be seen to control the games with an air of confidence and authority.

8.3 JOB DESCRIPTION

Job title: **Dealer**

Division: Gaming

Department: Tables

Responsible to: Casino management, Pit bosses, Inspectors.

Scope and main purpose of job: To carry out specific tasks in the gaming operation the highest standards of efficiency security and customer service, in accordance with-the-policies-and procedures laid down by the company and the gaming laws of the country.

Responsibilities:

1. General:

1.1. Punctuality - all dealers are expected to report on time for duty.

1.2. Attendance - your colleagues' workload and the whole operation in general suffers as a result of gratuitous absenteeism.

1.3. Appearance - a high standard of appearance must be maintained at all times in accordance with company procedure.

1.4. Communication - Inspector and pit boss must be informed at all times of any relevant information.

1.5. Co-operation - the whole operation benefits from a high level of co-operation with both: colleagues and seniors.

2. Customer relations:

The gaming business is a service industry and dealers are expected to treat all customers with the courtesy, diplomacy and respect.

- 2.1. At all times the dealer must be polite and attentive to customer needs.
- 2.2. Dealers should create a friendly atmosphere. This can be achieved by welcoming customers to the table, facial expression, and tone of voice, greetings and commentary.
- 2.3. Novice players should be handled with patience and understanding.

3. Procedures:

Procedures are required to protect the interests of both the company and the individual. When enforced properly, a uniform standard of dealing is achieved and then can be no misinterpretation of any transaction.

3. 1. Dealers are required to read and fully understand all procedures contained in the company manual.

4 Dealing standards:

- 4.1. Chip handling - chipping and chip cutting to be carried out quickly and accurately, stacks to be neat and even.
- 4.2. Game commentary - all mandatory announcements and game commentary to be made in an audible and precise manner.
- 4.3. Mental ability - conversion of plaques to chips and the addition of bets to be performed quickly and accurately. All paperwork is to be completed with close attention to detail.
- 4.4. Game control table awareness - dealers must pace games correctly. This speed should be such that it benefits the casino without aggravating players. The games should be controlled efficiently and with an air of confidence.
- 4.5. Maximums - dealers must have a complete knowledge of the number of pieces of each bet and the monetary value according to the table limit.

SECTION 2: ROULETTE PROCEDURES.

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AMERICAN ROULETTE

TABLE AND EQUIPMENT

1.1 Layout

The layout shall have printed on it the betting areas for the players to place their bets. The layout shall follow the American design but have only one zero.

1.2

Apron

The apron is where the non-value and value chips are kept. Eight different colored banks of non-value chips are used on each table. Each color consists of 200 chips or ten stacks. At the center of the non-value or wheel checks there is a motif which is common to all color chips for each individual table. The wheel chips may only be used on the table where purchased, as on this table the value of each chip is nominated.

1.3 Chip display

Designates the actual value of non-value wheel chips.

1.4 The wheel

The wheel will have the European configuration of numbers, with one zero. 1.5

The drop box

All plaques, cash, fill and credit slips are deposited in the drop box, as are tips on those tables without a separate tip box the drop-box shall have a clear plastic plunger inserted:

1.6 Roulette balls

Normally two balls are issued to the table. One is placed at the beginning of the day in the number relating to the day's date. The spare ball is placed at the back of the table and kept there for emergencies.

1.7 Dolly

A clear object placed on winning numbers.

1.8 Clicker

A device to record all plaques and cash put down the drop box.

1.9 Float Cover

Tables will be fitted with a clear cover for the cash chip float.

The cover will be fitted with a sliding door which should be kept closed when there is no game in progress.

1.10 The Racetrack

A printed area on the layout where common announced bets can be placed.

The pit boss together with surveillance will check and remove the wheel seals shortly before opening, from all tables to be opened. The seal numbers must agree with the numbers written in the seal register at the close of the previous day. The seal register will be kept by the surveillance department and will always show two signatures against each seal removed and replaced.

Both the duty manager or pit boss and surveillance will sign the seal register thus agreeing all seal numbers match. Any irregularity in the seal register (altered numbers, correction fluid used) must be reported to the casino manager.

In those units without a surveillance department, the duty manager will be responsible for surveillance duties.

3. OPENING THE TABLE

3.1 Checking the float

3.1.1 The pit boss will allocate the dealers and inspectors to a table, and instruct the dealer or inspector to collect the relevant numbered float from the cash desk.

The person collecting the float will sign the floats issued form at the cash desk.

3.1.2 The pit boss will unlock the wheel chip cupboard and the dealer will set out the color chips in their working positions. The pit boss will also unlock the float box (where applicable).

3.1.3 The dealer (under supervision by the inspector) will remove the value chips from the trays, place the highest value nearest to zero and the lowest value furthest from zero. Players will politely be asked not to sit at the table at this stage.

3.1.4 Each value will be kept separate from the next value, and more than two rows of the same value will be separated.

3.1.5 The value chips will be placed in stacks of 20 and five stacks per row, starting at the 'six line' widthwise across the table. On the row nearest to zero the back stack will be cut down to 5's, and then 'stepped to prove twenty.

3.1.6. The next highest value will be placed about ten centimeters apart and the above procedure repeated until each group of chips is neatly placed on the layout. All chips will be lined up to the six line.

3.1.7 The inspector will by now be filling in the opening/closing sheet, according to the values and quantities of the opening float.

3.1.8 When the dealer, inspector-and pit boss ~re satisfied that the float agrees with the paperwork, they will sign the opening/closing sheet.

3.1.9 The opening/closing sheet will be retained at the pit desk.

3.1.10 On instruction from the inspector the dealer will place all the value chips into their specified positions. - Floats will be kept in stacks of 20, and will be arranged at the back of the apron with the highest value nearest the wheel.

3.1.11 No table staff-are-to be changed-during the opening procedure. 3.2

The table floats

3.2.1 American roulette floats will contain either 10 or 15 stacks of the denominations constant use on the table.

3.2.2 The higher denominations will vary to suit the level of business and will reflect the need to avoid repeated fills to the tables.

3.2.3 The manager will ensure that the float contents, amounts and total values, are written on the float trays.

3.3 The wheel chips

The wheel chips will have been bought up to the required par (200 or 300 of each color) each day before opening by the pit boss. Should there be any shortage the dealer will inform the inspector, who will inform the pit boss.

In the case of a casino having no spare chips then only FULL stacks should be kept on the table.

4. DEALERS DUTIES

4.1 The dealing cycle, Introduction.

4.1.1 The dealer and inspector must immediately report to the pit boss each time they enter the pit and they will be allocated a position. If the dealer is sent to chip or deal, he/she must touch the outgoing dealer on the shoulder closest to the wheel, to indicate his/her presence.

4.1.2 The new dealer should announce 'Good evening', smile at the players at the table, and check the value of all chips in play. - The outgoing dealer must inform the new dealer of the following: - any high action, problem players, color marked above table minimum and regular bets.

4.1.3 It must be stressed that when passing information to the next dealer or inspector it MUST be passed discreetly and quietly.

4.1.4 The decision as to which table the dealer is sent to, rests with the pit boss running the pit. The pit is run with the interest of the casino first and therefore, it is likely that an experienced dealer will be directed to the games with the largest action.

4.2.1 Pick up chips until an amount remains that can be easily stacked while the ball is spinning. It should be possible to pick up three or four stacks.

4.2.2 Get to know the players: how much they bet each spin. Is change required? Regulate the spin to cover all players at the table at a particular time.

4.2.3 The ball will be spun in the opposite direction to the wheel.

4.2.4 The wheel's direction will be reversed each and every spin.

4.2.5 When spinning, pick up the ball and spin immediately.

4.2.6 Several announced bets may be placed while the ball is spinning

4.2.7 If there is no time and chips/plaques are given for change announce 'nothing goes', and place the chips/plaques on the wheel. 'Change only

4.2.8 When the ball is heard to enhance-its-note in the wheel, announce 'FINAL BETS PLEASE', and stop chipping.

4.2.9 The final announcement will be 'NO MORE BETS THANK YOU '.

4.2.10 Observe the layout and check any misplaced bets. Consider whether every bet on the layout can be easily paid. Query, for example, whether it is a corner or a split. Confirm bets with the player.

4.2.11 The dealer must look at the layout and remember what bets are placed on the even chances, dozens and PARTICULARLY the columns.

4.2.13 The dealer must wait until the ball has come to rest before glancing into the wheel calling both the number and color.

4.2.14 Place the dolly with the outside hand - the hand palm up - holding it between two fingers - on the winning number.

4.2.15 Pause to allow the inspector to see that you have placed the dolly on the correct number.

4.2.16 Clear around-the winning number carefully.

4.2.17 Clear the table.

4.2.18 Make all payouts.

4.2.19 Pick up the dolly and place it in front of the dealer. Dealers will not play with the

dolly.

4.2.20 Make change of chips given while the ball was spinning.

4.2.21 Place any bets that the players cannot reach, or are requested by the player.

4.2.22 Change any chips the player requires, etc.

4.3 The following announcements are mandatory.

1. Place your bets please.
2. Final bets please
3. No more bets
4. Number - 28 - black
5. Color change
6. Cash / plaque change
7. Cashing in.
8. Repeat all call bets CLEARLY.
9. Thank you - new dealer.
10. Announce high value chips or plaques in or out.
11. Thank you sir/madam, for the personnel.

4.4 Spinning the ball.

Once the ball is taken out of the wheel it must be spun immediately and NOT held.

Using the inside hand, the ball will be spun from the last winning number in the opposite direction to the wheel.

4.4.1 At this time the dealer must call 'Place your bets please'.

4.4.2 To determine when to call 'No more bets', the dealer must listen to the ball, i.e. there is a change of tone when the ball leaves the rim (DO NOT watch the ball). -- A security risk is created when watching the wheel instead of the layout.

4.4.3 The dealer must spin the ball in accordance with the type of game, i.e. there is no point in a long spin if there is only a small amount of chips placed, BUT DO NOT try to spin the players out of the game.

4.4.4 In the event of a 'no spin', the ball must be replaced in the last winning number, the wheel turned one revolution, and the spin started again.

4.4.5 Dealers must ensure that the wheel is reversed after each spin, and that the ball is spun

in the opposite direction to that of the wheel

If the wheel is spinning too fast and the ball cannot land, it may get flicked out of the wheel. The wheel must be spun at a speed which allows the numbers to be easily read.

No spin in the following situations a 'no spin' will be called.

