

OPENING YOUR TABLE	2
NEW CARDS	2
SHUFFLE!	3
SIX AND EIGHT DECKS	3
Burning a Card	5
DOUBLE DECK	6
AUTOMATIC SHUFFLERS	7
Continuous Shuffler Discard Procedure.	7
CURRENCY BETS	8
TABLE LIMITS	9
DEALING THE SHOE GAME	10
Card Delivery	10
CHECKS PLAY	10
Insurance	10
Hitting the Player's Hands	11
Playing Blackjacks	11
Doubling Down	11
Splitting	12
Hitting Your Hand	12
Playing and Taking	13
Collecting the Cards	13

GAME PROTECTION	14
DEALING THE PITCH GAME	15
Delivery	15
Hitting the Player's Hands.....	15
Taking and Paying	16
Protecting Your Pitch Game	17
Paperwork	17
Break Time	17
GENERAL STUFF	18
MAXPLAY	18
Toke Maximum	18
THE PEACOCK & SPECIAL RULES .	18
GAME PACE	19
CENTER BAR BLACKJACK	19
DEAD GAME	19
CHECK DOWN!	19
CLOSING YOUR TABLE	20

Blackjack

It is essential to have complete understanding of the chapters “Introduction” and “In The Pit And On The Game” together with this one. They contain important policies and procedures that apply to all games.

OPENING YOUR TABLE

Together with your Floor Supervisor, you must compare the checks in your rack to the table inventory slip and verify the following information:

- ◆ Game type and table number.
- ◆ Amount of each denomination.
- ◆ Final total of all denominations.
- ◆ Outgoing Dealer and Floor Supervisor’s signatures and employee numbers.

Welcome any guests seated at or approaching your table while you are getting it ready to open.

Inspection of New Cards

Your Floor Supervisor will bring cards to the table, unseal, inspect and give you each deck, one at a time. Due to the security risk involved, it is necessary for you to thoroughly examine the cards for marks and defects, front and back.

Use this procedure, One deck at a time:

1. Spread the cards face up and make sure they are all present.
2. The backs must be spread in both directions for full inspection.
3. After inspection, strip the deck, top, bottom, top, bottom, top and place it in the discard rack. Insert each deck at a 90° angle to the preceding deck.
4. Repeat steps 1-3 for all decks.

Remove ½ of the decks from the discard rack (Double Deck- both decks) and spread them on the layout. “Wash” the cards for about 15 seconds, keeping them in your work area, away from the edge of the table or objects sitting on the layout.

Gather the “washed” cards and place this stack in the discard rack.

Repeat with the second half of your cards. Make one stack and bring it to the center of your work area.

Perform the shuffle appropriate for your game.

“SHUFFLE!”

A quality shuffle is performed with speed and proficiency.

Riffle Thoroughly- No slugs of more than five cards.

The shuffle must progress from beginning to end without stopping.

Maintain constant control (physical and visual) of the cards at all times while they are out of the shoe.

Call out “SHUFFLE” and be sure your Floor Supervisor is aware.

You may hold a cut card up in the air as a signal.

Using your Floor Supervisor’s name will help get his or her attention.

Do Not turn away from your game.

Always keep the cards within the insurance line, whether shuffling or cutting.

WHEN TO SHUFFLE

- You open your table for play.
- A new set of cards is introduced to your game.
- The cut card appears during the course of play.
- You are instructed to do so by your Floor Supervisor.

When you draw the cut card in the middle of a hand, shuffle once the round is completed. If the cut card is the first card drawn in the next round, shuffle without dealing the hand.

We Do Not Shuffle or Burn Cards at the Request of Any Player. Call your Floor Supervisor if the Player is insistent.

The Six and Eight Deck Shuffle

It is expected that you will complete this shuffle in 1 minute 45 seconds or less.

Once the cut card appears and the last round of play has been completed:

1. Remove the remaining cards and the roller from the shoe. In the center of your work area, break this stack in half and riffle the cards together.
2. Break the cards in half again and insert one half into the discard rack at the bottom of the stack.
3. Insert the second half into the discard rack on top of the cards.

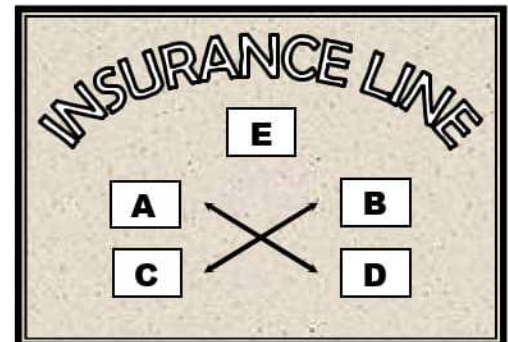
The Six and Eight Deck Shuffle (cont.)

