



PROFESSIONALISM & CUSTOMER RELATIONS

ROULETTE



Each dealer should possess enough personal pride to "be the best that you can be". You are a professional and should always set the pace. Be proud of your profession. Find out what the people who work for you think of you and your supervisors and peers and then do your best to make them proud. With mutual respect and understanding, you can create a positive and productive work environment. You are a professional, so present a professional image and a professional attitude. You are a professional, so present a professional image and a professional attitude.

As an expanding and competitive business, a casino must work hard at maintaining steady guests. The only way to accomplish this is through the efforts of front line employees, like you, who provide a positive and congenial atmosphere for the patron. "Bunny up and deal" is an expression of the past. You have been given permission to, and are encouraged to "Talk with the players". Talking to the players creates a positive and pleasant atmosphere in the casino. It also creates profits for you and the casino.

Players enjoy being known whatever their action is. Try to learn the player's name. Address them in a professional manner using their name whenever it is known. By knowing your players each dealer should be able to develop regular players who want to play with them. Every dealer should promote a positive image for this customer relations.

Politeness to guests is a must. The use of "please", "thank you", "excuse me", "Yes Ma'am", "No Sir" and every other polite phrase means good guest relations. Guests deserve attention and respect. Politeness is the key to doing this. Every employee is responsible for knowing about the facility we work in. You should be able to respond to questions concerning the locations of various outlets, bathrooms, telephones, pit locations, elevators and exits. You must be able to provide help to guests no matter how trivial the request seems. Try to be exact in directions and if unsure call for the supervisor to assist you.

Never argue or raise your voice to a guest. A guest may not always be right, but they are never wrong. Allow your supervisor to handle all problems and discrepancies on the game. Any infraction no matter how small should be brought to the supervisor's attention. The supervisor - not the dealer, should handle abusive patrons. You are the company's image. In dealing first hand with patrons, you are what they remember most. Gamblers may not be the easiest people in the world to service, but they are people and



PROFESSIONALISM & CUSTOMER RELATIONS

Professionally Dealing the Game

Each dealer should possess enough personal pride to "be the best that you can be". You are a professional and should always act the part. Be proud of your profession. Pride in your work is something that can be seen not only by supervisors and peers but also by the people who matter the most, the guests. Professional dealers make toke the old fashion way. "They earn them". With management encouraging you to "talk with the players" a unique opportunity exists for you as a dealer to establish a rapport with the players that is conducive to good toke. Most players toke when they feel a *genuine* effort has been made to make them feel comfortable and a professional image has been presented. You are a professional, so present a professional image.

Customer Relations

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

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there is a professional courteous congenial manner in which they should be treated. You as a professional must develop that talent. It is an art and it is part of your job.
Dealer Courtesy... Expected greetings that should be used when interacting with our guests are as follows:

GUEST ARRIVES AT YOUR GAME:

- Hello.
- Welcome.
- Good morning/afternoon/evening.

GUEST BUY-INS:

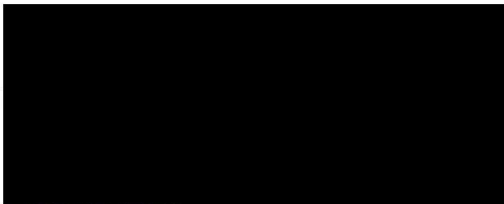
- Try to make eye contact while pushing chips to them and wish them "good luck".
- Ask for a player's card.

GUEST WHO TOKES:

- Always acknowledge the customer and say "Thank you Sir/Madam".

WHEN GUEST LEAVES THE TABLE:

- Thank you.
- Have a good day.
- Please come again.



FUNCTIONS & RESPONSIBILITIES

Dealer Function

Performs duties assigned as a dealer on a gaming table in accordance with established policies and procedures.

Dealer Responsibilities

1. Handles dealing assignment in uniform and efficient manner.
2. Pays or collects bets, as directed by gaming operations.
3. Exchanges gaming cheques for cash or credit in accordance with house rules.
4. Verifies all clerical transactions on his/her game.
5. Informs supervisor of unnatural or irregular play.
6. Informs supervisor of customer requests or needs.
7. To be friendly with guests.
8. Performs related duties, as assigned.

The Mucker's Funtion

The role of the mucker (chip-racker) is to help the dealers to provide better service to the players and to help protect the game. The mucker is placed on the game to assist a dealer, not to deal the game. He/she is responsible for helping with the game protection and keeping the game running as quickly and smoothly as possible. Although a mucker is there to assist with payoffs, the responsibility of the payoff being correct lies with the dealer.

