Responsibilities

The Pit Manager position is one of the most important links in a Casino Management Structure.

As a Pit Manager your responsibilities are:

1. To promote outstanding customer relations.
2. To supervise the operation and conduct of gaming at Blackjack, Roulette, Craps, Baccarat, Mini- Baccarat, and Electronic Gaming Devices.
3. To schedule opening and closing of table games.
4. To standardize table game procedures.
5. To train and council pit personnel in accordance with the standards of ███████.
6. To identify and resolve table games disputes.
7. To attempt to obtain all C.T.R. information as pertains to federal law and company policy.
8. To notify Credit or Cage when new established customer walks with chips, does not play marker amount or other irregularity develops.
9. To maintain security and smooth operation of the pit by notifying the Assistant Shift Manager or above about special problems or situations as needed.
10. To assume responsibility of Assistant Shift Manager in their absence.
11. To interface with Pit Clerks in accordance with company policy.
12. To supervise the Supervisor of the Slot Attendants, Slot Attendants, and Change Persons in the absence of the Slot Manager.
13. To maintain a clean Pit and organized podium at all times.
14. To verify all documents (See Standard: Verify Document that pass through Pit)

Quality Standard
Table Games

Job Title: Pit Manager
Task: Verify Documents

Prepared By: Casino Operations
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How to do it
- Place at least your first and last initial and license number in the upper left hand corner of the document.

Expected Results
- Initials and license number will be legible in proper area.

How to Manager
- Observation of practical application

Customer Relations

To be a Casino Pit Manager requires professionalism, attentiveness, administrative skills, and decision making skills. You are the role model which sets the example for outstanding customer service.

1. Greet customer and introduce yourself.
2. Make an effort to remember the names of customers you come in contact with.
3. Let customers know we are there to assist their needs.
4. Show no distinction when addressing players at the table regardless of how much they are betting, losing or winning.
5. Never sweat the games. Makes sure all games equipment is inspected and is the legitimate property of ███████████ and the game is running according to procedure.
6. Intervene on disagreements between employees and our customers. Do not let the situation get out of control.
7. Calm customer down on a dispute. Always settle the dispute with ████████ ██████ in mind.
8. Don not counsel employees in public. This tends to be embarrassing for the customer and the employee.
9. Stop anyone from drinking if they seem intoxicated. Remember, YOU"RE RESPONSIBLE! Use tact and courtesy when doing so. The decision of Food and Beverage to discontinue the serving of alcoholic beverages to a customer is final.
10. Whenever possible, acknowledge customers upon their departure. Thank them for coming. Tell them you look forward to seeing them again.
11. No employee who serves in a supervisory capacity will accept a toke/gratuity from any customer of ███████████

Employee Relations

Equally as important as customer relations is employee relations. How we treat each other has a direct effect on how our customers perceive us.

1. Be consistent!
2. Communicate expectations and policies to employees in a clear, precise manner. Keep employees informed of any changes in policies and procedures.
3. Follow through on information given to the employees.
4. Promote and maintain good interdepartmental relations.
5. Encourage employees to feel good about them selves.
6. Praise in public.
7. Coach and council in private.
8. Be prepared to provide and explanation for your actions.
9. Lead by example- Be a role model.

Schedules

1. The scheduling office is located on the ████████.
2. Both weekly and daily schedules will be posted outside the office.
3. Weekly schedules will run from Monday to Sunday.
4. In addition to the daily schedule being posted in the office, there will be a daily schedule in each pit for reference.
5. When calling out sick, make sure to call in no later than two hours prior to the start of your shift.

Opening Pits

1. Activate the computer in pit.
2. Make sure payroll sheets and assignments of table schedules are present for your pit. (See Standard: Activate Computer)
3. Check for new memos or information that should be communicated to the employees in your pit.
4. The assigned Pit Manager will unlock floats and drawers. Distribute necessary cards, dice balls and equipment, rating forms and marker requests as needed. (See Standard: Opening Gaming Pit)