Round 1

6. Begin by bringing your full deck to the center of your work area from the discard rack. Divide it into two equal stacks of approximately three decks each. Move one stack toward the left and the other toward the right.
7. Cut the right stack in half (the bottom goes to the top).
8. Bring approximately $\frac{1}{4}$ from the top (about $\frac{3}{4}$ of a standard deck) of each stack together and Riffle once then Strip (top, bottom, top, bottom, top and place the remaining cards on top). Center the new stack *inside* the insurance line (the location of stack **E** in the illustration), leaving yourself room to work.
9. Take approximately $\frac{1}{2}$ of a standard deck from both the **left** and **center** stacks, Riffle and Strip as above. Set these shuffled cards on top of the center stack.
10. Next, take approximately $\frac{1}{2}$ of a standard deck from both the **right** and **center** stacks, Riffle and Strip as above. Place them on top of the center stack.
11. Continue alternating steps 9 & 10 until all cards have been shuffled. You will have performed about seven Riffle & Strip operations and the entire deck of cards will stand in the center of your layout.

Round 2

12. Separate the deck into two equal stacks, left and right.
13. Break each of these stacks in half. The four stacks of cards should be arranged resembling the corners of a square. Leave yourself room to work between the left and right sides.
14. Place a cut card on the top center of your work area. This cut card will conceal the identity of the bottom card on your completely shuffled deck. Remember not to go beyond the insurance line.
15. Bring $\frac{1}{2}$ from the top (about $\frac{3}{4}$ of a standard deck) of the **far left (A** in the illustration) and the **near right (D)** stacks together. Riffle once, but push the cards only about two thirds of the way together. Performed correctly, you should see three pictures of ██████████ lined up across the tops of the cards. Your Floor Supervisor must be able to make certain that your cards have been evenly interlaced.
16. Place the cards as they are on top of the cut card in the center (stack **E**).
17. Repeat step 15 with the **near left (C)** and **far right (B)** stacks.
18. Alternate steps 15 & 17 until completed, carefully stacking the shuffled and partially pushed together cards on top of the center deck (**E**). Round two should consist of four shuffles for six decks and six shuffles for eight decks.
19. Call out "ROLLING" and wait your Floor Supervisor's acknowledgement. Call twice before proceeding on your own.
20. Roll the deck, top toward the Players, bring your shoe over and finish pushing the cards together, squaring up the deck so that no card values are visible from any angle. The deck is now ready to be cut.



The Six and Eight Deck Shuffle (cont.)

Cutting the Deck:

Upon completion of the shuffle, the cards must be cut. The deck will be cut only once after each shuffle.

If every Player refuses to cut the cards, you must cut them (Let your Floor Supervisor know first).

- ♣ Present the deck with the second cut card hanging over the front edge far enough that your Player can take it and cut the cards.
- ♣ Keep the value side (faces) of the cards always toward you. Do not pass the insurance line and **hold them snugly enough that cards cannot be exposed** while they are being cut.
- ♣ The cut card must enter the cards at least one standard deck's width from either end to be considered satisfactory.
- ♣ If the cut is unsatisfactory, remove the cut card and offer it again for re-cut in the same fashion.
- ♣ Once the Player has inserted the cut card, bring the portion of the deck in front of the cut card around to the back. Carefully remove the other cut card from the back of what is now the front portion as you combine the sections.
- ♣ Remember to **protect the faces of the cards** by keeping them covered with a cut card at all times.
- ♣ Place the deck into the shoe and while tightly holding it flat against the back wall insert the cut card at the mark engraved on the edge of your shoe, unless instructed to do otherwise by your Floor Supervisor. If the shoe does not have the mark, insert the cut card approximately 1 ½ standard deck's width from the back of the deck. Insert the roller behind the deck and release the cards into the shoe. Do not bang the shoe on the table to seat the cards. A gentle push on the top of the deck is all that is necessary.

Burning a Card:

Here at ██████████ **the only time we burn a card is after the shuffle.**

1. The first card from any freshly shuffled deck must be *burned*.
2. Remove the burn card from the shoe and slide it face down into the discard rack.
3. Continue to deal normally if a card is not burned, or if an extra card is burned for any reason. Should a dispute arise, call your Floor Supervisor immediately.

We do not show the burn card to anyone and we will not burn a card at a Player's request.