The Mucker's Responsibilities

1. Watch the layout when the dealer is looking in the wheel for the winning number.
2. Verify dealer marking correct number.
3. Assist the dealer with payoffs - placing the payoff in the correct order in front of the dealer and telling him what is there. If you do not know the payoff, wait for the dealer to tell you what he/she wants. Do not argue with each other as to the correct payoff.
4. After the payoff, rack cheques, making sure no money cheques are mixed with colors.
5. Remember that a mucker is held accountable for what is in the bankroll as well as the regular dealer. The mucker must be sure to clear hands when entering/exiting a game.
6. After mucking cheques and straightening rack, mucker will watch the layout with dealer.
7. There will be NO conversation between dealers on live games unless it pertains to the game.
8. When dealer announces "No More Bets", stop mucking and stand at the wheel head, not next to the dealer. Watch layout until it is swept clean.
9. The mucker should not start mucking cheques until the entire layout has been cleared. Both dealer and mucker should be able to verify that all bets have been paid.
10. Advise dealer of unknown monies on layout or if any cheques are missing after a cash out.



WAGERS

All wagers shall be made by placing gaming chips on the appropriate areas of the Roulette layout. Cash wagers will not be accepted. All cash must be converted into gaming cheques/chips. The minimum & maximum wagers shall be conspicuously posted at each table.

PAYOUT ODDS: Winning wagers shall be paid as indicated on the chart below.

BETS	PAYOUT ODDS	BETS	PAYOUT ODDS
Covers 1 number	35 to 1	Columns	2 to 1
Covers 2 numbers	17 to 1	Dozens	2 to 1
Covers 3 numbers	11 to 1	Black	1 to 1
Covers 4 numbers	8 to 1	Red	1 to 1
Covers 5 numbers	6 to 1	Odd	1 to 1
Covers 6 numbers	5 to 1	Even	1 to 1
Low (1-18)	1 to 1	High (19-36)	1 to 1

No person at a Roulette table shall be issued or permitted to game with non-value chips that are identical in color to value chips or to non-value chips being used by another person at the same table.

Each player shall be responsible for the correct positioning of his wager or wagers on the Roulette layout regardless of whether he is assisted by the dealer. The player must ensure that any instructions he gives the dealer regarding the placement of his wagers are correctly carried out. The dealer will repeat the bet back to the player to help ensure accuracy.

Each wager shall be settled strictly in accordance with the position on the layout when the ball falls to rest in a compartment of the wheel.

ROULETTE PAYOUTS

	Straight Up 35 to 1	Split 17 to 1	Street 11 to 1	Corner 8 to 1	Top Line 6 to 1	Line 5 to 1
1	35	17	11	8	6	5
2	70	34	22	16	12	10
3	105	51	33	24	18	15
4	140	68	44	32	24	20
5	175	85	55	40	30	25
6	210	102	66	48	36	30
7	245	119	77	56	42	35
8	280	136	88	64	48	40
9	315	153	99	72	54	45



10	350	170	110	80	60	50
11	385	187	121	88	66	55
12	420	204	132	96	72	60
13	455	221	143	104	78	65
14	490	238	154	112	84	70
15	525	255	165	120	90	75
16	560	272	176	128	96	80
17	595	289	187	136	102	85
18	630	306	198	144	108	90
19	665	323	209	152	114	95
20	700	340	220	160	120	100
21	735	357	231	168	126	105
22	770	374	242	176	132	110
23	805	391	253	184	138	115
24	840	408	264	192	144	120
25	875	425	275	200	150	125
50	1750	850	550	400	300	250
100	3500	1700	1100	800	600	500

ZERO (0) AND DOUBLE ZERO (00)

Split bets on zero (0) and double zero (00) may be made on the line between zero (0) and double (00) or on the line between 2nd twelve and 3rd twelve also called the "Courtesy Line". The Courtesy Line is always paid first. Players may not exceed table max when betting a combination of the 0, 00 split and the Courtesy Line. {Please note that there is no courtesy line on a single zero (0) wheel.}

ROTATION OF THE WHEEL & SPINNING THE BALL

The Roulette ball shall be spun by the dealer in a direction opposite to the rotation of the wheel and shall complete at least four revolutions around the track of the wheel to constitute a valid spin.

While the ball is still rotating around the wheel, the dealer shall make a clear wave, palm down, across the betting layout and announce "No More Bets." (The goal is to have at least 3 more rotations after the wave off.) If there are only 4 rotations, the dealer must wave off immediately.

Upon the ball coming to rest in a compartment on the wheel, the dealer shall announce the number and shall place a marker palm up, on that number on the roulette betting layout.

After placing the marker on the layout, the dealer shall first collect all losing wagers and then pay all winning wagers.