When the ball is flicked out of the wheel by the dealer: - in this instance the dealer will call 'No spin' and after informing the inspector of tile incident, will take the spare ball if necessary, and place it in the previous winning number. The wheel is then turned one revolution and the ball spun again. If the ball goes out of the inspector's sight it must be passed to the pit boss who will check it. If the spin is too short (less than three revolutions)

If the lights fail, or an object falls into the wheel during the spin.

If the wheel stops before the ball drops.

If the ball is spun in the same direction as the wheel.

Should a ball become stuck on the rim for more than three revolutions.

In the event of a 'no spin' the dealer, and inspector MUST ANNOUNCE' NO SPIN, and try to stop the ball before it drops into a number.

4.5.9 Once-announced INVALID SPIN regardless of whether or not the ball comes to rest in one of the compartments prior to the dealers attempt to remove the ball from the wheel.

4.6 American roulette odds.

4.6.1 Odds and names of bets.

Cash on the Layout.

4.7.1 If, during a game, cash is placed on the layout, the Dealer must find out whether the cash is for a bet, or for change.

4.7.2 Cash bets on the layout are NOT PERMITTED.

4.8 Clearing the layout.

THE DEALER WILL

4.8.1 Place the dolly on the winning number with the outside hand, palm up, holding it with two fingers.

4.8.2 Pause before clearing the number so that both dealer and inspector are sure that the number intended for clearing is the correct one.

4.8.3 With finger tips, gently clear around the winning number, being careful not to remove winning chips.

4.8.4 Expose at least one street either side of the winning number.

4.8.5 Pick up or sweep in losing columns.

4.8.6 Sweep all losing chips up the layout including 102iDgyen Chances / Dozens, making sure That no chips are cleared through a winning area, by picking if necessary. - - (dealers should NOT attempt to clear the layout by. picking up stacks of color)

4.8.7 If the winning number is in the last 6, pick the losing chips from around it, to avoid clearing chips onto or from the winning column.

4.8.8 If zero wins, all bets on the dozens and columns lose and must be cleared.

Any even chance bets will either - lose all, or lose half, - depending on local operating rules. Local rules will be displayed at the table.

4.9 Cashing in

THE DEALER WILL

4.9.1 When a player wishes to cash in, try to ensure he cashes in ALL the color.

4.9.2 Exceptions can be made, i.e .. for tips to be changed.

4.9.3 Cut down any loose chips, i.e .. chips you are sure do not make up a stack of twenty, in front of the full stacks and on the side closest to the wheel, ensuring that they are visible to both the inspector AND the player. Cut down one full stack to prove that it is 20.

4.9.4 Announce the total amount of chips and cash value, dollars -- 700 dollars. i.e.

140 pieces at 5 chips.

4.9.5 Cut down and prove to the inspector the equivalent amount in cash chips from the float whilst telling him the total value, it must be done between the color being cashed in and the wheel, but slightly to the front so that players at the end of the table can see them .

Before passing out the cash chips, the proven stack of color chips must be stacked up and placed next to the other full stacks to show they are twenty. On approval from the inspector, the cash chips are passed to the player, announcing again the total value to him.

4.9.6 Always ensure that the chips being-cashed in are not put away until the player has agreed the amount.

4.9.7 On acceptance of the value chips by the player, the color chips are bought in and placed

with the remainder of its color. At this time the dealer should make sure that the full 200 or 300 chips are in, if not ask the player if he still has any. -- With the color all in the DEALER, (NOT the inspector or chipper) will unmark the color's value from the chip tree.

4.9.8 When a player wishes to cash in value chips a complete exchange must be made. -- e.g. 11 pieces at \$5. -- Player will be given 2 pieces at \$25 and one at \$5. With the dealer calling \$55 for \$55. -- NEVER GIVE THE PLAYERS ANY OF THEIR OWN CHIPS BACK.

4 10 Announced bets

ANNOUNCED-BET---A. bet called to the dealer accompanied by an amount in chips or cash / plaques sufficient to cover the value of the bet.

When placing a bet for the player the dealer will announce the bet, in a tone of voice calculated to be heard by both the player and the inspector, so that both player and inspector understand the bet.

The bet is accepted when repeated by the dealer - and will be repeated BEFORE picking up the chips, so there is no doubt about acceptance.

CALL BETS - ARE NOT ACCEPTED AT ANY TIME.

A call bet is the placing of a bet at the gaming tables when no chips - plaques - or cash are in evidence. A call bet on any table is strictly forbidden ..

4.10.1 Before the ball is spun.

Any bet announced by the player and understood by the dealer will be placed by the dealer - change being made if required.

4.10.2 After the ball has been spun.

When the ball has been spun, and after the-announcement of 'Final bets' has been made, players may-any time-to place their own bets and the dealer may continue to accept and place announced bets for the players. --- After 'No more bets' has - been called NO MORE BETS can be placed by the player OR accepted by the dealer.

- 4.10 3 An announced bet can only be accepted:-

1. If the correct number of chips in the correct value is given to the dealer. OR
2. If change has to be made, then change is made, and the bet placed. Any surplus of chips is returned to the player immediately.

4.10.4 If there is any doubt whether the money given by the player for an announced bet is sufficient to cover the bet, the dealer and/or the inspector will call 'No bet' and the money shall be changed to cash chips, and returned to the player after the payouts

4.11 Announced bets -- Maximum bets.

THE COMPLETE (MAXIMUM) BET:

4.11.1 Is the maximum total bet that can be placed on any number, including all possible bets that can cover that number, but excluding the even chances, dozens and columns, at the stated table maximum.

4.11.2 Complete (maximum) bets on the number can be placed individually, or the total value of the bet in high value chips. e.g. The complete on No. 17 on a \$25 maximum table = 40 pieces at \$25 = \$1000 bet.

4.11.3 In the event of a complete bet winning, or partially winning when the bet has been placed on the number in high value chips, the payout is made using the 'station' system. - ---- e.g. each winning area, straight up - splits - comers - street and six lines are designated as 'stations'.

i.e. Number 17 will have 12 'stations'.

1 straight up

4 splits

4 comers

1 street

2 six lines

= 12 stations.

4.11.4 The total CASH payout will be calculated by multiplying the number of winning stations.

e.g. - 12 'stations' x 36 = 432 x \$100 = \$43,200 THIS IS THE TOTAL PAYOUT INCLUDING THE VALUE OF THE BET WHICH MUST BE TAKEN OFF THE LAYOUT BY THE DEALER AND RETURN"ED TO THE FLOAT.

In terms of pieces, a 12 'station' bet at a \$100 table will pay 392 pieces x \$100 = \$39,200, the bet costs 40 pieces x \$100 = \$4000 to place so the combined value of the bet plus the payout = \$39,200 + \$4,000 = \$ 43,200.

4. 11. 5 In the event of a partial win the same method is used. i.e. - if number 17 is placed complete by \$50 and the winning number is 14 there will be 4 winning stations (2 corners, 1 split and 1 six line) , the payout will therefore be calculated 4 x 18 = 72 x \$100 = \$7200. This payout includes the winning portion of the original bet, which must-be-removed-from the layout and returned to the float.

4.11.6 When part of a complete maximum bet wins, say No.1 0 when the complete bet has been placed on No.8, the layout will be cleared as normal, but the complete bet on 8 will be left-on. The outside bets have been paid the payout for the winning portion of the complete bet will be 'calculated and paid to the player, the: complete bet will then be removed from the layout and placed with the cash chips at the back of the table.

After this any other bets on the winning number will be paid out in the usual way. 4.12. Announced bets - Neighbor bets.

A neighbor bet, e.g. 5 and the neighbors, is a bet announced to the dealer with sufficient cash, chips or plaques to cover the number plus the two adjacent numbers on either side - as shown in the wheel. i. e. 23 -- 10 -- 5 -- 24 -- 16

4.12.1 Each announced neighbor bet will have at least five times the minimum bet permissible on the table, wagered with the announcement.

4.12.2 When the ball is not spinning, the bet either will be placed for the player on the correct numbers, or will be marked with a neighbor button or will be placed on the appropriate section of the 'racetrack' if this is printed on the table layout.

4.12.3 When ball is spinning and if the dealer has be bet may be placed.

4.12.4 When the dealer does not have time to place the bet, the dealer will take the amount for the bet, and a corresponding button to the number announced, then place the button in front of him and the bet immediately behind. --- On those tables on which a neighbor 'racetrack' is printed on the layout the dealer will place the bet in the appropriate section.

4.12.5 Where a neighbor bet that has been placed in high value chips wins, chips to the value of the winning portion of the bet will be bought out against the high value chip, called and agreed by the inspector before being placed.

4.13 Announced bets --- Wheel section bets. Tier, Voison de zero, Orphans. (Series 5/8, Neighbours to Zero, Orphans)

4.13.1 The tier (series 5/8) must have at least six times the minimum bet permissible on the table.

4.13.2 The vision (Neighbors to zero) must have at least nine times the minimum bet permissible at the table.

4.13.3 The orphans must have at least five times the minimum bet permissible at the table.

4.13. 4 When the dealer does not have time to place the bet, the dealer will take the correct number of chips or total value, for the section bet and place them in front of him with the appropriate button in front, or in the designated section of the racetrack.

4. 13.5 When the ball falls in the winning number, after the dolly has been placed but before the layout has been cleared, the announced bets are dealt with in turn, placing the winning bets and announcing them appropriately. i.e .. -- I Tier wins placing 10111 split.'

The losing bets should be discarded calling 'Nothing to place jar When all the neighbor and wheel section bets have been dealt with, the dealer will clear the layout and pay the winning bets in the normal way.

4.13.6 The orphans.

A 5 piece bet

1 on 1

1 on 6/9

1 on 14117

1 on 17/20

1 on 31/34

4.13.7 Voison de zero. (Neighbour to Zero)

A 9 piece bet

2 on 0/2/3 street

1 on 417 split

1 on 12115 split

1 on 18121 split

1 on 19/22 split

2 on 25/29 corner

1 on "32/35 split

4. 13.8 Tier. (Series 5/8)

A 6 piece bet

1 on 5/8 split 1 on 10/11 split 1 on 13116 split 1 on 23/24 split 1 on 27/30 split

5. CHANGE (Chip & Plaque)

5.1 THE DEALER WILL--

5.1.1 Never take chips or plaques from a players' hand, always from the table. 5.1.2

Plaques or value chips given for change are' placed on the rim of the wheel.