The Double Deck Shuffle

Once the cut card appears and the last round of play has been completed:

1. Remove the cut cards from your hand and set them in a close, but neutral area of your layout.
2. Place the cards in your hand face down onto the table. Take the top half and slip it into the middle of the cards in your discard rack. Put the remainder on top.
3. Bring the cards out to the center of your work area.
4. Divide them into two equal stacks, moving $\frac{1}{2}$ to the left, $\frac{1}{2}$ to the right, parallel to each other.
5. Simultaneously remove the top half of each side and place it on the layout behind (closer to you) the remaining stacks.
6. Bring together the **far left (A)** in the illustration on page 4) and the **near right (D)** stacks and perform this operation:
 - a. Riffle once
 - b. Strip (top, bottom, top, bottom, top).
 - c. Box Turn (give the top half of the deck a 180° turn- in place)
 - d. Riffle once

Center this new stack (**E**) and repeat the above procedure with the **near left (C)** and **far right (B)** stacks. Place the shuffled cards on top of the center deck.

Divide the deck again, riffle the halves together one time, slide one of the cut cards under the shuffled deck and they are ready to cut.

CUT – Double Deck

1. Always maintain eye contact with the cards.
2. Keep the deck level with and as close to the layout as possible.
3. Hold the second cut card on top of the cards beneath your finger with the end hanging over far enough that your Player can take it and cut the cards.
4. Do not pass the insurance line and **hold them snugly enough that cards cannot be exposed** while they are being cut.
5. The cut card must enter the deck at least ten cards from either end to be considered satisfactory.
6. If the cut is unsatisfactory, remove the cut card and offer it again for re-cut in the same fashion.
7. Once the Player has inserted the cut card, bring the portion of the deck on top of the cut card down to the bottom. Carefully remove the other cut card from beneath what is now the top portion as you combine the sections.
8. Place the shuffled deck into the discard rack and use the engraved mark to insert the cut card into the correct position. If there is no mark on your discard rack, insert the cut card approximately $\frac{3}{4}$ of a standard deck's width from the bottom of the deck.
9. Remember to **protect the bottom of the deck** by keeping them covered with a cut card at all times.

BURN – Double Deck

1. Keep the deck close to the layout.
2. Slide the top card onto the layout and over to the discard rack without exposing it.

Automatic Shufflers

Many tables are equipped with an automatic shuffling machine. Your Floor Supervisor will assist you if the cards jam or another problem occurs.

Shuffle Master “King” Continuous Shuffler

This machine holds five decks of cards. New cards- wash all 5 decks and load approximately 1 at a time into the machine. Do Not deal until all cards have been loaded into the machine. There is no burn card on this game.

Discard Procedure: Any cards picked up during the current round (from broken hands or Blackjacks) must be placed in the discard rack. When the round is finished and the cards have been picked up in the correct order, place them in the discard rack. Once the first two cards of the next round have been dealt out to each of the Players and yourself, remove the cards from the discard rack and place them into the shuffler before acting on any of the current hands. Repeat this procedure for every round.

If your game goes dead, place all cards into the shuffler.

Shuffle Master “Deck Mate” Double Deck Shuffler

Place your first Double Deck into the open receiver area. Push the green button to start the shuffle. Once the cards have all been drawn into the machine and the green light is lit, drop your second double deck into the receiver. A freshly shuffled deck will pop up from the machine, ready to cut. Remember to slide one of your cut cards under the fresh deck before you remove it from the machine.

Pushing the green button will cause the cards to come out without putting any in.

Tall Shuffle Master

Used for double-deck and six-deck games.

Double Deck-

- 1) Remove the used deck from your discard rack and Box Turn once.
- 2) Push the Green Button to lower the door.
- 3) Insert the cards into the machine’s center slot.
- 4) Slide a cut card underneath the freshly shuffled deck in the left slot, remove and the deck is ready to be cut.
- 5) Push the green button once more to start the shuffle.

Six Deck-

- 1) Plug the deck as in the Six-Deck shuffle.
- 2) Follow steps 2-5 in the Double Deck procedure above.

New cards- You may store the first three washed decks in the center slot while you wash the last three.