IRREGULARITIES & NO SPINS

1. A ball spun incorrectly will be announced "No Spin".
2. If a foreign object (i.e., checks, cash, etc.) enters the wheel, during a spin, prior to the ball coming to rest, the dealer shall announce "No Spin" and shall attempt to remove the ball from the wheel prior to its coming to rest in one of the compartments.
3. If the ball is spun in the same direction as the wheel, the dealer should announce "No Spin" and shall attempt to remove the ball from the track prior to its coming to rest in one of the compartments of the wheel.
4. If the Roulette ball does not complete four revolutions around the track of the wheel, the dealer shall announce "No Spin" and shall attempt to remove the ball from the wheel prior to its coming to rest in one of the compartments of the wheel.
5. Once the dealer has announced "No Spin" under such circumstances as described in 2, 3, or 4 above, it will be an invalid spin regardless of whether the ball comes to rest in one of the compartments prior to the dealer's attempt to remove the ball from the wheel.
6. If a large stack of cheques falls over, and it can not be determined which cheques belong on which number, the dealer shall announce "No spin" and attempt to remove the ball.
7. If the ball appears to be hung up, the dealer should call "Floater", allow sufficient time for the ball to drop and abide by supervisor's decision, if called. If the floater does not drop in a normal fashion, a dealer will call a "No Spin" and will attempt to remove the ball.
8. Any ball returned after a "No Spin" which a player handles must be handed to the supervisor.
9. After announcing "No More Bets", if the activity does not stop, the dealer will refuse any late bets and return them to the player.
10. FORGOTTEN BETS - Occasionally, there will be a bet left on the table after the player has already left the game. This is called a "Forgotten Bet". It occurs generally on outside bets. If no one claims the bet after you have paid it, don't just automatically stack it and let it ride. If no one claims it notify the supervisor. The bet will not be claimed by the dealer as a toke.

DUTIES AFTER THE BALL DROPS



1. Announce winning number, color and odd/even.
2. Place marker on the winning number, palm up. The marker shall not be used to straighten out bets when the winning number is marked. If the placement of a bet is questionable, call a supervisor. No other objects should be in your hand at this time.
3. Clear the layout in the following order:
 - A. Pick all losing bets on the outside, columns and then even money bets.
 - B. Clear cheques away from winning number a street away.
 - C. Starting with the bottom half of the layout, using two hands, round up the losing inside bets and pull down off the layout.
 - D. Round up losing inside bets on the top half of the layout. Pull cheques down to inside edge of table, in front of cheques cleared from bottom half of layout.
 - E. Sweep all cheques in towards the wheel, looking back for any missed cheques.
 - F. In general, the layout should be cleared in 3 sections.
4. Pay outside winners first:
 - A. Pay from the bottom of the layout toward the wheel.
 - B. Pay the column up to the courtesy line with the outside hand. (Numbers 19-24 are optional and can be paid with the inside hand or the outside hand.)
5. Next pay the winning inside wagers as follows: (Inside bets shall be paid furthest from the wheel, furthest from the dealer, top to bottom.)
 - i. **Line** nearest to end of table; furthest from end of table.
 - ii. **Street**
 - iii. **Corner** nearest to end of table furthest from dealer; nearest to end of table nearest to dealer; furthest from end of table furthest from dealer; furthest from end of table nearest to dealer.
 - iv. **Split** nearest to end of table; furthest from dealer; nearest to dealer; furthest from end of table.
 - v. **Straight up**
6. Bets on winning number will be counted down. Break down bet and off set different colors so the floor and mucker can see the number of cheques. If bets are more than five high, stagger in units of five. If the amount of cheques is twenty or more, stack the 20 in a straight stack and stagger the odd number in units of five.
7. No player is allowed to make a bet until the dealer removes the marker from the last winning number and announces "Place your Bets."
8. Winning payoffs for inside bets should be pushed completely off the betting area and placed in front of the player. The payoff should be kept separate from the player's

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existing bankroll. Make sure the player is aware of being paid.

9. If a player is close to the table max, break the bet down, before spinning the ball and return any cheques over the max to the player. If the ball is spinning and there is no time to break the bet down, call out "Pay or take to the table max" If you discover that a player is over the max after the ball has dropped, notify your floor supervisor immediately.

CHEQUE HANDLING & PROCEDURES

Converting to Value Cheques in Payoffs

1. When there are not enough cheques in a color to make a complete payoff the dealer will use as few value cheques as is necessary. Use non-value cheques for any partial stack payoffs. Always announce the total amount of cheques in payoff.
2. The dealer will pay the odd amount in non-value cheques and even amount (even amounts usually refer to 100 in cheques) in value cheques. Even amount refer to 50 in cheques if the payoff is less than 100.
 - A. Example, for a 175 non-value dollar cheques, payoff will be paid as follows:
 - i. 75 in non-value dollar cheques and 100 in four \$25 value cheques.
 - ii. Announce; "175 with four green over".
 - iii. Place the 4 green cheques on the top of the full stacks, not on the short stack of the 75 non-value cheques.
3. The dealer shall keep the players well supplied with the cheque units they are betting.
4. The dealer should avoid partial cash outs of non-value cheques while the player is still playing. Encourage the players to cash out their non-value cheques when they have completed play and are ready to leave the table.
5. If the player requests to be paid off in value cheques, dealer should explain that house policy is to pay when possible in non-value cheques. If customer insists, requests shall be honored.
6. When a player has a large amount of cheques on the even or 2 to 1 bets, and the dealer has to give value cheques, cut them down in even units.
Example: 53 non-value dollar yellow cheques on 2 to 1. Prove 20, place 20 more along side, cut remainder 5 - 5 - 3. Pay the fifty dollars 2 to 1 in four \$25 value cheques, and the odd three, 2 to 1 in yellow cheques.
7. You MUST memorize the following:

ONE CHECK	STACK (20 CHEQUES)	5 STACKS (100 CHEQUES)
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\$ 1.00	\$ 20.00	\$ 100.00
\$ 5.00	\$ 100.00	\$ 500.00
\$ 25.00	\$ 500.00	\$ 2,500.00
\$ 100.00	\$ 2,000.00	\$ 10,000.00

Cheque Cutting, Making Change, and Single Color Payoff

1. **VALUE CHEQUES:**

When value cheques are being used for buy-ins, cash-outs, or as money (bets), they should be cut in the following manner:

A. \$1.00, \$5.00, \$100.00, and \$1,000.00 cheques should be cut down in units of five, the only exceptions are 6, 7, 8, and 9. (*Prove black and higher.)

EXAMPLES:

1 through 5 cheques =	1 Stack	9 cheques =	4 - 4 - 1
6 cheques =	3 - 3	10 cheques =	5 - 5
7 cheques =	3 - 3 - 1	12 cheques =	5 - 5 - 2
8 cheques =	4 - 4	20 cheques =	5 - 5 - 5 - 5

B. \$25.00, \$500.00, \$5,000.00 \$25,000 cheques should be cut down in 4 cheque units, the only exceptions are 5, 6, and 7 cheques. (*Prove black and higher.)

EXAMPLES:

1 through 4 cheques =	1 Stack	8 cheques =	4 - 4
5 cheques =	4 - 1	9 cheques =	4 - 4 - 1
6 cheques =	3 - 3	10 cheques =	4 - 4 - 2
7 cheques =	3 - 3 - 1	20 cheques =	4 - 4 - 4 - 4 - 4

C. When value cheques are bet on a winning number, they should be treated as non-value cheques for the purpose of paying the bet, offsetting and cutting the cheques out for a payoff.

D. When dealing in value cheques, one stack of each payoff should be proven (unless instructed differently).

E. *Prove the last full stack in the row: 2-2-1 for Example A or 2-2 for Example B.

2. **NON-VALUE CHEQUES:** For the purpose of buy-ins and cash-outs, non-value cheques should be broken down in units as described above.

Cheque Verification (including penciling and picking)

1. Cheques are cut out in the dealer's work area (area directly in front of dealer) when making change and assembling payoffs.

2. Cheques shall be cut out with the inside hand (hand nearest the wheel) and stacked up

with the outside hand (hand farthest from the wheel).

3. **PENCILING:** When wiping/penciling/peeling cheques from the bottom of a stack, the right hand shall be used to wipe cheques away from the wheel thus ensuring the edge of each cheque is visible from the wheel. Penciling can only be used if the payout contains only one stack and no more than 4 cheques need to be penciled off.
4. All value cheques must be placed on the layout in the work area prior to being handed or pushed to a player.
 - A. Value cheques never go directly from bankroll to player or from bankroll to the top of a prepared "push."
 - B. Value cheques shall be placed on top of full stacks. (Not on the short stacks in the push formation.)
 - C. Value stacks of cheques shall be handed off in such a manner that the top of the stack remains visible. (Dealer shall not "palm stacks.")
5. **PICKING:** Cheques should be "picked" from the lead stack and proven rather than cut or penciled when there is more than one stack and 5 or less cheques need to be picked. If more than 5 cheques need to be picked, the stack must be cut (broken) down. The picked cheques will be splashed in such a manner that the amount can be verified by the supervisor.
6. When pushing a full stack of value cheques together with color, the cash (value) cheques go in front of push with the non-value behind.

Buying in for a Color

1. When a player purchases non-value cheques for the first time, dealer will announce "New Buy". The value of each stack shall be indicated through the use of a lammer placed on a cheque of the same color in the receptacle located by the rim of the wheel. The highest valued lammer shall be placed in the receptacle nearest to the dealer, i.e., \$100, \$25, \$5 then \$1 then in order as seated at the table
 - A. Steps to be taken when buying in for a color the first time:
 - i. Spread currency or cheques in front of dealer in work area.
 - ii. Mark the color with a lammer of the proper value, using the lammer rack.
 - iii. Assemble cheques in work area.
 - iv. Announce amount and get supervisor approval to send it (if necessary).
 - v. Push cheques to player repeating the amount and the price of cheques.
 - vi. The currency shall then be dropped in the drop box. Cheques shall be placed in the bankroll.
 - B. Example: Player buys-in for the first time for \$100.00 in currency and requests \$5 cheques and the color blue. Dealer announces "New Buy \$100.00, marking blue \$5 cheques (or nickels) after the Dealer counts out money, marks the blue cheque in the receptacle with a lammer button marked 100; pulls out 1 stack of

[REDACTED]


blue cheques and breaks it down. Hand buy-in to player. Place currency in drop box.