If more than one player requires change--deal-with one player at a time, working from the change furthest from the dealer on the wheel, to that closest to the dealer



on the wheel.

5.1.3 Announce 'Chip change / Plaque change', and the value, in a tone of voice calculated to be heard by both the player and the inspector.

5.1.4 Enquire what value the player wishes to play with.

5.1.5 If the player already has a color then use it -- or, choose a color not in use and mark that color on the chip display. --- The first color at the wheel SHOULD NOT be given to the player nearest the wheel.

5.1.6 If the value is greater than the table minimum then place a second marker on top of the color stacks being used. -- When dealing with color chips marked up at \$25 or above one stack MUST always be cut down to prove twenty.

5.1.7 Bring out the colour decided upon and cut out the required number of chips, announcing the amount of pieces and the total value.

5.1.8 After receiving ~Agreement from the inspector the chips are passed to the player.

5.1.9 Advise the player of the number of chips you are pushing over, together with their individual value, and the total value of all the chips -----i.e .. ' 100 pieces by five

5.2 CASH CHANGE

5.2.1 Cash change in local currency only, may be accepted on the tables.

THE DEALER WILL

5.2.2 Never take money from a players' hand, always from the table (ask the player to place the notes on the table)

5.2.3 Announce "Money change" more than one player requires change, deal with one player at a time, placing the other players' money on top of the non-value stacks.

5.2.4 Clean hands before picking up the notes.

5.2.5 Notes are counted in the Dealer's area, next to the first dozen.

5.2.6 Notes are to be counted by passing them from one hand to the other and then placing them on the table.

5.2.7 Notes are to be laid in batches of five and in groups of ten, slightly staggered, so that the corners can be read.

5.2.8 Where there are more notes than can be easily laid out on the table, each batch often notes will be picked up and stacked neatly near the Top box. Stacks will be arranged at right angles to one another, and staggered so they can each be seen.

5.2.9 Count the notes as they are placed and announce the total, in a tone of voice calculated to be heard by the Player and the Inspector.

5.2.10 Continue change procedure as in 5.1.4 to 5.1.12.

5.2.11 The notes may now be plunged into the drop box.

5.2.12 The dealer has any doubts as to the authenticity of banknotes, or if they are damaged in any way, they should be passed to the inspector for further checking. If the inspector is not satisfied that the note is genuine, it should be returned to the player, and the player advised to take the note to the cashier for verification.

5.3. Cutting chips for change.

FULL STACK

1. through 5 cut

6. 2 x 3

7. 2 x 3 cut 1 behind

8. 2 x 4

9. 2 x 4 cut 1 behind

10. 2-x-5

11. 2 x 5 cut behind

12. 2 x 5 cut 2 behind

13. 2 x 5 cut 3 behind

14. slice off 6

15. slice off 5

16. slice off 4

17. slice off 3

18. slice off 2

19. slice off 1

20. full stack.

SHORT STACK

1. through 5 cut
6. 2 x 3
7. 2 x 3 cut 1 behind
8. 2 x 4
9. 2 x 4 cut 1 behind
11. 2 x 5 cut 1 behind
12. 2 x 5 cut 2 behind
13. 2 x 5 cut 3 behind
14. 2x5 cut4behind
15. 3 x 5
16. 3 x 5 cut 1 behind
17. 3 x 5 cut 2 behind
18. 3 x 5 cut 3 behind
19. 3 x 5 cut 4 behind

N.B. Slicing or wiping chips is only EVER done using a FULL stack of twenty.

5.4.2 \$25 \$2.50 and 25 cent chips are to be cut in multiples of FOUR. 5.4.3 Chips are cut down with the inside hand and paid over with the outside hand. Alternatively dealers must show clean hands if paying over with the same hand.

5.5 Marker buttons:

5.5.1 On an A.R. table, there are eight sets of wheel chips. When giving change, it is necessary to designate a value to each wheel chip. This is registered in the chip display at the back of the table, and the value is nominated by the player and marked up by the DEALER, usually at the table minimum.

5.5.2 Wheel chips are issued to prevent too many cash chips on the table, which can cause disputes amongst the players: more than one person claiming the same bet.

5.5.3 When putting up a marker the DEALER must first get the attention of the inspector.

The color is ALWAYS marked up BEFORE passing out change, e.g." Marking up red at \$5. - - \$200. change, - 40 pieces red, thank you very much Sir".

5.5.4 IT MUST BE STRESSED THAT ONLY THE DEALER IS ALLOWED TO PUT UP OR TAKE DOWN MARKER BUTTONS.

5.5.5 The chip is designated greater than the table minimum stake, the dealer MUST put a second marker on the stacks of wheel checks remaining to remind himself that the chips are-of-a high value.

6. TABLE LIMITS

Premier Casinos operate in several different monetary areas; all units in this manual are shown in \$ for consistency and simplicity. The principles remain the same regardless of the local currency unit. Table staff must be aware of the table limits in their own currency.

6.1.1 Each table has its own minimum and maximum bets allowed. They are displayed on the table, and dealers are to-ensure-at all times that bets comply with the stated limits.

6.1.2 Should anyone by mistake or design place more than these clearly marked amounts, they will not be paid. - Bets are paid to the maximum only, giving any excess BACK to the player. It is part of the dealers responsibility to notice any bets that do exceed the limit

6.1.3 The normal minimum maximum relationship is \$1. minimum straight up to \$25. maximum straight up. - Thus the maximums on this table for all other bets are:--

MAX.

Straight up covers 1 number Split covers 2 numbers Street covers 3 numbers Corner covers 4 numbers

Six line covers 6 numbers

1 x 25 = \$25

2 x 25 = \$50

3 x 25 = \$ 75

4 x 25 = \$100

6x25=\$150

Columns and Dozens

Even chances



MIN. \$5 - MA.-, (. \$250. MIN. \$5 - IVIAX. \$500.

6.1.4 The higher minimum / maximum relationship is \$5 minimum straight up to \$50. maximum straight up. - The maximums are calculated following the same formula as above, with the exception of the outside bets which are as follows:--

Columns and Dozens MIN. \$25 - MAX. \$500

Even chances MIN. \$25 - MAX. \$1000

6.1.5 Anyone or more person(s) attempting to exceed the maximum bet on any table by using the same bankroll, must be told politely, but firmly, by the pit boss or inspector that their bet only plays to the stated maximum .

6.2 Maximum bets.

6.2.1 All staff must be able to accept all maximum number given to them by the players. Consequently-they must maximum bets and the payouts.

6.2.2 Maximum bets when called must be placed on the layout (chips and button). 6.2.3 To calculate the number of chips required to place the bet, the system used is based on one chip maximum for a straight up. For example if number 8 to the maximum is announced as a bet, in placing the chips the distribution would be as follows.

POSITION UNIT MAX No. OF POSITIONS UNITS PLACED

- (a) Straight 1 piece 1 1
- (b) Split 2 pieces 4 8
- (c) Corner 4 pieces 4 16
- (d) Six line 6 pieces 2 12
- (e) Street 3 pieces 3

6.2.4 If the maximum unit is \$25 on the number, then-the-maximum bet for number 8 is :
 $\$25 \times 40 = \1600 :-

6.2.5 When the exercise is completed for all the numbers between 5 and 32 in the middle column, it is evident that the same number of units are required, i.e. 40.

If numbers are selected in the outside columns from 4 to 31 or 6 to 33, the number of units



for each number is 30.

7. ORDER OF PAYOUTS.

7.1 ORDER OF PAYOUTS FOR OUTSIDE. BETS

7.1.1 The winning column is the first bet paid-(WITH THE OUTSIDE HANL)-ONL Y), followed by all winning even chance bets in sequence from the end of the table; and finally the winning dozen. When paying the columns and dozens, bets must be cut into twice.

7.1.2 The even chances can be paid using two hands if there is more than one bet.

N.B. - A dealer must not run short of chips whilst paying the above bets, he must ensure that he can finish any specific bet with the chips in his hand. Bets must NEVER be part paid.

7.2 ORDER OF PAYOUTS ON THE LAYOUT

7.2.1 Six line

7.2.2 Street

7.2.3 Comer

7.2.4 Split

7.2.5 Straight up

7.2.6 Where there is a choice of various bets to pay, the order of payout is as follows. (1) - Six lines and those combination bets which include six lines..

Where there is a choice, the six line furthest from the wheel has priority

In all instances the top chip is paid first followed in order by those underneath. (2) - Streets and those combination bets which include streets.

(3) - Corners and those combination bets which include comers.

Where there is a choice, the corners furthest from the wheel are paid first and, of the two, the one closest to the dozen has priority. -- When paying the comers closest to the wheel the corner closest to the dozen is paid first.

(4) - Splits and those combination bets which include splits.

Where there is a choice, the split furthest from the wheel is paid first. Of the remaining three options, the split closest to the dozen is paid next, followed by the one furthest from the dozen and finally the one closest to the wheel.

(5) - Straight ups.

7.2.7 In all cases the top chip is paid first followed in order by those beneath.

7.2.8 BETS MAY NOT BE REMOVED FROM WINNING AREAS OF THETA YOUT WHILE THE DOLL Y IS IN PLACE --- NEITHER MAY THEY BE ADDED TO.

7.2.9. When paying out, no more than 5 chips may be placed, on top of one stack, and these

should be offset.

7.2.] 0 Similarly no more than 2 chips on top of two stacks.

7.2.11 No more than 10 chips on top of three stacks or more.

7.2.12 Payouts should always be passed out using the outside hand, exceptions can be made when passing out to a player immediately in front of the dealer close to the wheel.

7.3 Part payouts.

When the amount of the payout exceeds the amount of wheel chips available or when the customer asks for some cash chips, the dealer will make up the payout as follows.

7.3.2. The dealer must announce the makeup of the payout, say the payout is 325 pieces, it should be announced

7.3.3 When making up part payouts the dealer should leave them broken down until they are checked by the inspector.

7.3.4 When paying a player with value chips they must be kept in full view of both the inspector and player. They will always be passed on TOP of the non-value chips or in a SEPARATE stack at the front of the payout, and will always be highest value on top.

8. CLOSING THE TABLE.

8.1 On instruction from the manager/pit boss, the inspector will call the "LAST THREE SPINS".

8.2 After the last spin when all winning bets have been paid - the dealer will remove the ball from the wheel.

8.3 The dealer will cash in each player only If the wheel chips total equals the par figure 0/200/300.

8.4 The inspector will advise the pit boss of any wheel chips that are short and the value they are marked at. A note will be kept of this fact, by the pit boss in the message book.