   In Roulette:
   - The Pit Manager will inspect the Roulette table for any magnet or contrivance that would effect the operation of the wheel.
   - Inspect the wheel to ensure that it is level and rotating freely and evenly (See Standard: Level Roulette Wheel)
   - On opening, if it is determined that maintenance is required on wheel or table the Pit Manager will complete a Roulette Maintenance Log. (See Standard: Complete Roulette Maintenance Log)
5. Determine table minimums to ensure maximum usage and profitability.
6. Mark sick, late, and early outs on the sign in sheet.
7. Verify Openers in floats against the Table Inventory Form.
8. Ensure games are properly staffed and all personnel are signed in.
9. Familiarize yourself with all Dealer and Floor Supervisor start times and relief hook ups in your pit.
10. Order any supplies that might be needed.
11. Table Inventory Discrepancy
    a. You will be notified of a Table Inventory Discrepancy when opening a table that all proper steps and notification have been made in order to reconcile TIS opener with float inventory. (See Standard: Open Gaming Table with Discrepancy)

Quality Standard
Table Games

Job Title: Pit Manager
Task: Activate the Computer System

Prepared By: Casino Operations
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How to Do It
- Key in authorization code.

Expected Results
- Authorization code will be printed on the screen.
- Password will not be displayed, but accepted.
- System will appear to have stopped and display "Enter to continue processing".

How to Manage
- System will begin activation, screen will be blank.
- Pit Screen will appear.

Quality Standard
Table Games

Job Title: Pit Manager
Task: Opening Gaming Pit

Prepared By: Casino Operations
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How to Do It
  - Obtain Pit Keys from on-board Shift Manager.
  - Unlock pit stand drawers.
  - Unlock gaming table drawers where appropriate. Remove stored equipment and place on table.
  - Distribute any necessary gaming equipment that had been stored in the pit stand.
  - Put decks of cards needed for each game in individual table drawers. (Blackjack and Mini Baccarat)
  - Verify Table Inventory Form with T.I.S. in each game while tables are still locked.
  - Unlock Table Float Cover in the presence of the assigned Dealer/Boxperson and Casino Supervisor upon their arrival.

Expected Results
  - Table minimum signs, dealer shoes, drop box paddles.
  - Roulette Balls, Baccarat Shoe
  - Eight Decks per table
  - Float Cover can be removed so that bankroll can be verified against T.I.S. by Dealer/Boxperson.

How to Manage
    Supervisor Observation

Quality Standard
Table Games

Job Title: Casino Supervisor
Task: Level Wheel

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How to Do It
- Place level across Roulette wheel with the center bubble of the tool even with and perpendicular to the spindle.
- Turn adjustable legs on bottom of wheel clockwise to lower or counter-clockwise to raise the wheel.
- Rotate level approximately 90 degrees so as to cross previous position.
- Repeat Step Two

Expected Results
- See wheel Diagram Page 11

How to Manage
- Observation of Practical Application

Inspecting a Roulette Wheel

By the end of this session you will be able to properly inspect a roulette wheel to ████████████ Standards.

The steps are as follows:

1. Call surveillance and let them know that you are inspecting the wheels.
2. Unlock and remove wheel cover.
3. Obtain the level and place it across the wheel at 3 different locations. Check to make sure that the wheel is level at all 3 positions by ensuring that the bubble is in a center position.
4. Spin the wheel and make sure that the wheel is spinning freely.
5. Check the track for any nicks or foreign objects.
6. Check the canoes and frets to make sure they are not loose.
7. Check each numbered pocket for any dead spots by tapping each pocket with a pen and listed for any unusual sounds.
8. With a rag, wipe the roulette wheel free of any dirt or dust.

In conclusion, after performing steps 1 through 8 the roulette wheel has been inspected and is ready for gaming.

Quality Standard
Table Games

Job Title: Casino Supervisor
Task: Complete Roulette Maintenance Log

Prepared By: Casino Operations
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How to Do It
- Print the following information:
  o Date
  o Table #
  o Maintenance required
  o Pit Manager
  o Adjustment/Replacement made
- Forward maintenance to facilities department

Expected Results
- Log for Roulette Maintenance will be properly completed.

How to Manage
- Maintenance correction will be completed and maintenance official will sign log.