Winning Value Cheques and Converting to a Color

1. It is desirable whenever a color is available that the payout be made in a color "marked up" at the same value.
2. When payout is to be made, a color will be marked up at the appropriate value. A supervisor must oversee any such "mark up" and exchange of value cheques for non-value cheques.
3. The cash (value) cheque on the winning number will be exchanged for a color non-value cheque of that value.
4. Payout as normal.
5. To avoid disputes arising from several players using same value cheques, it is desirable whenever color is available to "mark up" non-value cheques at an equivalent value, rather than let cash cheques play on the layout. If this is not possible, call a supervisor. Value cheques play on the inside from two or more players in the same denomination is not permitted.

Changing Color (Value Cheques)

1. The dealer will never bring color in without approval from the supervisor; announce "color coming in".
2. After receiving approval, the dealer shall clear hands and bring cheques in; count them down, cut out the cheques in a higher denomination preferably, the next highest denomination and announce the total of the color change for the supervisor's verification and the player's knowledge before passing the cheques to the player.
3. When bringing in a large amount of same color cheques to change color, the procedure is as follows:
 - A. Announce "Color Coming In" and receive approval to bring cheques across layout. Clear hands and bring cheques into the work area.
 - B. Cut out one stack of the cheques and stack them up.
 - C. Size into this stack with the other cheques until all stacks are equal and in a proper formation.
 - D. Any remaining cheques must be cut out to the side of the formation.
 - E. Higher denomination cheques will be cut out in front of dealer with the highest denomination closest to the wheel head and lowest denomination farthest away from the wheel the total will be announced for the supervisor's verification before



passing the cheques to the player and again repeating the total to the player.

Cashing Out a Color

1. Announce "Color Coming In" in an audible voice before bringing any cheques across the layout. After verification is received from the supervisor, clear hands, then reach for the cheques.
2. Break down and prove a full stack in the presence of the supervisor, restack and prove the remaining stacks by sizing into the proven stack. Any cheques less than a full stack should be broken down and left cut down.
3. Stacks should be arranged in push formation.
4. Call out the amount the player has coming. Cut the cheques out in the work area and after verification by the supervisor place money on layout in front of the player again repeating the amount to the player.
5. After the cash out has been made and accepted, remove the color cheque and the lammer from the lammer rack and return all the color cheques to the rack. Only the dealer will place or remove lammers.
6. Make sure all the color has been cashed out.
7. Any color changes of non-value cheques by a customer to a friend must be approved by the supervisor before bringing them into a work area.
8. Be alert to the possibility of a player walking with non-value cheques. Non-value cheques should remain on the table at all times and should be redeemed before the player leaves the game.

Changing Cheque Value

Changing the price of non-value cheques to a higher or lower value; if the player is playing dollar value color and wants to play five dollar value color, the procedure is to give the player a new color and mark the price of the color. Do not give same color back to the player when changing unless there is only one color left. In that case the dealer must get approval from the floor supervisor to issue the same color again at a higher value

DEALERS DUTIES WHEN GOING ON BREAK

1. Pass on all information pertaining to the game:



- A. Tell the incoming dealer the value of all cheques over minimum value.
 - B. The table limits.
 - C. Problem players.
 - D. Any missing non-value cheques.
2. Dealer will complete all payoffs before going on break and cannot be relieved while ball is spinning.
 3. Dealer waiting to push onto game will tap the dealer on the shoulder. When pushing onto a game, dealer shall stand clear of the table until all payoffs have been made and at that time shall enter the game from the wheel, or between dealer and mucker.
 4. Dealer relieved will clear hands and exit towards the columns.

GAME PROTECTION

General Information

There are people who will try to cheat the game. Roulette is probably cheated by organized cheaters for more money than any other game. This is because of the fact that it pays 35 to 1 and just one cheque on one number can net the thieves hundreds of dollars in just one move.


In all cases, the single most important factor in the success or failure of their cheating is in finding a soft spot - a dealer and/or supervisor who do not know his/her job or are simply not doing it.

If you form a good set of basic protective habits, to be outlined here, the cheater will just watch you for a while, see that you know your job, and pass on by. One of the most important members of the cheating team is the spotter. His/her job is to locate dealers and/or supervisor who aren't doing their jobs.

