



POLICIES AND PROCEDURES

CRAPS DEALER

EFFECTIVE DATE: 1/05

GENERAL POLICIES

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

4. Required Appearance

MEN'S PANTS and WOMEN'S SLACKS:

Must be black in color and made of dress material. Tailored skirts no shorter than 3 inches above the knee.
NO ruffles, leather, denim, stretch knit, or corduroy. NO stirrup pants.

MEN'S SHIRTS and WOMEN'S BLOUSES:

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

SHOES:

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

SOCKS and HOSIERY:

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

5. Fraternalization of an employee with a customer outside of the Company is not permitted without Shift Manager approval.
6. In order to prevent customer complaints and suspicions, dealers must spend their relief periods in the dealer's lounge or [REDACTED] and not loiter in any public areas of the hotel.

GENERAL POLICIES (cont'd)

7. Dealers will clock in/out in the pits they are assigned unless otherwise notified.
Aprons are to clock in, where assigned to work.
8. When a hand is raised to the mouth to cover or stifle a cough or yawn, only the back of the hand is to be placed over the mouth.
9. Leaving the hotel premises while on shift is prohibited without authorization of a Pit Manager.
10. Conduct self always in a manner that reflects credit on the [REDACTED] and encourages others to do the same.
11. Any additional policies not covered here, refer to your [REDACTED] Employee Handbook.

MAKING CHANGE

When making change for chips or currency, these steps are to be followed:

1. Call out change.
2. When the customer attempts to hand you chips or currency, never take chips or currency from a player's hand.
3. Place the chips or currency on the layout in front of the floorperson in a clear area on your side of the drop paddle.
4. Cut out change in front of you on the "come". When you have working stacks in the required denominations, work from these. If chips of \$100 denomination or higher are required and you do not have them in a working stack, the floorperson will set out chips of the proper denomination. The change is to be set off and placed on the apron in front of the player.
5. A player may call bets from change being made. These call bets are to be repeated clearly and marked in front of the floorperson. This marker is to be paid out of the change before giving the change to the player.
6. Be aware of the location of the dice. When they are coming your way, wait until they have stopped before continuing to count out, or before setting off change.

CHECK CUTTING

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

EXAMPLE:

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

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

2. \$25.00, \$500.00 checks should be cut down in units of (4), the only exceptions are 6 and 7 checks.

EXAMPLE:

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

NOTE: When handling \$500.00 checks, always prove the last stack of four checks 2 - 2.

STICKPERSON PROCEDURES

1. The stick position is the most important position on a craps table. The stickperson sets and maintains the pace of the game. Eyes are to be kept on the dice at all times.
2. Adequate time between rolls should be allowed to permit players to place all their bets.
3. The stickperson always has the right-of-way after the dice have settled and the call is made. Bring the dice to the outside of the pass line and then into the center of the table.

Never call and retrieve the dice until both dice have come to rest.
4. In the event that a die, or dice, is hidden from the stickperson's view by a stack of chips, base dealer is to make the call and then move the stacks so the call is evident to all. Die will then be placed, palm up, so stickperson has access to it. Remember, never move the die before the call is made!
5. It is the stickperson's responsibility to ensure that each base dealer has the point marked correctly.
6. At all times stickperson will watch the end of the layout to which the dice are being rolled unless otherwise instructed by the floorperson. Clean up propositions while watching the dealer on your end complete his work.
7. Should a player slide or spin the dice, the roll is to be stopped and CALL OUT "NO ROLL".
8. The stickperson should avoid giving the dice to a shooter showing seven (7) at anytime or showing craps on the come out roll.
9. The stickperson will repeat all proposition bets in a loud and clear voice.
10. It is the responsibility of the stick position to place all proposition bets in such a manner that they, the person relieving the stick and the floorperson, can determine to whom the bets belong.
11. If you are unsure as to whom a bet belongs, seek the assistance of the base dealer on the end from which it came.
12. If you don't understand a bet, and the dice are in the air, call "no bet this roll".
13. All losing proposition bets must be picked up prior to paying winning bets.
14. The stick position will observe all pay-offs on the end opposite the shooter and call attention to any mistakes that they observe on either end of the table.
15. After all pay-offs on their end are completed, the stickperson must check the center and the other end before returning the dice to the shooter.
16. Winning proposition bets are paid from inside out beginning with the player closest to the stickperson.
17. All proposition pay-offs must be authorized by the stickperson. The base dealer is not to give a pay-off to a player until instructed to do so by the stickperson.