8.5 Once seated at the players' side of the table the pit boss or inspector will instruct the dealer to take the float out to the layout.

8.6 The dealer will bring out the value chips, starting with the highest denomination, and place them on the row nearest to zero. The value chips will be placed in stacks of 20 and five stacks per row, starting on the six line widthwise across the table. One full stack on the six line and closest to zero will be cut down in fives and then stepped to prove twenty. --- Any part stacks will be cut down in units of five, with any amount less than five spread on the table, in the space between the full stacks and the inspector.

8.7 The next highest value will be placed about ten centimeters.

8.8 All rows will be lined up to the six line.

8.9 Each value will be kept separate from the next value and more than two rows of the same value will be separated.

8.10 \$25. -- \$2.50. -- and 25 cent chips --- any short stacks ,of these values will be cut down in units of four.

8.11 The number of chips and total value, of each denomination entered by the pit boss or manager on the opening closing sheet, and by the inspector on the chip summary sheet, independently of each other;

NO CORRECTIONS WILL BE ACCEPTED ON CHIP SUMMARY SHEET. ANY ERRORS WILL NECESSITATE A NEW SHEET BEING COMPLETED voided sheets must be attached to the new sheet.

8.12 The pit boss and inspector will exchange and check each of these sheets to ensure they are correct and that the figures and totals agree. A signature and security number will be added to both forms by the pit boss and inspector. The forms will then be passed to the dealer who will check and sign them both.

8.13 The dealer will check the chip summary sheet to see what chips are excess to the float and place any such chips in trays and take them with the chip summary sheet to the cash desk.

8.14 The pit boss or inspector will remain at the table with the float.

8.15 The cashier will check that the excess of chips agrees with the figure written on the chip summary sheet and will add them to the cash desk float.

8.16 The cashier will issue the dealer the chips required to bring the float up to par, as recorded on the summary sheet.

8.17 Both the dealer and the cashier will sign the chip summary sheet attesting to the chips bought to, and taken from the cash desk. - The dealer will return to the table with the fill.

8.18 The dealer will remove the chips from the tray, one denomination 'at a time, starting with the highest, and cut them down in front of the same value part of the float. The dealer will then announce the number of chips received and their total value. This procedure will be repeated with all the various denominations.

8.19 If the total agrees with the opening closing form the dealer will ONLY THEN add the fill to the float, showing that each value has been bought back to par.

8.20 Once all parties have checked and agreed that the float is correct, the relevant paperwork will be placed in the drop box, and the dealer will place the chips in the float trays, and return it to the cash desk.

8.21 The dealer will then put away the color chips on the table.

8.22 Once the above procedures have started no dealer or inspector may be changed. The

original dealer and inspector must continue with the procedure until it is complete.

8.23 Surveillance will cover the wheel with the security cover and seal it in position, noting the seal numbers in the seal book. The book will be signed by surveillance and the pit boss, after checking the numbers.

9. INSPECTORS DUTIES

9.1 GENERAL

The inspectors on roulette are required to have learned all the dealers' game procedures, all the typical cheat moves and, in addition, must be well acquainted with all the following procedures and strategy .

The attitude of the inspector is most important as a game protection technique. You should always be totally in control of your games and know exactly what is happening on them. This can be achieved by saying very little, but by being alert at all times so that players and would be cheats can see your face and eyes.

The following rules are intended as a guide to your behavior at the tables, and contain some examples of specific moves by players to watch for.

9.1.1 Keep your eyes moving at all times and watch the layout continuously.

9.1.2 While watching one table, listen to the action on the other.

9.1.3 Be aware of the dealers, their attitudes to the players, their control of the game, their procedures for dealing.

9.1.4 Be aware of the players, their playing style, what value they are playing for, how much they are in for, their attitudes. Are they nervous? Are they trying not to be seen? Are they watching your progress?

9.1.5 In any dispute, do not allow yourself to be totally engrossed in this area. There may be trouble elsewhere.

9.1.6 Establish communication with the dealers. Learn their names, and ensure they know yours. If they feel they can relate to you, your task of supervising the game will be easier and more effective.

9.1.7 Check all fills and credits carefully and make sure all signatures and security numbers have been correctly filled in.

9.1.8 Make sure all color is marked up before being passed out.

9.1.9 Communicate with your relief inspector everything that needs to be known about the action on your table(s), and about what might take place (trouble makers, requests for fills to



come, players' progress, etc.)

9.1.10 Watch slow games (one player) and dead games. Both require your full attention as well as do heavier games for total security of the operation.

9.1.11 A suspected cheat move may be no more than a player making a genuine mistake through tiredness or lack of knowledge. A big player making suspected cheat moves needs very careful handling. He may respond to humor. Or he may be abusing his high-roller status by openly clearing non-existent bets in front of other players. Detailed explanation based on thorough and certain knowledge of the procedures, will always be the best approach, but in this situation you may well be overruled by the pit boss, if your decision has to be against the player.

9.1.12 Dealers and inspectors are to agree on all payouts. If two different figures are obtained, the inspector should talk it through with the dealer so that agreement is reached. A dealer should never be in the position of being told what to pay, as this can be a security risk.

9.1.13 Are there players who make it a habit to be continually placing bets when the ball is about to drop.

9.1.14 Look for players who stand behind seated players. They could be part of a team, or trying to steal chips from the layout or from other players.

9.1.15 Watch for players who drop a large quantity of color chips on the winning number. A high value cash chip(s) may have been placed beneath them (Top hatting). 9.1.16 Watch for players betting across winning bets.

9.1.17 Watch for people with scorecards, pieces of paper, or cigarettes near the columns and even chances.

9.1.18 Watch for players leaving the table with color chips.

9.1.19 Watch for people who knock chips over on the layout as the ball drops, a clever means of distraction to cheat on the columns.

9.1.20 Watch for any kind of distraction or dispute on one end of the table that may be intended to distract the dealers and inspectors attention from the other end where a cheat move may be taking place.

9.1.21 Watch for the correct handling of the chips by the dealer. Never let a dealer obscure the payout, either being prepared or being passed over.

9.1.22 Watch dealers who consistently accidentally knock chips off the winning number and confidently replace them.

9.1.23 Watch carefully a dealer who frequently accidentally pays losing bets on the even chances.

9.1.24 constantly be aware of the color values. Have they been changed? Who now has the



color? Why didn't the dealer announce the transaction?

9.1.25 Verify the correct number being paid.

9.1.26 Your ears must be tuned in to the dropping of the ball. Instantly watch the layout and winning bets. Try to memorize the winning bets before the dealer clears the layout.

9.1.27 Always check the wheel and the number cleared. Dealers hardly ever realize until it is pointed out to them that they have cleared a wrong number.

9.1.28 Make sure the dealer announces all transactions

9.1.29 While scanning your tables look for such things as:

1. Chips on the floor.

2. Is anyone watching you, particularly your eyes?

3. How many cash chips and color chips does the player have in front of him? Approximately how many does he bet on every spin?

9.1.30 Keep up the pace of the games. Competent, personable dealers who help people place their bets, create an atmosphere that will generate more action.

9.1.31 Make sure that all dealers know and adhere to the CORRECT ORDER:-iF"

PAYOUTS. It is impossible to adequately monitor several games if the dealers are randomly paying the bets.

9.1.32 When more than one customer is playing cash chips on the outside chances, try to become familiar with their bets. There are more disputes over cash chips than anything else. Only one player may play with value chips of the same denomination at any one time on the layout.

9.1.33 When the ball is spinning, check for cash chips on the layout and try to identify the players.

9.1.34 Check for cash chips under color chips on the layout.

9.1.35 Check that cash chips are still on the layout after they have been placed. Some people steal cash chips when they are placing their own color chips.

9.1.36 Disputes must be settled as quickly as possible. Lost spins are lost percentage. More money could be lost in the lost spins than the amount involved in the dispute.

9.1.37 Never let the payout go out unless you are absolutely certain it is correct.

9.1.38 Make sure the dealer and chipper do not converse unless it is directly related to the game. Don't talk to the dealer unless it is pertinent to the game.

9.1.39 Watch particularly those games without a chipper.

9.1.40 Watch especially one dealer dealing to one player. This is a very high risk situation and should be observed accordingly. Just because there appears to be little action does not mean



it is not worthy of the inspectors attention.

9.1.41 Disputes over cash chips should be handled with discretion. Assess the situation.

Who are the players involved? Are you familiar with their bets? Their personalities?

Resolve the dispute as quickly as possible.

9.1.42 Never pay a claimed bet too quickly, even though you may have-made the decision to do so. Always hear BOTH sides-of-a-dispute. Without delaying settlement of the dispute, give the appearance of considering the outcome - you do not want such claims to be a common occurrence.

9.1.43 In the event of a wrongly cleared number, and you have an approximate idea of the

9.1.44 original bet, act affirmatively. Never permit a player to be abusive to a dealer.

9.1.45 Study the layout while the ball is spinning. Check for bets exceeding the maximums. Check for complicated bets.

9.1.46 Check that all colors are marked.

9.1.47 Make sure that „No more bets" is called BEFORE the ball drops, not when it drops.

9.1.48 Continually check dealers for procedural adherence.

9.1.49 Inspectors must inform their pit boss whenever, a .color is –marked or taken down, which is valued above the-table-minimum.

Specific Cheat Moves.

A player gives a large complicated bet to the dealer as the ball is slowing ,

he/she will attempt to place it but very likely will lose concentration of the areas of the table to be watched (columns, outside chances). This is where the inspector can ensure complete table security by watching the table closely for any large bets or alterations.

The dealer may not realize that the cash chips under the stack of color was also a late bet.

Note cash chips on the layout for several reasons:

(1) So that two players do not claim one bet (they cannot both be paid) - should one of them have been given a color?

(2) So that any additional chips after a distraction are obvious (take them off - chances are a cheat will not have the nerve to claim it).

If there is some kind of distraction or dispute, see if the dealer can handle it. Keep your attention over the whole area of your responsibility - the plan may be to get you involved so that cheating can take place elsewhere. If the dealer cannot resolve the problem, be sure everything is under control elsewhere before attending to the matter.

Paying a claimed bet without considering the case at all may appear magnanimous but will



lead to further claims, and investigation of your own inspecting technique and motivation by

the pit boss. Hear the players' story and the dealer's.