The spotter may spend several hours or even days assessing a particular casino. His/her face may become familiar to the dealers or pit personnel, so he/she usually doesn't take part in the actual cheating activity. He/she is finding out which people do or do not know their jobs, the cycle of their breaks and sometimes even who has what days off. Quite often, if the regular Roulette supervisor is competent, the group will wait for that person's day off or until he/she is on a break.

The Past Post

1. This is a bet that comes down after the ball is in the winning number. This can be done when you look to see what winning number is, or if any time during the cleaning of the layout or paying the outside bets you turn away from the board.



2. Oftentimes the past-poster will place two late bets; the first one on the winning number and the last one on a losing number. Many dealers will miss the first bet and hand only the last bet back to the player. This is one of the reasons why a supervisor should always be called when someone past-posts.

3. A wheel team planning a late bet or a past-post usually works in groups of 3 to 4 or even five. When necessary, the 4th or 5th person will be at another game in the supervisor's section to distract him/her from the wheel.

The Team Approach

1. The first two team members will usually sit with one at the wheel and the other right next to the post. These two will usually buy in for larger denomination cheques (\$5) and the one next to the wheel will ask for a color, very often in broken English or some manner of speaking that is hard to understand. This is so the dealer will lean over in order to hear or understand him.

2. When it is only a three-member team, the third member will walk up right next to the wheel and bet on one or two of the upper numbers. At this point, the team member next to him will give him a limited amount of his color in such a way that the dealer doesn't know it. The member who just picked up the cheques from the other member is the one who will make the late bet.

3. If the team member next to the post is playing a color, the late bettor will move down next to him for one or two rolls and pick up some of his color. He now has in his hand what is called a slug. This is a stack of cheques with the cheques from the member next to the wheel head on the bottom, cheques from the player next to the post on top of those and some of whatever the late bettor is betting will be on top. The hand holding the slug will always be held below the level of the table so no one can see it.

4. Just as the ball is getting ready to fall, the team member next to the wheel will be giving the dealer cheques to bet for him in such a way that the dealer can't hear or understand him. At the same time, the player next to the post will stand up and lean across the layout making bets in the upper numbers and blocking the dealer's view of the bottom part of the layout.

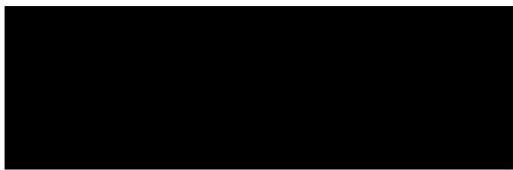
5. As the ball is falling, the late bettor, watching the wheel, will get down the slug on one of the lower numbers where the ball is going to land or, if the dealer is distracted enough, he may wait until it is actually in a number. If it is a winning number, you now have a bet with cheques from the member next to the wheel on the bottom (he couldn't have been late because he was talking to the dealer when the ball fell), cheques from the member next to the post on the top of those (he couldn't be late because he was betting at the top of the layout when the ball fell with both hands in view of the dealer), and a couple of late bettor's cheques on top.



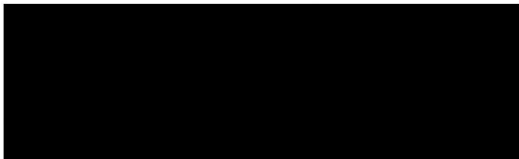
6. Now the late bettor can swear that the other cheques were already there when he made his bet, the bettor next to the post can say the other members cheques were already there when he made his bet, and the bettor next to the wheel can swear he was there in plenty of time because he was handing the cheques to the dealer when the ball fell.
7. Very often, even if the dealer sees the hand come out for the late bet he will just take off the late bettors own bet (not very much) and give it back to him leaving the other two bets (large bets) in place. At this point, the late bettor will appear to get angry and either create an argument or stomp away from the table.

Basic Games Protection

1. Never let a player pick up, move or touch his bet after the ball has dropped and the winning number marked. This is an ideal opportunity for the player to add to his bet. In some cases the player will attempt to "drag" or take some cheques off a losing bet.
2. When the ball drops, listen for a click of cheques. A player with a lot of practice can sit at the table and with just a movement of his finger flick a cheque into the winning number or section. This will usually be a cheque of a large denomination. Remember, you would have called a large bet when you saw it.
3. Column bets should be placed toward the back of the outside line to prevent slipping in the high value cheques behind a stack of cheques already there as a late bet.
4. Late bets call "no bet"; however, do not go out over the layout to push back a late bet while the ball is dropping, just call "no bet" immediately and return the bet after the ball has come to rest before looking into the wheel. (Notify a supervisor before doing this.)
5. Learn to know when the ball is due to drop so you can detect if the ball has been tripped by an outside object. Persons standing near the wheel head should be watched closely.
6. Do not allow any transaction to take place over the wheel.
7. All one-handed pushes use your outside hand when player is below the courtesy line and inside hand when the player is above. This is so you never turn your back to the bankroll.
8. When pushing cheques with both hands (a crutch you should try to overcome), walk along side of the table with the cheques so you do not turn your back to the bankroll.
9. Take and pay column with outside hand only.
10. Show a clean hand before you cut down a stack of cheques or off setting bets on winning numbers. Also show a clean hand after cutting down cheques.