18. The stickperson will use the stick to indicate proposition bet winners and inform the dealers of the amount to be paid.
19. When paying a proposition bet the stickperson will announce, "AND YOU ARE STILL UP TO WIN AGAIN".
20. On the come-out roll when applicable, the stickperson will announce, "ALL ODDS. PLACE BETS AND BUY BETS ARE AUTOMATICALLY OFF. AND HARD WAYS WORK UNLESS OTHERWISE SPECIFIED".
21. If a die or dice go off the table, the stickperson will call "NO ROLL. DICE DOWN (INSIDE OR OUTSIDE). HAND IT TO THE NEAREST DEALER", and continue with the game. Do not wait for the die to come in.
22. Dump the bowl immediately if a die or dice go off the table. If the shooter requests the same dice, announce, "SAME DICE REQUESTED".
23. After calling, "SEVEN OUT, THE LAST COME AND THE DONT SIDE WIN", the stickperson will announce, "coming out", and will find the next shooter as soon as possible.
24. "NO ROLL" should be called when one or both the dice are:
 - A. Off the table
 - B. In the rail
 - C. On the table bankroll

EXCEPTION: If die or dice stop on chips on the layout (including dealer working stacks redemptions or call bets), it is "dice" and the roll will be called.

- D. Stacked
 - E. In the dice bowl
 - F. If a die slides for any reason, or in and out of the bowl
 - G. If a player attempts to knock a die back on the table
25. In the event a die is cocked, resting against some obstacle, the call will be the natural fall of the die.
 26. Do not delay the game while change is being made.
 27. The stick position will book and repeat all hop bets and place them in front of the box position.
 28. Winning proposition bets made for the dealers are paid last and must go through the box.
 29. Proposition bets cannot be accepted from a player's hand and the bet must be understood before it is booked.
 30. The stickperson must ascertain that a player has a bet on either the pass or don't pass line before allowing them to shoot the dice.
 31. The stickperson cannot put up a call bet for a player without authorization from a supervisor.

32. Player adherence to table minimums and maximums on proposition bets is the responsibility of the stickperson.
33. The stickperson will instruct a novice player, using courtesy and tact, on how to roll the dice. The dice are to be rolled down the center with both dice hitting the end of the table.
34. If it becomes necessary to call "NO ROLL" due to an inadequate throw, the stickperson should make every effort to stop one of the dice with the stick before it comes to rest in order to avoid the possibility of a total being seen.
35. Both dice should hit the end of the table on each roll.
36. The stickperson should give each player the benefit of the doubt on their first inadequate roll of the dice, and using "COURTESY AND TACT" instruct them in the proper manner of rolling the dice.
 - A. In instances where the inadequate roll is an obvious attempt by the shooter to influence the outcome of the roll, the dice should be stopped immediately.
 - B. If a player persists in rolling the dice improperly, the stickperson should seek the assistance of the floorperson.
37. The stickperson should NEVER refer to a player in familiar terms as, "partner, pal, sweetheart, buddy, etc.". "Sir" or "Ma'am" is sufficient and much more appreciated.
38. If the shooter passes the dice after a point has been established, or made, the stickperson will ask the next player to finish out the point and then shoot for himself/herself.
39. The stickperson will separate the dice after moving them into position in front of the floorperson.
40. The stickperson will not place his/her hand in the dice bowl unless it is necessary.
41. Turning of the dice should be done only at the instruction of a supervisor.
42. Proposition bets will be promoted as much as possible.

BASE DEALER PROCEDURES

1. Take all losing bets first.
2. Pay line bets from the outside of the table to the center.
3. Line bet odds are paid before the flat bet is paid.
4. Do not skip over any bets. Each bet must be paid as you come to it.
5. All other bets are paid from the inside out starting with the player closest to the stickperson.
6. Place bets, buy bets and proposition bets are paid after the line, field, and big 6 and 8 are paid.
7. Last come bets are paid next to last on a seven out call.
8. Don't come bets are paid last and are to be paid in the don't come boxes. On a "seven out" the place and buy bets should be moved into the boxes before the don'ts are paid.
9. Come bets, place bets and buy bets must be placed and paid in proper sequence from the inside out.

10. All come bets must be placed and paid before helping a player off of the come line.
11. Place bets and buy bets are to be paid on the come line before the pay-offs is placed in front of the player.
12. It is not necessary for the dealer to ask player if they want the same bet or wish to press it when paying a place bet. Make the pay-off and then let the player make their decision.
13. The dealer will repeat every bet that they book in a manner that can be heard and understood by the player, the floorperson and the supervisor.
14. Dealers must immediately acknowledge all currency that comes down on the layout as either a bet or for "change only".
15. On buy bets the dealer will call out the amount of the bet as well as the amount of the vigorish.
 - A. The vigorish is always placed in front of the floorperson.
 - B. Vigorish is computed at 5% of the short end.
16. All winning bets must be sized into unless you are converting.
17. Capping bets is not permitted.
18. All bets must be paid within the proper area of the layout.
19. Do not toss checks to the players.
20. Bets made with different denomination checks (barber poles), must be separated and the smallest denomination check placed on top.
21. When a player requests a change of color, the dealer must secure the approval of the floorperson before bringing the checks in.
22. The dealer must complete all work on their end of the table before going on a break.
23. The relief dealer will always approach the dealer being relieved from the outside of the table.