Consult the Disputes.

Any dispute resulting in a payment to the player that is not covered in the normal course of procedures should be advised to surveillance (where applicable) and the pit boss, as soon as is practical.

The majority of disputes involve:

A player claiming he was not paid. A player claiming he was underpaid.

A player claiming he received incorrect change.

A player claiming the game is going too slow or fast. A player requesting / demanding a change of dealer.

A player claiming he was insulted.

9.3.7 On a LIVE game, a player may claim a bet if another person also says it was his bet (dispute bet). In this instance, if the house cannot clarify' whose bet it is and neither player wishes to share the bet, on direction of the pit boss, it is placed at the back of the table behind the non-value chips, until the dispute is resolved.

9.3 8 A player claiming a badly placed bet to his advantage.

SECTION 3:
BLACK JACK PROCEDURES

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3A SUPER SEVENS

3B PONTOON

1. Table and equipment

1.1 The Layout

Black Jack shall be played at a table which has on one side places for the players and on the opposite side a place for the dealer.

1.1.1 The layout cloth covering the Black Jack table shall have printed on it the name and or logo of the casino and have seven rectangular boxes for the players bets. Also, an area for Insurance bets.

1.1.2 The following inscriptions shall appear on the cloth covering the Black Jack table: Black Jack pays 3 to 2 Dealer must stand on 17 and must draw to 16. Insurance pays 2 to 1.

1.2 The drop box

1.2.1 All cash, plaques, fill and credit slips are deposited in the drop box, as are tips on tables without a separate tip box.

1.2.2 The drop box will be to the right of the dealer alongside the discard holder.

1.2.3 The drop box shall have a clear plunger inserted.

1.3 The tip box

1.3.1 The tip box (where applicable) will be to the left of the dealer.

1.3.2 All tips will be placed in the tip box. In units where there are no separate tip boxes the tips will be placed in the drop box.

1.4 The discard holder.

1.4.1 After each hand all cards remaining on the layout are placed in the discard holder.

1.5 The clicker

1.5.1 A mechanical device to record all drops on the table.

1.6 The shoe

1.6.1 A container used by the dealer to dealing. One card at a time.

1.7 The cards

1.7.1 Six packs of cards in sealed pouches are issued each day to the pit boss by surveillance, against signatures.

1.8 Cutting Cards

1.8.1 Two cutting cards will be issued to each table.

2. PRE-OPENING PROCEDURES.

2.1 Surveillance

2.1.1 The surveillance department will issue to the pit boss sufficient sealed pouches - each containing six packs of cards - to open the maximum number of tables required, against signatures in the card control book of both the surveillance officer and the pit boss. The pouches will be issued on a random basis to each table by the pit boss.

2.1.2 Any irregularities in the card control book (altered numbers, correction fluid, etc ..) must be reported to the casino manager.

2.1.3 In units without a surveillance department, these duties will be carried out by the duty manager.

3. TERMS USED IN BLACK JACK.

3.1 Too many.

If the players cards exceed 21 they automatically lose their bets.

3.2 Stand off! If the players card total equals the dealers total they

neither win nor lose.

3.3 Black Jack.

Black Jack shall mean an Ace and any card having a point value often, dealt as the INITIAL two cards to a player or dealer.

3.4 Hard total.

A hard total shall mean the total points count of a hand which contains-no- Aces, or which contains Aces that are counted as one in value.

3.5 Soft total.

Soft total shall mean the point count of a hand containing an Ace or Aces, one of which can be counted both as one or eleven.

3.6 Insurance.

This is a separate bet. If the dealer draws an Ace as the first card, all players may place an Insurance bet, of up to half their original bet, on the Insurance line. The bet is for the dealer to receive a ten count card thus making a Black Jack.

4. OPENING THE TABLE.

4.1 Checking the float.

4.1.1 The pit boss will allocate the dealers and inspectors to tables, and instruct the dealer or inspector to collect the relevant numbered float from the cash desk.

4.1.2 With both the dealer and inspector present at the table, the pit boss will unlock the float box and instruct the dealer to check the float.

4.1.3 The dealer will remove the chips from the tray, placing the highest value to the right of the table and the lowest value to the left.

4.1.4 Each value will be kept separate from the next value, and more than two rows of the same value will be separated.

4.1.5 The chips will be placed in stacks of twenty and five stacks per row, widthwise across the table. On the row to the extreme right, the back stack will be cut down in 5's, then stepped to prove twenty.

4.1.6 The next highest value will be placed about ten centimeters apart and the above procedure repeated until each group of chips is neatly placed on the layout.

4.1.7 The inspector will by now be filling in the opening / closing sheet, according to the quantities and values of the opening float.

4.1.8 When the dealer, inspector and pit boss are satisfied that the float agrees with the

paperwork, they will sign the opening / closing sheet.

4.1.9 On instruction from the inspector, the dealer will place all the value chips into their specified positions in the tray.

4.1.10 The lid must be kept on the tray at all times when there is no game in progress.

4.1.11 No table staff are to be changed during the opening procedure once the value float has been unlocked.

4.1.13 The maximum bet as indicated by the sign will apply to each BOX. 4.1.14

There is a maximum of three players per box.

4.1.15 The game may commence with one player betting on one box or more. The table floats

Black Jack floats will contain at least four tubes of the chips valued at table minimum.

Quantities of higher value chips will be determined by the level of business, and will reflect the need to avoid repeated fills to the table.

Higher value chips will always be kept in the center of the tray.

Floats will be used from the outer tubes of each value. Inwards from either side of the tray.

Unused tubes of chips will be kept in 40's.

The manager will ensure that the float contents, amounts and total values will be marked on the float trays.

DEALERS DUTIES

Cards

Six packs of cards for each table will be bought to the pit boss by surveillance in separate sealed pouches.

These will be issued to each table by the pit boss on a random basis, still sealed.

5.1.3 The inspector will break the seal on the pouch when the dealer is present, and will check that it contains six packs of cards.

5.1.4 Both the inspector and dealer will check the cards independently of each other, back and front, for any missing, extra or imperfect.

5.1.5 If any card(s) are found to be damaged in any way, the pit boss will replace them.

5.1.6 The inspector and the dealer will sign the card control form attesting that six packs of cards were received, checked and found to be correct. - The form will be kept in the pit desk, and will be signed by the pit boss when he/she has made a visual check of the cards laid out.

5.1.7 The dealer will spread the cards on the table for visual inspection by the first player to arrive at the table.

5.1.8 The cards will be spread out in horizontal fan-shaped rows by packs according to suit and in sequence -Hearts - Clubs - Diamonds - Spades – Ace through to King.

5.1.9 When the cards have been laid out, the inspector will make a visual check that all cards are present on the table. The pit boss will also make a visual check of the cards, and the signature on the card control form means that he/she has checked that all the cards are there.

5.1.10 If players are waiting to play, the cards should be quickly spread in order not to delay the start of the game.

5.2 The Shemmy Shuffle

5.2.1 The shuffle that takes place immediately after the cards are turned face down on the table is called a sheemmy shuffle.

5.2.2 The sheemmy shuffle is carried out by the dealer using the finger tips, the cards are spread out and then randomly moved around the table with a stirring or washing movement.

The sheemmy shuffle should take about ONE WHOLE MINUTE, making sure that the cards are very well mixed. Great care must be exercised to ensure that the cards do not get turned over (boxed).

5.2.3 After the cards have been well sheemmy shuffled they will be bought together into a tube shape

5.2.4 The dealer will take about 50 cards from the tube, bounce and close - and place them face down on the table - continuing until-all-the-cards-have-been-lifted and are in one stack



on the table, face down _-

5.2.5 The sheemmy shuffle will be carried out only once each day - on the opening of the table - the inspector will ensure that the dealer makes a very thorough shuffle.

5.3 Riffle Shuffle

5.3.1 The riffle shuffle will be carried out after the sheemmy shuffle - and at the completion of each shoe.

5.3.2 All cards left in the shoe will be removed, half of these will be placed on top of the cards in the discard holder, the other half placed face down on the table in front of the dealer on the insurance line. The cards will then be removed from the discard holder and placed on top of the stack in front of the dealer.

5.3.3 The roller will be removed from the shoe, and the shoe examined to ensure that no cards remain inside.

5.3.4 The stack of cards will be cut in half, and each of the two stacks cut in half again forming four equal stacks of the dealer. - These will be designated stakes-GNE, TWO, THREE, and FOUR, from left to right.

5.3.5 Approximately 20 cards will be taken from stacks ONE and TWO, riffle shuffled together once, and the stack thus formed placed in front of the dealer. (Stack FIVE) Then -- approximately 20 cards will be taken from stacks TWO and THREE, riffle shuffled together once and placed on top of stack FIVE.

Then -- approximately 20 cards will be taken from stacks THREE and FOUR, riffle shuffled together and placed on top of stack FIVE.

This procedure will be continued with stacks: ONE and FOUR , ONE and TWO, TWO and THREE, THREE and FOUR and finally ONE and FOUR. Thus all the cards will be together in one stack in front of the dealer.

5.3.6 This stack will then be cut in half, and approximately twenty cards taken from each of the two stacks, these will be riffle shuffled once and placed between the two stacks.

5.3.7 This procedure will be continued until all the cards have been riffle shuffled, leaving one stack in front of the dealer.

5.3.8 The dealer will then turn this stack on its side, and place one of the two cutting cards at the back.

5.3.9 The cards will be squared up, using the side of the shoe.

5.3.10 The shuffle in its entirety must be carried out as specified above.

5.3.11 The object of the dealer must be to interface the cards one by one. Should any riffle shuffle result in blocks of cards falling - the shuffle must be done again.

If the game stops in the middle of a shoe and the players leave the table, all of the cards will be placed in two equal stacks in front of the dealer. If the game re-starts the riffle shuffle



procedure will be followed.

AT NO TIME will the dealer or inspector make the decision to re-shuffle at a player's request. Only the pit boss has this authority, and if he should agree to the request he must report his actions to the duty manager immediately.

Great care should be taken when offering the cards to be cut - using two hands if necessary. Should the cards be dropped they MUST be shuffled again.

Cutting the cards.

Upon completion of the riffle shuffle the cards must be cut. The order to cut the cards shall be as follows.

The first player at the table, if the game is just starting.

The player on whose box the cutting card appeared during the last round of play.

5.4.2.3 If the cutting card appeared-on-the dealers hand, the player playing on the last box to the dealers' right will cut the cards.