████████

Quality Standard
Table Games

Job Title: Casino Supervisor
Task: Open Gaming Table- With Discrepancy

Prepared By: Casino Operations
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How to Do It
- Notify and Summon
  o Pit Manager (if appropriate)
  o Director of Casino Operations, Casino Shift Manager, or Assistant Casino Shift Manager (if appropriate)
  o Security
  o Surveillance
- Prepare a corrected opener.
- Record "New Corrected Opener" on top of the form.
- Record "Incorrect Opener" on top of the form
- Observe Security agent signing all copies of both "Incorrect and Correct" Openers.
- Observe Dealers/Boxperson sign all copies of "Correct" Opener.
- Sign all copies of "Correct" Opener.
- Separate drop box and pit copies of the forms.
- Return drop box copies of "Incorrect" Openers to Dealer/Boxperson and observe them inserting into drop box.
- Return pit copies to Pit Clerks.

Expected Results
- See Standard: Prepare TIS (Opener/Closer for Table Games)
- See Standard: Sign Pit Document
- Correct copy of Table Inventory will be in drop box

How to Manage
- Surveillance Observation

Pit Accounting Transactions

There are tow ways to initiate and complete accounting transactions.
- Through the computer called the Casino System
- And Manually, when the Casino System is inoperable

Fills

1. Make sure games have enough cheques to operate smoothly.
2. Ask the Supervisor to prepare a fill for any game with insufficient cheques if one has not been received prior to game opening
3. When the fill is in through the Casino System:
    a. Verify the Accuracy of the request for fill received from the supervisor and transfer the request and data onto the table inventory form. (See Standard: Authorize Table Fill – System)
    b. Initial the request and forward to the Pit Clerk. (See Standard: Verify Document)
4. When a request for table fill is initiated manually:
    a. Verify accuracy of the request for fill received from supervisor and transfer data onto table inventory form. (See Standard: Authorize Request for Table Fill- Manual)
    b. Initial request and return drop box copy to the Supervisor. (See Standard: Verify Document)
    c. Call for an Usher to forward original request to the cage.
5. When the Pit Manger receives the Table Games Fill prior to going to the table (System/Manual)
    a. Verify the completeness of the fill slip and visually verify chips in carrier to the fill slip. (See Standard: Receive Table Game Fill)
    b. Initial Fill Slip and check off transaction on the Table Inventory Form. (See Standard: Verify Document)

Quality Standard
Table Games

Job Title: Pit Manager
Task: Authorize Request for Table Fill - Manual

Prepared By: Casino Operations
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How to Do It
- Verify accuracy of request for table fill.
- Transfer data from request for table fill onto table inventory form.
- Initial request for table fill in area at top left corner of document.
- Return drop box copy of request to Casino Supervisor.
- Call for a Security agent to forward original request to Cashiers Cage.

Expected Results
- Request for Table Fill will be recorded and authorized by Pit Manager.

How to Manage
- Accounting Department observation through Pit Clerk and Soft Count
- Initial of Pit Manger will appear on Request for Table Fill.

Quality Standard
Table Games

Job Title: Pit Manager
Task: Authorize Request for Table Fill - System

Prepared By: Casino Operations
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How to Do It
- Verify accuracy of request for table fill.
- Transfer data from request for table fill onto table inventory.
- Initial request for table fill in area of top left corner of document.
- Forward to Pit Clerk for entry into system and processing.

Expected Results
- Request for table fill will be recorded and authorized by Pit Manger.

How to Manage
- Accounting Department Observation through Pit Clerk and Soft Count.
- Initial of Pit Manger will appear on request for table fill.

Quality Standard
Table Games

Job Title: Pit Manager
Task: Receive Table Game Fill – System/Manual

Prepared By: Casino Operations
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How to Do It
- Verify completeness of data recorded on table fill slip.
- Verify visually chips in carrier with table fill slip upon arrival of Security agent.
- Initial and print license number in upper left corner of manual or system table fill slip.
- Check off transaction on table inventory form.

Expected Results
- Pit Manger will be made aware of fill transaction in his or her pit area.

How to Manage
- Pit Manager initial wand license number will appear on table fill slip.