CURRENCY BETS

- ♥ Do Not deal to folded money.
- ♥ All bets totaling \$100 or more need verification from your Floor Supervisor.
- ♥ If the Player objects to your touching or checking his or her bet, leave it as it is, call out “Money Plays to the Table Limit \$x000”, and wait for approval from your Floor Supervisor before dealing the first card.
- ♥ Always call “Money Plays” when you have a cash wager. If the amount is over \$100, call the amount as well. If you can’t see how much it is, call “Money Plays to the Table Limit”
- ♥ Count winning cash wagers, as we do with all currency, showing both sides and lying on the layout face up. If you ran down the bet before dealing, it should still be spread out and does not have to be recounted.
- ♥ **Never use cash to make a payoff**, this includes Players with more than one hand, splits and double downs, even at the Player’s request. Do not be tempted to slide cash over from a losing split wager to a winning one. All losing cash must go into your drop box.
- ♥ Place currency from a losing “money plays” bet on your check tray until the round is completed. Once the cards are put away, count down the bills in your work area and quietly inform your Floor Supervisor of the amount before dropping. Money from more than one losing wager should be counted separately.
- ♥ Do Not allow a Player to switch checks for a lost currency bet.
- ♥ When in doubt, change up cash for checks.



and other Specialty Wagers

The “Lucky Ladies” and similar side bets are an interesting feature for our Players, so make sure they are well stocked with the proper checks or coins (usually \$1) to make the “Lucky Ladies” or any other specialty side wager. Initial buy-ins should always contain 5 or 10 of these with an enthusiastic description of how your Players can win.

TABLE LIMITS

You are responsible for knowing and enforcing your table maximum and minimum as indicated by the table limit sign.

If a bet appears to be at or over the posted table maximum, call out, “Money/Checks Play To the Limit”. Wait for approval from your Floor Supervisor.

A Customer may place a wager on up to three hands. The minimum bets for multiple hands are:

Two Hands – Two Times the posted table minimum or \$100, whichever comes first.

Three Hands – Five Times the posted table minimum or \$100, whichever comes first.

Customers playing multiple hands may bet the table maximum on each hand.

Remember to act on each hand separately and in the proper order no matter who placed the bet.

If you mistakenly deal to a bet that is *below the minimum*, continue to deal as though it were a legal bet. Notify your Floor Supervisor without stopping the game. Once you finish the round, politely inform your Player that all bets must be within the table limits.

If you mistakenly deal to a bet that is *over the maximum*, announce “Money/Checks Play To the Limit”, call your Floor Supervisor and wait for him or her to come to you. Do Not continue to deal until you have been instructed to resume.

Partnerships are allowed as long as the total wager does not exceed the table maximum. Accept hand signals from one Player only for each hand.

Management has the right to allow any Player to exceed or go below the posted limits at your table. You can expect to be kept informed by your Floor Supervisor. You are expected to pass this information on to an incoming dealer.

Multiple Players using the same bankroll on your game may not exceed a combined total of three hands.

Call your Floor Supervisor if you encounter any unusual questions or disagreement with the table betting limits.

DEALING THE SHOE GAME

Card Delivery

Scan your layout.

- ♠ Ensure that no bets are below the table minimum or above the table maximum.

Once the first card leaves the shoe, Players cannot alter or make new wagers.

- ♠ Place the cards face up, close to the betting spot. The index and center row of pips must be visible.
- ♠ Get a clear hand signal from all players, regardless of their card total. Deliver the hit card without hesitation.
- ♠ Do not burn a card when tapping into or coming off any Blackjack game.
- ♠ When your up card has a value of 10 (10, J, Q or K): Slide your cards straight back so the right corner closest to you fits into your peeker's receiver and peek into the little window. Remember to keep them flat to the layout at all times.

If you see a couple of lines or a "V" in the window, you have a Blackjack. Expose your hole card and begin the take & pay process.

If the view through the window is blank, you do not have Blackjack. Carefully slide your hand forward out of the peeker and continue the round normally.

Checks Play

Call out "Checks Play" when dealing to any bet of \$100 or more. It is not necessary to say "Checks Play" for that Player every time if he or she continually bets \$100 or more and your Floor Supervisor is aware.

"Checks Play" should be used if any of your Players makes a large increase (5x or more) in the size of his or her bet (exceeding \$100).

If you notice anything unusual and want to call your Floor Supervisor's attention directly to the betting area of your table, call "Checks Play."

INSURANCE Pays 2:1

If you have an Ace up, you must call for insurance before checking your hole card.

"INSURANCE," should be announced to your Players in a clear and audible voice while running your hand the full length of the insurance line.

Players can take insurance for any amount up to ½ their original bet. Verbalize "Insurance for Less" if a Player wants less than the full amount of insurance. Make change if necessary before continuing.

- ◆ Insurance wagers for multiple hands may be combined.
- ◆ Check change is not necessary before checking your hole card when the Players indicate they are taking the full amount of insurance on their bet or bets.
- ◆ Change any cash wagered for insurance. Currency cannot play on the insurance line.