5.4.2.4 If the player refuses to cut the cards, the cutting card shall be offered to - the refusing player's choice - or to each player clockwise around the table.

5.4.2.5 If all players refuse to cut the cards, the pit boss shall be called, who will always cut the cards approximately in half.

5.4.3 The cutting card will be inserted by the player a minimum of half deck (approximately 26 cards) in from either end.

5.4.4 If the cut is unacceptable for any reason, the cutting card will be removed and the cards offered again for cutting.

5.4.5 Once the cutting card has been inserted by the player, the dealer will take the cutting card and all the cards in front of the cutting card, and place them to the back of the other cards.

5.4.6 The dealer will straighten the whole stack against the ?b.9_e,_tb..enr:remove the first cutting card which at this _time will be somewhere in the middle of-the-deck. -- This will then be inserted AT LEAST 80 cards from the back of the deck -- (approx. one and a half decks)

5.4.7 The dealer will place the cards in the shoe, and tidy them, ensuring that no cards are exposed.

5.4.8 Before any cards are dealt to the players, the dealer will draw 5 cards face down, and announce "Burning the first five cards", these five cards will then be placed in the discard holder.

5.4.9 The dealer will maintain physical and visual contact with the cards at all times during the shuffling procedure. - The dealer MUST be attentive to the job in hand, never looking around the room or conversing with the inspector.

5.4.10 The dealer and the table are now ready for play.

5.5 Dealing cards

5.5.1 At the start of play - when picking up the cards after a shuffle, the dealer will call "Place your bets please"

5.5.2 The dealer will run the index finger of the right hand along the insurance line, and check the following:

5.5.2.1 That all bets are placed in 'the betting boxes.

5.5.2.2 That all bets comply with the minimum and maximum of the table.

5.5.2.3 That all bets are stacked up tidily - using clean hands procedure before touching bets, and afterwards.

5.5.2.4 That all bets are placed with the highest value on the bottom and the lowest value the top, and the top value chips should be stepped away from the dealer.

5.5.2.5 If there is more than one bet on a box, it is essential that the dealer is certain who will be calling that box before the cards are dealt, by asking the players, "Who is calling this box"?

5.5.2.6 That there are no more than three bets in each box. - If there are two or more bets on a box the second and or third bets, are placed in line with and BEHIND THE FIRST BET.

5.5.2.7 That all players wishing to play are given the opportunity to place their bets; - if players have not bet when they normally do, ask "Do YOU wish to bet this time sir"?

5.5.2.8 That all players hands are away from their bets.

5.5.3 If all is in order the dealer will call "No more bets, thank you", and deal the first card to the first box which has a bet on it (as from this moment NO MORE bets may be placed on the table or removed from the table), and then deal a card to the all other boxes which have a bet, and one card to the dealer's hand.

5.5.4 The dealer will then deal a second card to each of the boxes in play, but no more to the dealers hand.

5.5.5 Cards will be removed from the shoe with the left hand, given to the right hand and placed to the player's box to the outside edge of the Insurance line. All cards must be dealt face up. NO PLAYER MAY RECEIVE A CARD FACE DOWN.

5.5.6 On all boxes the first card will be placed with its right edge lined up with the right edge of the box, on the front line of the Insurance line, and the second card will be placed slightly staggered to the left, so that both the players and the dealer can see and read the cards easily.

5.5.7 Any card found damaged during play will, at the end of the hand be removed and placed in front of the plunger, face up, and the pit boss advised. -- The pit boss will bring a replacement card to the table, and when the hand is completed, show both the cards to the players, front and back. The damaged card will then be removed from the table, and the replacement inserted into the cards in the discard holder,

5.5.8 Cards dealt and exposed in error during the deal HAVE TO BE USED AS THE NEXT CARD FROM THE SHOE. Whether fully exposed or not the card will be

kept face down on the table in front of the shoe until required for the game. Any card exposed during the hand will be offered to each player in turn, and if no player wants this card it will become the dealers second card.

5.5.9 Should card(s) have been dealt to a box without a bet on it, all the card(s) will be backed up under the inspectors supervision, and re-dealt. Should the complication be too great the pit boss will be called to the table to give a decision.

5.5.10 When the cutting card appears during a hand, the hand will be completed and the dealer will then riffle shuffle the cards. - If the cutting card appears at the front of the shoe after the completion of a hand, the riffle shuffle takes place immediately.

5.6 The Card Count.

5.6.1 "Black Jack" is a total of "21" with the first two cards dealt to any hand. e.g. an Ace plus any ten count card. (ten, Jack, Queen, King)

5.6.2 After the initial two cards have been dealt to all the players and one to the dealer- and before any other cards are drawn The dealer will check all hands-to-see if any player has Black Jack.

5.6.3 Should this be the case, the dealer will announce in a tone of voice calculated to be heard by both the player and the inspector, "Black Jack".

5.6.4 The dealer will now check his/her first card to see if it is a ten count card, or an Ace.

With either of these two cards the dealer could get Black Jack as well, so any player's Black Jacks are not paid at this time.

5.6.5 If the dealer does not have a ten or an Ace, the dealer will now pay all the players with Black Jack at odds of 3 to 2.

5.6.6 The dealer will pay all Black Jacks from the right hand side to the left: hand side of the table.

5.6.7 Each Black Jack will be paid in tum completely and the cards removed, before going on to the next Black Jack.

5.6.8 The cards will be collected with the right-hand and placed in the discard holder.

5.7 Insurance.

5.7.1 If, in the initial deal (the two cards to each player and one to the dealer), the dealer's card is an Ace - the dealer will announce „Does anyone wish to take Insurance” in a tone of voice calculated to be heard by the players and the inspector.

5.7.2 Players with bets on the boxes are then entitled to place a bet on the Insurance line, of

an amount between half the table minimum, and half of their original bet.

5.7.3 If there is more than one player betting in a box - then each player may, independently, make an Insurance bet.

5.7.4 If the dealer does not draw a ten count card, all Insurance bets lose, and will be removed at once by the dealer while announcing "Insurance loses". The dealer will then carry on dealing.

5.7.5 If the dealer does make Black Jack, then all bets on the boxes lose - except those with a Black Jack, which are a Stand off. - All bets on the Insurance line are then paid 2 to 1 working from the right of the table to the left.

5.7.6 A player with Black Jack - when Insurance is offered - may take Even money without having to put up any Insurance bet. - Any player taking Even money will have his bet and his winnings removed from the box, if there are any other players left on the box who did not.

5.7.7 If a player with Black Jack insures his bet for less than half of his original bet - HE CANNOT BE PAID EVEN MONEY. - This hand is completed as described above in 5.7.4 or 5.7.5.

5.7.8 Any player betting on another player's box may take Insurance, but is not obliged to.

5.7.9 Only the exact amount being wagered maybe placed on the Insurance_ - if need be make change.

5.7.10 A player with two boxes may not total his insurance bet - they must be placed separately.

5.7.11 When the players are placing their Insurance bets, the dealer will ensure that no one has exceeded HALF of their original bet, and that all players wanting to Insure have the opportunity to do so. The dealer will then call "No more Insurance, please", and ask for a decision from the first box.

5.8 The Four Decisions

5.8.1 When the dealer has given two cards to each box and one to him/herself, he/she will start on the left of the table - keeping the left hand on the shoe - and point with the forefinger of the right hand to each box in turn.

5.8.2 The dealer will announce the two card total - if there is an Ace in the hand, the total called will be two counts: e.g. Ace and three = four, or fourteen

5.8.3 After calling the total the dealer will wait for the player's decision. - The seated player usually controls the box, but the dealer must be sure who controls the box -BEFORE DRAWING ANY MORE CARDS.

5.8.4 The following are the four decisions, one or more of which the player may have to make:--



CARD - NO CARD - DOUBLE - SPLIT.

5.9 The Four decisions..... Card

5.9.1 The player may continue to draw as many cards as they want until the total reaches twenty one (21).

5.9.2 No one may draw cards on 21 (hard or soft) or Black Jack

5.9.3 If the player has more than 21 ...".Too many"the bet is removed FIRST and then the cards.

5.9.4 The dealer will call the total. The dealer WILL NEVER ..anticipate and play the player's hand for11ri1~ _-

5.9.5 It is expressly FORBIDDEN for any dealer to tell a player how to play his cards or his bets during the course of a game.

5.9.6 The players should indicate that they require another card by calling "Card".....I.f. players use gestures (tapping or scratching on the table etc.), the dealer must be QUITE SURE that they understand the gesture, and IF IN ANY DOUBT ASK.

5.9.7 The dealer will only deal a further card to the player if they are sure that the player requires an extra card, e.g. "Card all 13 Sir?" to clarify if necessary ..

5.9.8. When a player requests a card the dealer will draw a card with the left hand and place the card face up with the right hand.

5.9.9 The dealer then announces the new card total and waits for the player to make a new decision.

5.9.10 If by the addition of a card or cards the player-has first" ..=.exceed .e. d a score of "21" then the dealer will arnounce-'1oc:nnai"ly".

5.9.11 DEALERS WILL PICK UP THE LOSING BET FIRST WITH THE LEFT HAND PLACING THE CHIPS IN THE TRAY ...T. HEN REMOVE THE CARDS WITH THE RIGHT HAND AND PLACE THEM IN THE DISCARD HOLDERIT IS FORBIDDEN FOR DEALERS TO PICK UP CARDS AND CHIPS IN ONE HAND. FOR BOXES SIXAND SEVEN IT IS PERMITTED TO USE THE RIGHT HAND, T:•\KING THE BET FLRST THEN THE CARDS.

5.9.12 When the player on the last box has finished drawing cards, the dealer will announce "No more cards", and will pause before drawing to the dealer's hand.

5.9.13 When all the players have taken the cards they require, the dealer will draw the second card and any others required for the dealer's hand,placing the cards side by side, from left to right Each new total will be announced, and the final total called so that all the players and the inspector carl hear it.

5.9.14 After the dealer's total has been called, the dealer will commence the pay and take procedures.

5.10 The Four DecisionsNo card

5.10.1 A player may "Draw" or "Not Draw" cards on any total below 21. Most players do draw on a total of 8 or less -BUT NOT ALL - use caution.

5.10.2 Just advise the player of his total and wait. e.g. "12, Sir?"

5.10.3 The players should indicate that they do not require another card by calling "Stay", or "Stand"

5.10.4 The dealer must be sure that the player does not require a card - before moving on to the next hand - by clarifying if necessary.