11. Announce cheque change before you touch the cheques when bringing into work area.
12. Do not place palm over cheques when handing off to player. Put your finger on top of stack, not your palm. Player may accuse you of palming a cheque.
13. Take a second look after cleaning the layout for any changes or missed cheques.
14. Be particularly alert to the player next to the post which blocks him/her from entering the dealer's work space.
15. Dealer and mucker should keep hands on or over the table.
16. If the dealer drops a cheque on the floor, call out "Cheque Down" and the mucker should pick it up with the supervisor's permission. If no mucker is available, the supervisor should pick it up.
17. Dealer should try to remember their players' normal betting patterns.
18. Politely ask players not to put personal belongings on the separating stick.
19. Make sure no objects are placed on the floor under the wheel. Some electronic devices may change the wheel.
20. Politely ask players to remove purses, bags, newspapers, slot cups, etc., from the table.
21. Game security is especially vulnerable at shift change. Outgoing dealers should make a special effort to relay all pertinent information completely and thoroughly to the incoming dealer.
22. Spectators and players are not permitted to lean upon/or place drinks or other objects on the glass enclosure around the wheel. Anyone leaning against the glass will be politely told, "Please do not lean on the glass". Both the dealer and mucker are responsible for this.
23. All value cheques must be placed on the layout in the transaction (working) area prior to being handed or pushed to a player.
 - A. Value cheques never go directly from the bankroll to the player.
 - B. Value cheques never go directly from bankroll to the top of a prepared "push".
 - C. All seated players shall be politely encouraged to play non-value cheques.
 - D. Value cheques should always be placed on top of full stacks.
 - E. Never take money directly from OR give directly to a player's hand.



Magnetic Ball

If a team is going to use a magnetic ball they may wait for days to get an opportunity to switch one of the balls on the game, they may have to wait awhile for that particular ball to be put into play. Once it is in play, a team member, usually a woman with a purse will stand near the wheel to operate an electromagnet. When the electromagnet is on the same charge as the ball it will repel it and when it is on an opposite charge from the ball it will attract it. As one member of the team sits at the wheel making moderately large bets on particular group of numbers on the wheel, the person operating the electromagnet will either push the ball out of the track a little early or hold it back into that section of numbers. This kind of thing can go on for hours or even days because the play seems so natural. It could appear to be just a man and his wife (she doesn't play) who are here for a few days and just got a little lucky. If the team wants to come back some other time, they will go to the trouble to get the magnetic ball back off the game.

Loose Frets

The metal divider between the numbers on the wheel creates a situation where the ball will not bounce properly. When a fret is loose, the ball will just stop right there or not bounce very far. If the loose frets become known, whether through some of the pit personnel telling someone or the simple fact of the dealers talking about it someone can take advantage of the wheel by playing the numbers in the near vicinity of the loose frets.

PLEASE REMEMBER, when any situation arises that causes you any doubt or misgivings, stop and call a supervisor.

COUNTERFEIT BILLS

If a bill is suspected of being counterfeit by the dealer, do the following.

- A. Do not drop the bill.
- B. Call the floor supervisor immediately.
- C. The floor supervisor will notify a shift manager.



TOKES

1. Soliciting tokes is strictly prohibited.
2. Both the bet and the payoff on all winning toke bets must be taken down. Toke bets may not be parlayed.
3. Always pay a toke bet after all customer bets have been paid.
 - A. On winning value cheque payoffs, cut out the appropriate payoff plus the amount of the bet in value cheques and place on the rim of the wheel. Take the value cheque from the winning number and lock it up. Make sure when you announce the payout that you say "and down" because you are totaling it.
 - B. On winning non-value cheque payoffs, cut out the appropriate payoff in value cheques plus the amount of the original bet and place it on the rim of the wheel. Take the non-value cheque from winning number and lock it up.
4. All toke payoffs should be witnessed by your supervisor.
5. Drop total payoff into toke box after receiving permission from your supervisor.
6. Dealers will thank the player then tap the winning toke cheques gently on the toke box before dropping them in.
7. Any tokes that require coloring to a higher denomination will be done only with the acknowledgement and permission from the floor supervisor.
8. When a player is at his/her table limit, he/she may bet an additional bet for the dealer.
9. If a customer throws in a toke and does not specify that the dealer bet the toke, the toke must be put into the toke box.
10. Offset any toke bet from player's bet.