Ask Players who have been dealt a Blackjack if they would like to take even money. Do not linger too long waiting for their decision.

Dealing the Shoe Game (cont.)

Hitting the Player's Hands

Your Players will let you know how they want to play their hand by the use of hand signals. Verbal directions must never take the place of proper hand signals.

The cards of any hand (Player's or Dealer's) should never touch the cards of any other hand. Move the hands slightly, if necessary to make them fit.

Move on to the next hand only when your Player has given you the signal to STAND.

Our Guests must be allowed to make their own betting and playing decisions without suggestions or other interference from their Dealers. *Instruct your Players how the game is played, not how to play each individual hand.*

Players may not handle the cards or their bet. If a Player touches the cards, do not overreact. Politely explain the rule.

In the event of a hitting error or any other problem during delivery of the cards, call your Floor Supervisor over immediately before continuing.

Paying Blackjacks

Pay winning Blackjacks as you come to them in the normal hitting rotation. Only your Floor Supervisor can authorize payment out of order.

After the Blackjack is paid, "lock up" the cards in your discard rack.

Do Not bridge or cap a Blackjack payoff with the original bet.

Do Not make any Blackjack payoff that requires taking part or all of the original wager.

Doubling Down

Your Players have the option to double down on their first two cards. They may bet up to the amount of their original bet only and will receive one card.

The checks put up for the double down are to be placed next to the original bet on the Player's left (your right) before the double down card is dealt.

- ♠ **Players who double their wager while holding a pair of 4's or 5's should be asked if they want to split or double down.**
- ♠ **If the Player's double down bet is less than the original wager, notify your Floor Supervisor by calling out, "Doubling Down for Less." It is not necessary to wait for approval.**

Dealing the Shoe Game Doubling Down (Cont.)

- ♠ If a Player elects to double down on a hard total of 12 or more, the Dealer must announce, "Doubling Down on a Hard 12 (etc)," to alert your Player and Floor Supervisor of the possibility that the Player's hand might break. It is not necessary to wait for approval.

The double down card will be exposed and placed at right angles to the first two cards keeping the center pips and both numbers (or letters) exposed on the Player's second card. **We do not deliver the double down card face down.** **EXCEPTION:** On Double Deck games, your Player's double down card will be tucked face down under his or her bet.

When paying double downs, do not combine the bets and run it down or size into the single stack. Break down each bet, if necessary and cut out the total in front of you.

Splitting

- ♥ To split a pair, the Player must bet an amount **equal to the original bet**.
- ♥ The Player can split again if the hit card is of equal value to the original cards. No more than four hands can result from the original hand. Each new hand must start to **your right** of the existing hand(s).
- ♥ Aces can be split only one time (see Peacock and Special Rules)
- ♥ It is possible to double down on the first two cards of each new hand except when Aces have been split.
- ♥ The Player must receive at least one additional card to each card split.
- ♥ A token bet placed on the original hand must remain with the first (farthest to your left) hand of the split. Token bets placed on hands split from the original may be less than, but cannot exceed the original token bet. Never ask your Players to increase the size of your token bets.

Paying Splits

- ♥ It is acceptable to total split wagers from the same original hand. Verbalize the total for your Player.
- ♥ When totaling, remember that by definition, all split hands have the same amount bet as the original hand. Each wager is proved as you set it up, so it is not necessary to break down any more than one of the final bets.
- ♥ Refrain from totaling split hands that contain losers or double downs for less in any position.
- ♥ Never push checks over or total any split hand that has cash in any position. Pay and take each hand separately using our rules for currency bets.

Dealing the Shoe Game (CONT.)

Hitting Your Hand

You must hit if your hand is less than 16 up to a soft 17. This rule is written on your layout. Stand on hard 17 and above (see also Peacock and Special Rules.)

Paying And Taking

- ♣ Identify all pushes by patting the layout in front of the bet.
- ♣ Complete the transaction for each hand before moving to the next.
- ♣ If you break, the Player's card total must still be counted. Do not take for granted that they have 21 or less.
- ♣ Winning multi-colored bets should be broken down in the betting spot to prove the amount for any witness, keeping the highest denomination closest to you.
- ♣ Bets counted down in place should remain down for payment.
- ♣ Checks from a losing hand ("dirty money") may be used to pay bets farther down the line if all of the checks in your hand and the bets are the same color.
- ♣ Payoffs go to the side or in front (closest to you) of the Player's bet. Do not pay behind the bet or on top of the cards.
- ♣ Payoffs which have been cut out in front of you do not need to be broken down again at the betting spot. Remember to verbalize the amount.
- ♣ Never pass checks or cash from hand to hand. Place them into the chip tray or on your work area as close to you as possible. Remember to clear your hands.
- ♣ Never slide or throw checks. Size in or heel all payments.
- ♣ Always **verbalize** and have your Players' attention when making any partial or full conversion of their wagers. Be ready to provide an explanation for your actions.
- ♣ Do not convert a Player into \$100 denomination checks or above without prior approval from your Floor Supervisor.
- ♣ Pay winning token bets separately from the original wager and from each other. Pick up your tokens after the cards have been put away.
- ♣ No part of a winning token wager (bet or payoff) may be played on following hands.