The dealer on base will then show his/her hands, palms upward to the box position before going on a break.
24. Base dealers should assist the stickperson by calling a die that comes to rest on the layout, out of sight of the stickperson. Call the die that you can see and let the stickperson complete the call.
25. Dealer should not touch a hidden die if at all possible. Move the checks and let the stickperson retrieve it.

If you must move a die, do so by using two fingers only and place it in plain sight.
26. There should never be any sleepers. If you are in doubt as to whom a bet belongs, you must ask the box and then bring it to the box position for determination.
27. Dealers may total unless otherwise directed by a supervisor.
28. Base dealers should never "hawk" the dice. If a call is unclear, ask the floorperson for the call.
29. Never argue with a player. Explain a situation once and then turn it over to the box supervisor.

BETS

1. The game should be kept at such a pace as to allow bets to be made before the dice are thrown. However, bets made while the dice are in motion will be booked, provided they are clearly understood and verbally acknowledged by the dealer and/or floorperson or both. The verbal acknowledgment is to be a verbatim repeat of the player's call. Whenever there is any doubt as to amount or type of bet, the dealer and/or floorperson or both will call out in a loud, clear voice, "NO BET".
2. In booking a bet when it is obvious that the amount set in is correct, the player's money can be used to set up the bet. All others set in should be placed in front of the box for approval.
3. Do not combine house money and player's money.
4. To prevent past posting, don't come bets will be placed behind the number thrown before paying any bets.
5. Amounts of lay and buy bets, as well as the amount of the vigorish, will be clearly announced by the dealer. Receipt of the vigorish must be acknowledged by the floorperson.
6. Should a player bet under the table minimum, politely inform him/her as soon as possible. If it is not noticed until after a decision, pay or take the amount wagered and inform the player of the table minimum. In either instance, avoid calling "no bet". It is an embarrassment to the player.
7. If a player bets more than the maximum table limit without the dealer's knowledge, the maximum table limit will apply, i.e., the bet must be counted down, and only the maximum table limit will be paid or taken.

If a bet comes down, while the dice are rolling, that is possibly over the table limit, the dealer will call out, "PAY OR TAKE UP TO THE TABLE LIMIT".
9. If a wager appears to approach the maximum limit, announce to the player that the bet plays up to, and including, the table limit.
10. Base dealers will help the stickperson with proposition bets through verification of the amount and location of the bettor.
11. One-roll turning or hopping bets will be given to the floorperson who will set the bet in front of himself on the side of the paddle closest to the player. Floor supervisors should be made aware of one-roll bets whenever possible.
12. One-roll place bets will be heeled on the place bet area of the layout in front of the floorperson.
13. If the shooter does not have a bet, and it goes unnoticed, the minimum wager will be booked. Pay or take the minimum to avoid a no-roll situation.
14. Redemptions — The base dealer will not bring in redemptions until authorized by floorperson.

CONVERTING

1. When converting a player to higher units, leave stacks cut down until the entire payoff is completed.
2. Do not convert too soon. Be sure the player has enough chips of the denomination he normally plays before beginning to convert to higher denominations. Tell the box position when you are going to convert.

COLOR CHANGE

When a player requests a color change, wait for the floorperson's instructions to bring in the chips. The boxperson will run down the chips and inform the dealer of the amount. The floorperson will then set out the required denomination of chip if the dealer does not have the required denomination in a working stack. The dealer will cut out the correct amount in the come and upon the floorperson's approval, will set off the chips to the player, and call out the total to the player. Floor will not lock up chips until player accepts color.

TOKES

1. Soliciting tokes is strictly prohibited.
2. Both the bet and payoff on all winning toke bets must be taken down. Toke bets may not be "parlayed".
3. Color changes for tokes should be made by the dealer with verification by the supervisor.
4. Pay it as you come to it, pick up toke bet after the line is paid.
5. When a player throws in a toke, it must be dropped. If a player gives you the option of playing or dropping a toke, you must drop it into the toke box. Politely explain to the player that once we are given the option to play or drop the toke, we must drop it.
6. Never drop black checks (\$100's) without the consent of the floor supervisor.
7. It is imperative that all dealers' bets be acknowledged by the floorperson.
8. Maximum toke bet is any amount up to the table maximum.

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