Credits

1. When a Request for Table Credit is done through the Casino System:
   a. Verify the accuracy of the request received form the Supervisor and transfer data to the Shift End Transfer. (See Standard: Authorize Request for Table Credit – System)
   b. Initial the request and forward to the Pit Clerk. (See Standard: Verify Document)
2. When a request for Table Credit is initiated manually:
   a. Verify accuracy of request received from the Supervisor and transfer data to TIF Sheet. (See Standard: Authorize Request for Table Credit Manual)
   b. Initial the request and return both copies to the Supervisor. (See Standard: Verify Document)
   c. Summon a Security Agent to initiate request for credit.
   d. Notify Surveillance of Credit Transaction.
3. Verify Table Game Credit – System/ Manual when brought to the Pit Manger by the Security Agent.
   a. Verify completeness of data on Credit Slip and the accuracy of the cheques in the carrier to the credit slip. (See Standard: Verify Table Game Credit)
   b. Initial and check off transaction on SET Sheet.
   c. Return Credit Slips to Security Agent.

Quality Standard
Table Games

Job Title: Pit Manager
Task: Authorize Request for Table Credit - System

Prepared By: Casino Operations
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How to Do It
- Verify accuracy of request for Table Credit.
- Transfer data from request for table credit onto Table Inventory.
- Initial request for Table Credit in area of top left corner of document.
- Forward to Pit Clerk for entry into system and processing if using system for credit.
- Notify Surveillance of Table Credit Transaction.

Expected Results
- 9 areas on slip to verify (Casino Supervisor signs on system request only
- Request for Table Credit will be recorded and authorized by Pit Manager.

How to Manage
- Initials of Pit Manger will appear on Request for Table Credit.

Quality Standard
Table Games

Job Title: Casino Supervisor
Task: Authorize Request for Table Credit - Manual

Prepared By: Casino Operations
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How to Do It
- Verify Accuracy of Request for Tale Credit
- Transfer data from request for Table Credit onto Table Inventory Form.
- Return both copies of request to Casino Supervisor.
- Summon a Security Agent to the Pit to initiate credit.
- Notify Surveillance of Table Credit Transaction.

Expected Results
- 9 Areas to verify (Casino Supervisor signs on System Request Only)
- Supervisor places both copies on table surface.
- Request for Table Credit will be recorded and authorized by Pit Manager.

How to Manage

Quality Standard
Table Games

Job Title: Casino Supervisor
Task: Verify Table Game Credit

Prepared By: Casino Operations
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How to Do It
- Verify completeness of data on Credit Slip and accuracy of cheques in carrier with Table Credit Slip (System) or Request for Table Credit Slip (Manual) prior to Security Agent leaving Pit.
- Initial and print license number in upper left corner of slip.
- Check off transaction on Table Inventory Form
- Return necessary slips to Security Agent to take to Cashiers Cage with cheques.

Expected Results

How to Manage

Fill and Credit Request Irregularities

You will be notified by the Casino Supervisor of any Fill or Credit Request Irregularity and that all steps have been followed to rectify the situation. (See Standards: Resolve Fill Discrepancy and Rectify Table Credit Discrepancy)

Sign In Sheet

1. Verify that all Dealers and Supervisors in Pit have signed in.
   a. Indicate anyone sick, late, any no shows, early outs, or overtime in comment section.
2. Verify by signing your name and license number on the proper line. (See Standard: Fill out and verify Sign in Sheet)

Quality Standard
Table Games

Job Title: Pit Manager
Task: Resolve Fill Discrepancy

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How to Do It
- Instruct Security Agent to return to cashiers cage with the fill and table fill slips.
- Leave Request for Table Fill in plain view on surface.
- Call cashiers cage.
- Inform Cage Shift Supervisor that there is a discrepancy, the amount involved and that the Security Agent is returning with the fill.

Expected Results
- Cage will resolve discrepancy and a Security Agent will return with the correct fill.

How to Manage
- Contact with and observation of Cage Shift Manager.

Quality Standard
Table Games

Job Title: Casino Supervisor
Task: Rectify Table Credit Discrepancy

Prepared By: Casino Operations
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How to Do It
- Notify Surveillance of discrepancy in credit upon arrival of Security Agent.
- Observe Security Agent replacing carrier and original and accounting copies of Table Credit Slip.
- Observe Dealer/Boxperson recount cheques to verify amount of discrepancy against Table Credit Slips.
- Direct Dealer/Boxperson to add or remove cheques as necessary to conform with amounts listed on Table Credit Slip.
- Observe Dealer/Boxperson return cheques to carrier.
- Observe Security Agent remove carrier and Table Credit Slip copies from table and return to Cage.