Collecting the Cards

After all the Player's cards are in your hand, pick yours up so they will be the top hand once they are in the discard rack.

Never back up hands or pull cards from your discard rack for any reason. This is the responsibility of your Floor Supervisor.

GAME PROTECTION

When dealing to first base, step toward it so that you have a good view of the rest of the game. Stepping towards the middle when dealing to third base will keep first base inside your field of vision. This is known as “walking your game.” This is the very best way to maintain game security. Your feet, legs and back will thank you as well.

- ♣ **Always pay special attention to first and third base.** Most cheating as well as most honest mistakes occur at the ends of the table.
- ♣ Passing checks from hand to hand is PROHIBITED. Make sure they are **clear** on your layout before picking them up with the other hand.
- ♣ Ensure your Players do not touch any bets that are in action. Players on Shoe Games may not touch their cards at any time.
- ♣ Politely inform your Players to **please** keep their personal items off the table. Drinks, cigarettes, cigars, etc. are OK. Cell phones, purses, magazines and newspapers are not.
- ♣ Watch any player handling money or putting their hands near or over their checks in the betting area.
- ♣ Be sure to use “Checks Play” to call attention to any potential betting problems.
- ♣ If you have doubts or suspicions about any moves made by a Player, bring it to the attention of your Floor Supervisor immediately.

DEALING THE PITCH GAME

Knowledge of the Shoe Game procedures described in the previous sections is **essential** as they provide an explanation for all of our basic methods.

Protect Your Deck

It is very important to always protect the identity of the cards in your deck without giving the impression that you are concealing dishonest activity.

- Hold the deck a few inches away from your body at chest level, tipped away from you at a 45° angle.
- Wrap your index finger around the front edge of the deck, taking care to keep the corners covered.
- Keep your thumb up from the top of the deck until you are ready to use it to deliver a card. This will prevent you from unintentionally pushing the top card and exposing it.
- Do not dip the deck when delivering a card, ensuring that everyone will see that it is the top card being dealt.
- Remember, always hold the deck tightly enough that the cards do not slide around.
- The deck must remain in your hand at all times. Learn to keep it secure while you are performing all of your dealing duties including fills and signing paperwork.

Delivery

1. Pitch the first card to each hand clockwise around the table starting at the bet farthest to your left. Make each card come to rest face down in the area between your Player's wager and the rail. The cards should never land where your Players must reach over their bet to pick up their hand.
2. If a Player is playing two or more hands, pitch the cards to their first (leftmost) hand and place the cards for the second and third hand next to their bet on your right hand side, face down. Remember to place them close enough to the Player to prevent reaching over the bet.
3. Set your hole card taking extra care not to expose the face to anyone.

Players must use one hand only when touching their cards.

Hitting the Player's Hands

- ◆ Your Player's cards must be held over the table at all times, but cannot be positioned in a way that will cover their bet.
- ◆ **Players with multiple hands must complete play on each hand in the proper order before looking at any additional hands.** Never let a Player pick up the cards for more than one hand at the same time. NOTE: If your up card is an Ace, Players may look at each of their hands one at a time to determine if they wish to make an insurance bet.

Dealing the Pitch Game (cont.)

- ◆ Players will indicate they want a **Hit** by scratching their cards on the layout. This motion must be done in the area between their bet and the rail. Deliver the hit cards face up with the same positioning as on the Shoe Game.
- ◆ Players who want to **Stand** must tuck their cards underneath their bet. It is OK if a Player is not able to get his or her cards to slide under the chips. Once you are sure of the intention to stand, ask him or her to place the cards on the layout and quickly tuck them yourself before moving on to the next hand. Do Not allow your Players to pick up their chips.
- ◆ When a Player's hand breaks, he or she will toss their two first cards in to you. Place them face up on the hit cards in the normal way (as if they were the next two hit cards, closest to you) before picking up the losing bet. Once the checks/cash is in your rack, scoop the cards up and put them away.