5.10.5 Players may not touch their bets or cards of Black Jack.

5.11 The Four DecisionsDouble.

5.11.1 Players may double their bets on any total of their FIRST TWO cards. - But if they do so will receive ONLY ONE MORE CARD.

5.11.2 A player may double on a soft total.

5.1.3 If the third card is an Ace it counts as 1 or 11 to give the highest point without going "Bust".

5.11.4 The third card on a hand which has been doubled will be placed offset, to the right of the other two cards.

5.11.5 When a player doubles - the chips must be placed inside the box, SIDE BY SIDE, and TOUCHING the original bet, and of an EQUAL AMOUNT to the original bet.

5.11.6 When drawing the third card to a hand that has been doubled the dealer will announce "One card only" .

5.11. 7 In the event of more than one player betting on a box; the player calling the box must make the decision whether or not to double. The other player(s) may or may not, as they wish, double their stakes, -- and must always be asked if they wish to do so BEFORE a third card is drawn to the hand,

5.11.8 When paying a winning box which has been doubled, the dealer may hit into the bet twice, with either hand.

5.12 The Four Decisions. ... Splitting Pairs.

5.12.1 The' players may split the initial two cards dealt to their hands if the two cards have the same face value.

5.12.2 The players may continue to split their hands if they are dealt cards which also have the same face value, up to a MAXIMUM OF THREE TIMES, - i.e making four hands in total

5.12.3 When splitting pairs the player MUST place a bet EQUAL to the original bet on the second of the two hands. The dealer will show clean hands and check that the bets are equal.

5.12.4 When a player splits pairs, the dealer will deal a second card to the first of the split

hands and await a decision, at this point if the two cards are again equal, the player may split again. One hand is dealt with at a time and, when completed, a second card is automatically dealt to the next remaining split.

5.12.5 If a player wishes to continue splitting pairs and room becomes limited, the dealer will ensure that the player's bet has been placed on the top right hand corner of the cards.

5.12.6 Players splitting ACES may ONLY SPLIT ONCE - and will ONLY RECEIVE ONE CARD ON EACH ACE, which if it is a ten count card will NOT count as Black Jack, but will count as 21. - - Dealers will call "One card only" before dealing to split Aces.

5.12.7 A player splitting ten an Ace on either or 50th of the hands, - These hands will not count as Black Jack, but as 21.

5.12.8 When a player places an additional bet on a pair of cards, the dealer should make sure that he/she understands whether the player wishes to split or double the hand.

5.12.9 When a player places additional chips on a box to split a hand, the separate bets must be placed across the line to the left and to the right of the box. If any other players on the box wish to split also, their bets will be placed immediately behind.

5.12.10 In the event of two or more players on a box, if the player calling the box wishes to split the hand the other player(s) must be given the opportunity to do so also, BEFORE any more cards are drawn. --- If the other player(s) do not wish to increase their bet, they must be asked which of the split hands they wish to play, and their bet placed on the appropriate side of the box, BEFORE-any more cards are drawn.

5.12.11 If one or both of the bets win they MUST be dealt with as SEPARATE hands, paying or taking the right side first, and then the left, NEVER pay one side twice. --

Similarly should one side win and one lose they-must paid - accordingly. -IT IS UN-ACCEPTABLE to leave bets, calling one pays the other.

5.13 The Four Decisions. Doubling a Split

5.13.1 If the players, after splitting a pair, wish to double on the resulting hand they may do so.

5.13.2 When doubling a split hand the additional stake is to be placed on the outside of the box, by the side of and touching the bet which applies to the hand.

5.13.3 In the event of two or more players on a box, if the player calling the box wishes to double the other player(s) must also be given the opportunity to do so BEFORE any further cards are drawn.

5.14 Payouts..... Taking.

5.14.1 If the dealer gets a total greater than ALL the players, the dealer will remove all the bets first, starting on the dealer's right and working around the table to the left. The dealer will keep the values separate and return to the tray as often as required.

5.14.2 The players' cards are then removed starting on the dealer's right -- making sure that they all stay in sequence -- they are then placed in the discard holder -- THE DEALER'S CARDS ARE THEN PICKED UP AND PLACED IN THE DISCARD HOLDER.

5.14.3 Where there is more than one bet per box, the bet nearest the player is taken first. i.e. take the bets in order from the back to the front of the box.

5.15 Payouts... Paying Black Jacks.

5.15.1 All Black Jack payouts will be announced. e.g. "Black Jack all \$10 pays 515". and cut out in front of the dealer before being paid to the bet

5.15.2 Any winning Black Jack bet of five chips or less - when paid colour to colour - will be cut into once and half that amount bridged.

5.15.3 Any winning Black Jack: bet of six chips or more will (after clean hands procedure)first be shelved then paid as 'in 5 15.2.

5.15.4 When paying a Black Jack using higher value chips than those of the stake. they will be cut down in front of the dealer, then paid to the side of the bet, clearly spread, highest value at the bottom

5.16 Paying and Taking (one value bets)

5.16.1 All bets will always be paid or taken in turn from the right hand side of the table, and where there is more than one bet per box. from the back to the front of the box.

5. 16.2 All stand-offs will be acknowledged by pointing to and announcing "Stand-off", as the dealer gets to the box.

5.16.3 Color for color is the first choice in methods of payout, but in the interests of better float and player's chips management, higher value chips may be paid as necessary. If the bet is 5 chips or less of one color, or is readable, the payout will be announced and higher value chips may then be paid direct to the box. If the bet requires cutting down, the payout will be announced, cut down in front of the dealer, then paid to the box, highest value at the bottom, and clearly shelved.

5.16.4 Dealers will use both hands with the value in use on the table in each, and pay or take - The last box on the right will always be paid or taken with the right hand. Dealers will return to the tray as often a necessary.

5.16.5 Where there are two values in use on the table, and one color bets, the last box is paid or taken with the right hand. The left hand will normally pay or take the other value.

5.16.6 If there are three values in use, the dealer must empty one hand into the tray, and take the losing bet, or pick up the third color and pay, if it wins.

CHIPS OF DIFFERENT VALUES MUST NEVER BE MIXED IN ONE HAND.

5.17 Paying and Taking (two value bets)

5.17.1 Before drawing cards each box will be checked to make sure that the base color is the higher value chip -- the top chip/s) will be staggered towards the player.

5.17.2 If the base color is five chips or less the bet can be paid by cutting out the base color chips - in front of the tray with one hand - and with the other hand placing chips of the top color on top of the cut down chips; then by cutting into the bet on the layout. The bet must be heeled (the top chips away from the tray).

5.17.3 If there are more than five chips as the base color, the bet must be cut down and each color paid separately. - Alternatively the bet can be paid in total by announcing the amount, cutting out the chips in front of the tray, then paying to the box, with the chips clearly heeled.

5. 18 Paying and Taking (Three value bets)

5.18.1 Any bet with three or more values will be cut down, totaled then paid in total.

5.18.2 All totaled bets will be announced - cut down in front of the tray - agreed by the inspector- the payout then stacked up and placed beside the bet clearly heeled.

5.18.3 When paying bets the practice of PAYING AND TAKING is FORBIDDEN. i.e - on a bet of 90 - pay 100 - take 10 ALL BETS MUST BE PAID EXACTLY.

5.19 Picking up the Cards.

5.19.1 The dealer will pick up the cards from the box on the right of the table first.

5.19.2 The dealer will pick up all cards with the right hand, use the forefinger and thumb of the left hand to push the cards square.

5.19.3 Each hand of cards will be inserted under the next, working around the table to the left. THESE CARDS MUST BE PICKED UP IN SEQUENCE.

5.19.4 After the player's cards have been picked up and placed into the discard holder, THEN, and ONLY THEN will the dealer's cards be picked up and placed in the discard holder.

5.19.5 All cards will be placed face down in the discard holder.

5.19.6 Should a player dispute losing that hand and asks to see the hands again - the inspector will be called - the cards will be taken from the card holder one at a time. The first hand will be the dealer's then the player to the right, then each player (who had not bust) in turn around the table.

6. CHANGE.

6.1 Chip (color) Change.

6.1.1 Should a player wish to change value chips the dealer must point to the chips and announce "Color change 1/. Chips are never taken from a player's hand, always from the table.

6.1.2 The value chips are cut down to prove them, in the area off-center of the tray on the

side closest to the inspector.

6.1.3 The value will be called in a voice calculated to be heard by both the player and the inspector.

6.1.4 If buying in, the player is asked which value he wishes to play with. If cashing out, the correct change must be cut down, including as necessary, smaller value chips.

THE PLAYER CANNOT BE GIVE ANY OF THEIR CHIPS BACK.

6.1.5 The required value chips are cut down to prove them in the area off-centre of the tray furthest from the inspector. The two totals will be called e.g. \$200 for \$200.

6.1.6 After receiving agreement from the inspector, the chips are stacked up and pushed over to the player.

6.1.7 The player is to be advised of the number of chips he is receiving, together with their individual value, and the total value of all the chips'.

6.1.8 After the chips have been passed to the player, the value chips are added to the float.

6.2.1

Change -- Plaques.

The player will bring these to the table and exchange them for value chips.

6.2.2 The dealer will handle the plaque change in exactly the same way as value chips.

6.2.3 At the end of the transaction the plaques will be dropped down the drop box, and the clicker activated.

6.3. Change - Cash

6.3.1 Money is never taken from a player's hand, always from the table. (players are asked to place notes on the table)

6.3.2 Dealers should point to the notes and announce "Cash change". If more than one player requires change, one player is dealt with at a time, leaving the other players money where it is.

6.3.3 Dealers must clean hands before picking up the notes.

6.3.4 Notes are to be counted to the side of the tray closest to the inspector.

6.3.5 If the cards are already dealt and the player requires change for an additional bet, the dealers card will be placed under the front of the shoe, ensuring the value of the card is still visible, until the change transaction is completed.

6.3.6 Notes are counted by passing them from one hand to the other and then placing them on the table.

6.3.7 Notes are laid in batches of five and groups often, slightly staggered, so that the



comers can be read.

6.3.8 Where there are more than ten notes of a single denomination and under Inspector supervision only, every batch often notes will be picked up and stacked neatly near the drop box. Stacks will be arranged at right angles to one another and staggered so that they can be seen.

6.3.9 Notes are counted as they are placed and the total announced, in a lone of voice calculated to be heard by both the player and the Inspector.