DEFINITIONS

- APRON** The part of the table on the dealer's right where losing cheques are swept.
- BANKROLL** Value cheques kept directly in front of the dealer.
- BARBER POLE** A stack of cheques in which more than one denomination is included.
- BASKET** A bet that covers 0, 00, and 2.
- BIAS NUMBER** A number that comes up more often than usual; caused by physical changes in the wheel i.e., loose or bent frets.
- BOWL** Wooden bowl shaped recess holding the revolving part of the wheel.
- CANOES** or Break. The metal piece that breaks the fall of the ball shaped like a canoe.
- CAPPING** Placing cheques on top of a bet or payoff rather than beside it.
- CHUNKING** Movement by dealer to pick up losing cheques from layout to avoid excessive mucking.
- CLEAN MONEY** House cheques taken from the bankroll.
- COLUMNS** Any one of 12 numbers in a straight column. First, second, and third column. All pay 2 to 1.
- CORNER** Bet touching four numbers.
- CROUPIER** Or clerk, or dealer.
- DIRTY MONEY** Losing bets picked up by the dealer.
- DOLLY** or Marker or Crown. Object used to mark the winning number on the layout.
- DOZEN** Any one of 12 number 1 - 12, 13 - 24, or 25 - 36. All pay 2 to 1.
- DROP BOX** Box into which currency and pit documents are placed.

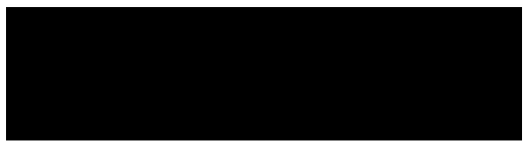


- EYE** Surveillance camera.
- FLOAT COVER** The lid placed over the game to lock and secure bankroll.
- FLOATER** A ball that hangs on the side of the head and will not fall.
- FRETS** The metal dividers between the numbers.
- HEAD** The rotating part of the wheel.
- HIGH** The numbers 19 through 36 or **BOTTOM**.
- HOUSE** Casino.
- HOUSE DEALER** A winning Dealer.
- INSIDE BETS** All of the numbers from 1 through 36 plus 0 and 00.
- LAMMERS** Plastic discs used to indicate the value of a stack of non-value cheques.
- LAMMER RACK** A curved rack hanging on the rim of the wheel that has seven compartments to hold the cheques and lammers to indicate the value of the cheques.
- LINE BET** A bet that covers six consecutive numbers.
- LOW** The numbers 1 through 18 or **TOP**.
- MUCK** Losing bets.
- MUCKER** Or Cheque Racker. Person designated to pick up the muck.
- MUCKING** The act of picking up losing cheques.
- NON-VALUE** Cheques that have no value until it has been marked up by the dealer using a lammer designated with a value. This happens when a player buys in. Can only be cashed out and wagered at that table.
- OUTSIDE BETS** Red, black, odd, even, high, low, dozens and columns.
- PADDLE** The plastic device used to push currency and pit documents into the drop



box.

- PARLAY* To leave the original bet and the winnings of that bet on the table and wager them again.
- PAST POST* To illegally add money to a bet after the ball has dropped in the winning number.
- PENCIL* Or wipe or sweep. Dealer's motion to remove cheques from the bottom of a full stack. A maximum of four cheques can be penciled from a single stack.
- PICK* To take cheques from the top of a stack. A maximum of five cheques can be picked from a stack. The "picked" cheques are splashed to verify amount. Picking is only allowed when the payout contains more than one stack.
- PINCH* To illegally take money from a wager after the ball has dropped.
- POCKET* Compartment between the frets into which the ball falls.
- POST* The post on the dealer's left that keeps the players outside the dealer's area.
- PRES* To increase a bet by an equal amount of the original wager.
- RIM* Top of bowl (flat part) where cheques are placed for change.
- ROLL* The time from which the ball is spun until the winning number is determined.
- SHIELD* The plastic around the wheel that protects the wheel head.
- SPINDLE* Holds the head to the hub.
- SPLIT* Bet between any two numbers.
- STRAIGHT UP* Bet on one number.
- STREET* A bet that covers three numbers in a row.
- SWEEP* A way to clear all cheques off the layout.
- SWEETEN A BET* To legally add cheques to a wager before the dealer calls no more bets.



- TIP* Or toke. A gratuity given to or wagered for the dealer.
- TOP LINE* A bet that covers the first 5 numbers being the 0, 00, 1, 2, and 3 that pays 6 to 1. (This bet with these odds does not exist on a single 0 wheel. It would be a 4 numbers bet covering 0, 1, 2, 3 and would pay 8 to 1.)
- TRACK* The groove in which the ball is spun.
- WORK AREA* The area directly in front of the dealer where payoffs (transactions) and buy-ins are assembled.

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- (4) the effect of the use upon the potential market for or value of the copyrighted work.

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