DOUBLING DOWN: Players who want to double down must, in addition to placing a double down wager, turn their first two cards over to you face up. Arrange these cards into the normal Shoe Game position.

Slip the hit card under the right side of the Player's double down bet with most of the card toward the Player so he or she may peek at it or pick it up.

SPLITTING: Players who receive a pair as their first two cards and wish to split must turn them over to you face up as well as adding a wager equal in value to their original bet. Hit cards are dealt face up. No more than four hands can result from the original hand. Exception: Aces cannot be re-split on the Double Deck game, so slide the hit card for each Ace face down beneath the corresponding bet with most of the card toward the Player so he or she can peek at it or pick it up.

Be courteous and helpful with Customers who are not familiar with all of our rules.

Taking and Paying

Be sure all Player's cards are on the table before starting on your hand. Once you have begun to act on your hand, cards and bets should not be touched.

Spots 1 and 2- Use your deck hand to expose and arrange the cards as you pay or take with your right hand. Turn the cards cleanly end over end, not from the side.

Spots 3, 4, 5 and 6- Use your empty right hand to turn the cards over and position them before touching any checks. You may expose the cards on both spots before returning to your rack.

Leave the exposed hands on the layout until all transactions have been completed. Pick them up in order as described in the Shoe Game section.

Dealing the Pitch Game (cont.)

Protecting Your Pitch Game

Heightened game security is essential wherever the Players are handling the cards.

- Observe the condition of the cards. Look for shiny or dull areas on the backs of the cards. Ensure Players do not nick, crimp, daub or mark cards in any way.
- Straighten any bent cards when possible. Your Floor Supervisor will be able to replace any card you cannot restore to perfect condition.
- Do not allow Players to handle the cards with both hands.
- Walk your game as you hit the Player's hands. Always maintain visual contact with the wagers and cards on the opposite end of the table. Players, especially those who have been given hit cards face down (split Aces or double down,) often touch their cards after you have gone on to subsequent hands.
- Inform your Players that their cards must stay over the table in clear view at all times.
- If you believe that a Player is marking the cards or is trying to be dishonest in any way, quietly inform your Floor Supervisor as soon as you come off the game.

Our pitch games are No Mid Deck Entry. New Players or Players who have dropped out more than one consecutive round must wait until the cards have been shuffled before entering the game. Call your Floor Supervisor if you have any difficulty explaining this rule. Players may change the number of spots they play (1, 2 or 3) at any time.

Paperwork on the Game

When completing fills, credits, markers or marker buy backs; continue to hold the remaining cards in your deck hand. If you need to sign any paperwork with your left hand, after receiving your Floor Supervisor's full attention you may move the deck to your right hand. Be sure to protect the card values by holding them tightly together, but without hiding the deck from view.

Break Time

When you are relieved for a break, finish the round you are dealing, remove the cut cards from the deck in your hand, put it together with the discards and spread the whole deck face down in your work area. The incoming Dealer will place the spread cards into the shuffler, retrieve the shuffled cards and proceed.

GENERAL STUFF

Never suggest that your Players move to another table at anytime. Help them to enjoy themselves on your game, win or lose, no matter what time it is.

MaxPlay

A losing bet at or near the maximum must be brought in and cut down in your work area to prove the amount. Any checks or cash over the max will be returned to the Player with your Floor Supervisor's knowledge.

Pay winning single color bets at or near the maximum by bringing checks from the rack to your work area, cutting out no more than the maximum allowable payoff and sizing into the bet, without touching the Player's money. If your Player's bet is over the max, leave the extra checks untouched and set the payoff next to his or her bet, close enough to compare the height of the stacks. Be sure your Floor Supervisor is aware.

Winning multi-colored bets should be broken down at the betting spot and any overage returned to the Player with Floor Supervision. Pay the bet exactly without bringing out any more than the maximum.

Partnerships may not exceed the posted table maximum per hand.

The Maximum token bet is \$100 per hand on any Blackjack game. The partnership rule applies.

The Peacock & Special Rules

These are the advantages for Customers who play on \$100 or higher minimum Blackjack tables.

Surrender:

- ♠ Your Players have the option of surrendering ½ their original wager on the first two cards before you expose your hand. They must verbally announce "Surrender."
- ♠ The time for your Players to Surrender is when you are pointing at their hand waiting for a hit or stand signal. Once you hit a Player's hand or move on to the next hand, that Player can no longer Surrender.
- ♠ There can be no Surrender if you have Blackjack.
- ♠ If a Player elects to Surrender, bring the bet into your work area and cut ½ that amount fresh from your rack to pay him or her.