6.3.10 The player is asked what value he wishes to play with.

6.3.11 The dealer will cut down and prove the chips the player needs calling the two totals. e.g. \$200 for \$200. and will await Inspector clearance. The dealer will then stack up the chips and push them to the player.

6.3.12 On completion of the above the players notes are to be picked up and plunged into the drop box.

N.B. -- ALL CHANGE TRANSACTIONS MUST BE CLEARED BY THE INSPECTOR.

6.3 Cutting Chips for Change.

1 through 5 cut

6 2x3

7 2 x 3 cut 1 behind

8 2x4

9 2 x 4 cut 1 behind

10 2x5

11 2 x 5 cut 1 behind

12 2 x 5 cut 2 behind

13 2 x 5 cut 3 behind

14 2 x 5 cut 4 behind

15 3 x 5

16 3 x 5 cut 1 behind

17 3 x 5 cut 2 behind

18 3 x 5 cut 3 behind

19 3 x 5 cut 4 behind

20 4 x 5

\$25. and \$2.50 chips should be cut in units of FOUR.

Chips are cut down with one hand and paid over with the other; alternatively dealers must show clean hands if paying over with the same hand.

6.3.2 Cutting Down Bets.

If winning bets are not being paid color to color, more than five chips high will be cut down as above and then stepped. They will then be paid in total.

7. TABLE LIMITS. Minimums and Maximums.

7.J Each table has its own minimum and maximum bets allowed. They are displayed on a sign to the right of the dealer. These minimums and maximums must be strictly adhered to. Should anyone, by mistake or design, place more than these clearly marked amounts they will NOT be paid. the dealer must pay to the maximum, giving any excess back to the player. It is the dealer's duty to see that bets do not exceed the limit.

7.2 The MINIMUM BET is, per player (up to three in a box). Anyone betting under the minimum will be paid once only - advise the player of the minimum bet for the table.

7.3 The MAXIMUM BET is per box, if there are two or more bets on a box make sure that the total value of these does not exceed the box maximum.

8. ORDER OF PAYOUTS, Summary.

8.1 All payouts will be made from the right of the table, each box being paid or taken in turn.

8.2 Each bet in the box will be paid - the farthest bet first - then each bet in turn towards the dealer.

8.3 Double bets may be paid by hitting on one side twice - but they must be paid in turn, farthest bet first.

8.4 Split bets must be looked on as separate bets. Deal with the right-hand side first - when the right hand side is fully paid, deal with the left. -- NEVER LET ONE SIDE PAY THE OTHER, PAY AND TAKE ALL BETS IN TURN.

9. CLOSING THE TABLE.

9.1 On instruction from the manager/pit boss, the inspector will call the "Last shoe"

9.2 After the last hand - when all winning bets have been paid - the dealer will remove the cards from the shoe and place them in the discard holder.

9.3 The pit boss will instruct the dealer to remove the float from the tray - and cut it down on the layout, with the highest value to the right and the lowest value to the left.

9.4 Each value will be kept separate from the next value, and more than two rows of the same value will be separated.

9.5 The chips will be placed in stacks of 20 and five stacks per row, widthwise across the table.

On the right hand row, the front stack will be cut down in S's then stepped to prove twenty.

9.6 The next highest value will be placed about ten centimeters away, and the above procedure repeated until each group of chips is neatly placed on the layout.

9.7 All part stacks will be cut down in units of 5 plus odds, iQ front of the rest of their color. \$25. and \$2.50 chips will be cut in units of 4.

9.8 The number of chips and total value of each denomination will be entered by the inspector on the chip summary sheet, and by the pit boss on the opening/closing sheet -independently of one another. -- NO CORRECTIONS WILL BE ACCEPTED ON THE CHIP SUMMARY SHEET, ANY ERRORS WILL NECESSITATE A NEW SHEET BEING

9.9 The pit boss and inspector will exchange and check each of these sheets to ensure they are correct, and then sign them both. Both sheets will then be passed to the dealer who will also check and sign them both.

9.10 The dealer will place any excess chips in trays, and take these, along with the chip summary sheet to the cash desk.

9.11 The inspector will stay with the float at the table.

The cashier will check that the excess agrees with the figure written on the chip summary sheet, and will add the excess to the cash desk float.

9.13 The cashier will issue the dealer the chips required to bring the float up to par.

9.14 Both the dealer and cashier will sign the chip summary sheet, attesting to the chips bought and removed from the cash desk. The dealer will return to the table with the chips.

9.16 The dealer will remove the chips from the tray, putting them on the side of the table closest to the inspector - cut them down to prove the fill - each value in front of the same value in the float - announcing the number of chips, their value, and the total value of each denomination.

9.18 If the total agrees with the opening/closing sheet the dealer will add the chips to the float, showing that each value has been bought back to par.

9.19 Once all parties have checked and agreed that the float is correct, the relevant paperwork will be placed in the drop box, and the dealer will place the chips in the float tray, and return it to the cash desk.

9.20 Once the above procedures have started no dealer or inspector may be changed. The original dealer and inspector must continue with the procedure until it is completed

9.21 A dealer will sort and check the cards, but not while the float is on the table. They will be sorted into decks, laid out quickly so that the inspector and pit boss can check them, act-the dealer, inspector; The inspector or pit-boss will then seal the cards and the form into the card pouch.

10. INSPECTORS DUTIES.

The inspectors on Black Jack are required to have learned all the dealers' game procedures, all the typical cheat moves, and in addition, they must be very well familiar with all the following procedures and strategy. The attitude of the inspector is most important as a game protection technique. You should always be totally in control of your games and know exactly what is happening on the tables. This can be achieved by saying very little, but by looking around at all times so that players and would-be cheats can see your face and eyes.

The following rules are intended as a guide to your behavior at the tables, and contain some examples of specific moves by players to watch for.

10.1 General

10.1.1 Be sure of all change transactions.

10.1.2 Be especially aware of the original bet when players are splitting - doubling musing,

10.1.3 A Black Jack payout is always an area of possible error - the total must always be announced.

10.1.4 Any unusual or heavy bets must be brought to the attention of the pit boss. 10.1.5

Do not allow players to touch the cards.

10.1.6 Check the discard holder. Make sure that nothing is obscuring it from your view. Do not allow players to play with anything next to the discard holder.

10. 1.7 The cards in the shoe plus the cards in the discard holder must equal only packs.

10. 1.8 Be aware of your table floats at all times, and know whether a fill may be necessary Be aware of the type of player who is playing, how he plays. Will the table float be adequate? Pass all player and his bankroll information on to the incoming inspector

10.1.9 The best way to distract a card counter is to talk to him, and draw him in to conversation. How does he react? Does he look startled, as though you have broken his concentration?

10.1.10 Do not allow waitresses to the flow of the game.

10.1.11 Ensure that dealers announce all transactions.

10.1.12 Ensure that dealers follow correct procedures at all times.

10.1.13 Be aware of habitual late betting

10.1.14 The game is vulnerable during a shuffle, so do not take the shuffle lightly. Watch the cards closely during the entire procedure, but not to the detriment of watching the other game. This is also a good time to see how the game stands. Know how to compare your opener, fills and credits against drop. Is the game winning or losing?

10.1.15 Watch the positions of the players' hands. There should be a gap between their

hands and the box.

10.1.16 Does a player habitually touch the cards when he is splitting, even when told not to do so?

10.1.17 Watch a player whose eyes follow every card.

10.] .18 Watch for anyone varying their bets considerably.

10.1.19 Watch for fast hand movements when a bet is being doubled, insured or split. Watch and remember the original stakes.

10.1.20 Watch for players watching you.

10.1.21 Watch the tray, is it neat or are the chips often left in a "Dirty stack" are the chips lined up in 40's?

10.1.22 Be looking for something at all times. Avoid developing any obvious habits in working your tables. Cheats look for patterns of behavior that are predictable.

10.1.23 Never turn your back on a game.

10.1.24 Watch the floats.

10.1.25 Be alert to any quick motion or unusual moves. People are creatures of habit.

10.1.26 Make sure players actually ask for a card either verbally or by a signal, that the dealers understand the words or signals, and that the dealer is not playing the hand.

10.] .27 Watch how players' draw against a dealer's card.

10.1.28 Be very cautious when players or dealers send you on errands.

10.1.29 Do not think of inexperience as a handicap. In some 'cases it is best not to know, you are completely unbiased. and stand a good chance of catching a cheat even though you do not know the moves

10.2 Common Errors ill Black Jack.

10.2.1 Picking up cards before paying.

10.2.2 Failure to cut the deck after a shuffle.

10.2.3 Looking around the casino while the game is in progress. 10.2.4 Giving

double card before additional money was put on the box. 10.2.5 Allowing a player to cap chips on a double.

10.2.6 Not calling stand-offs.

10.2.7 When making colour change - dealer puts change in box. 10.2.8

Turning away from the game with cards in play.

10.2.9 Not calling a pit boss when a "situation" arises.

10.2.10 Dealing to an empty box.

10.2.11 Paying off backwards one hand against the other when a player plays two hands.

10.2.12 Not asking for Insurance when having an Ace.

10.2.13 Not placing "double" cards offset to the players hands.

10.2.14 Not calling out change and getting approval from the inspector. 10.2.15 Failure to check large bets to ensure that they do not exceed the maximum. 10.2.16 Picking up chips with the same hand as the cards.

10.2.17 Not heeling mixed denomination bets.

10.2.18 Not ensuring bets for doubling and splitting are correctly placed. 10.2.19

Forgetting to burn the first five cards from the shoe.

10.3 Disputes.

The majority of disputes involve:

10.3.1 A player claiming he was not paid.

10.3.2 A player claiming he was underpaid.

10.3.3 A player claiming another player's bet, especially when two or more players are on the same box, or when playing more than one box.

10.3.4 A player claiming he received incorrect change.

10.3.5 A player claiming the game is going too slow/fast.

10.3.6 A player requesting/demanding a change of dealer.

10.3.7 A player claiming he was insulted.

10.3.8 A player claiming he did/did not call for a card.

10.3.9 A player calling cards on a box belonging to another player.

FIVE CARD TRICK

No hand, neither players or dealers may consist of more than five cards. A hand of five cards with a face value of 21 or less is known as a FIVE CARD TRICK.

DEFINITION OF THE HANDS. ROYAL PONTOON

A hand consisting of THREE SEVENS.

PONTOON

A hand consisting of an ACE and a TEN or PICTURE (Black Jack)