Aces may be resplit to a total of four hands (one card on each).

Players in the Peacock Lounge Enjoy:

These rules apply to the Blackjack tables in the Peacock Lounge regardless of the minimum bet.

1. **Surrender.**
2. **Aces may be resplit to a total of four hands (one card on each).**
3. **Dealer Stands on All Seventeens.** This is written on the Layout.

Game Pace

The minimum acceptable pace for a Blackjack game is 375 hands/hour. Six Deck shuffles must be completed in less than 1 minute, 45 seconds. It has been proven that by keeping the following concepts in mind while you are working, you will successfully exceed that number without inhibiting your personal dealing style.

- **Practice smoothness and economy of motion.** Unnecessary activity and re-doing what you have already done will slow you down.
- Take what you need (not more or less) from your check tray.
- Give Players a reasonable, appropriate amount of time to place their bets, but not at the expense of the Customers who are ready to play. You can coax your Players to bring the speed of their play up to your ideal game pace without making them feel rushed.
- Conversation with Players should not interfere with game speed. A professional Dealer can talk and work at the same time as easily as walking and breathing together.
- Complete fills, credits, markers, and marker payments as quickly as possible. Our Security Officers have many other duties to perform.

Center Bar Blackjack

The Blackjack games around the Center Bar, while having low table limits, are not in a pit area and do not receive constant Floor Supervision. Be continually dedicated to protecting and running a clean game.

- Establish a method of communicating emergencies with the Floor Supervisor in the pit closest to you. You cannot turn your back to your rack or the table.
- Communicate the need for fills/credits and other non-urgent information with the closest pit as you travel to and from your break.
- Keep track of cash buy-ins and cash wager losses (your “drop”) with the lammers in your check tray. When the bankroll is counted at shift change, start over.

Dead Game

On dead games, you must maintain an inviting and positive posture for passersby.

Table Minimums \$25 and above: Spread the cards face down on the layout, one row for Double Deck and two rows for six decks.

Below \$25: Leave the cards in the shoe, ready to deal. If ½ your cards are in the discard rack shuffle up, place them in the shoe, burn a card and you’re ready to deal. Do not wait for a Player to approach before taking out the burn card. Remove it from the shoe as soon as you finish shuffling. Remember, the only time we burn a card is after the shuffle.

Without your Floor Supervisor as an eyewitness, you should never touch the checks in your rack, your tokens or your cards while the game is inactive.

Check Down!

If you drop a check, card or other equipment while you are on the game, do not attempt to pick it up yourself (leaving your table and rack unattended). Call your Floor Supervisor to retrieve it for you. Remember, do not allow a helpful Player to come into the pit.

Pitch game Dealers must notify their Floor Supervisor if a card goes off the table, even when recovered by a Customer.

CLOSING YOUR TABLE

When you hear the call to “Bring the Lid Up,” clear your hands before reaching under the table for your check bank cover and place the lid on top of your bank.

Remember that until the lid is locked, you must remain as fully attentive to your bankroll as if it were uncovered. Do Not step or turn away from your game until the lid is locked.

Guidelines for Closing Your Table

Do Not attempt to fix your rack without the permission and full attention of your Floor Supervisor.

- ♠ Run down a full tube (2 stacks) of your highest denomination checks in your work area.
- ♠ If any checks do not visibly line up to your proved stacks, bring them out and prove them on your layout. New checks and very old checks are difficult to compare and should be proved rather than eyeballed.
- ♠ Use empty tubes for short stacks. Place short stacks along the tops of full tubes only as a last resort.
- ♠ Close in any empty tubes between denominations to make the checks more easily readable through the lid window.
- ♠ Once your rack is all set to be counted and your Floor Supervisor has the closer sheet ready to fill in, call out the totals for each color, starting with the highest value. Your Floor Supervisor will look into your rack and if he or she agrees, will write down each total.
- ♠ If a mistake is made the closer slip must be started over and completed without error. Corrections on the sheet are not acceptable.
- ♠ Once your Floor Supervisor has totaled and signed the closer slip, check the written figures against the checks in your rack, add the totals and if it is correct, sign the slip (signature and employee number). **Remember- Your signature is your promise that you made sure all information on the slip is complete and correct.**
- ♠ Place the verified and signed closer slip on the right side of your tray covering the lowest denomination checks or coins. It must be completely visible through the window.
- ♠ Observe that the individual locking the game will verify the accuracy of the document and ensure both signatures meet all the expectations related to signatures and employee numbers. He or she will initial (with employee number) and record the time on the slip before returning it to the tray and locking the lid.

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