Expected Results
- See Standard: Cheque Cutting

How to Manage
- Surveillance Observation

████████

Quality Standard
Table Games

Job Title: Pit Manager
Task: Table Inventory

Prepared By: Casino Operations
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How to Do It
- Record inventory of each game on the proper area of TIF at closing of game or at the end of gaming day.
- Record all fills and credits on the proper area of TIF.
- Record the shift end figures in the proper area of the sheet.

Expected Results

How to Manage

Quality Standard
Table Games

Job Title: Pit Manager
Task: Compute Cash Need Figure

Prepared By: Casino Operations
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How to Do It
- Total all Table Opener figures.
- Total all table fills for the day.
- Add total opener figure and total fill figure.
- Total all table closer figures.
- Total all table credits for the gaming day.
- Total all Markers.
- Add totals of Closer, Credits, and Markers.
- Subtract Total of #7 from Total of #3.
- Enter Total from #8 onto designated area of Table Inventory Form

Expected Results

How to Manage
- Final figure will be your "Cash Need"

Quality Standard
Table Games

Job Title: Pit Manager
Task: Hit Sheet

Prepared By: Casino Operations
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How to Do It
- Record all pertinent information for customer on Hit Sheet on the reverse side of the Table Inventory.
  o Table Number
  o Customer name and account number
  o How much customer is in
  o How much customer is left with
  o Enter win or loss figure
  o Time/Average Bet
- Any customer transaction of $5,000 or more must be recorded.

Expected Results

How to Manage

Quality Standard
Table Games

Job Title: Pit Manager
Task: Error Notification

Prepared By: Casino Operations
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How to Do It
- The Pit Manager will fill out an Error Notification Slip for a game error that is not of a monetary nature such as:
  o Wrong date
  o Wrong table number
  o Wrong fill
  o Wrong credit
  o Signature or license number missing
  o Signature in wrong place
  o Dropping incorrect copy of paperwork
- Be short and specific in stating what happen

Expected Results
- See Standard: Prepare Error Notification Slip

How to Manage

Quality Standard
Table Games

Job Title: Pit Manager
Task: Fill Out Error Notification Slip

Prepared By: Casino Operations
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How to Do It
- Note all data pertaining to game error occurred on.
- Sign and print license number in designated area: Pit Boss
- Observe Dealer/Boxperson and Floorperson signing name and license numbers in designated areas: Dealer   Floorperson
- Verify Signatures visually
- Separate drop box copy and hand to Dealer/Boxperson to drop in the drop box.
- Forward remaining copies to Pit Clerk

Expected Results

How to Manage

Rating Slips

1. Visually check ratings for completeness and legibility.
2. Check for any information which needs to be recorded on Pit Hit Sheet
3. Initial Rating Slip in top left corner and give to the Pit Clerk for entry into the Casino System.

Currency Transaction Reporting

Presently, we are required by Federal Law to report any cash transaction over $10,000. Additionally the state requires us to get the necessary information for a "CTR" (Cash Transaction Report) at any cash transaction in access of $5,000. The procedure for handling these situations is as follows.

1. The Casino Supervisor will inform the Pit Manager of any significant play. Also, it is mandatory that the Supervisor inform you when a customer has bought in for $2,000 in cash.
2. Check the computer system for customer CTR identification if there is a flag 2 status, approach the customer and request the needed information. (See Standard: Fill Out Currency Reporting Card)
3. If there is an I.D. on the customer, remain aware of cash buy ins and fill out a Currency Reporting Card when the customer has bought in for $10,000 or more. Let the Casino Supervisor know that the customer has the necessary identification on file.
4. If there is no I.D. on file and no flag 2 for the customer, inform the Casino Supervisor. When the customer reaches a buy in of $5,000 the Supervisor will inform you and attempt to get CTR information must be made.
5. The necessary information includes name, address, social security number, identification verification such as drivers license, pass port, military I.D., alien identification card, government issued I.D. card, and business or occupation. (See Standard: Fill Out Currency Reporting Card)
6. If a customer refuses or fails to provide all of the required information:
   a. Prohibit the customer from further play until the customer provides the information.
   b. Fill out currency reporting card with date, player name and account number (if known) or refused under printed name area if unknown. Under comments write a brief description of the customer. Attach a photo from surveillance and turn in at the end of the gaming day to the on board Shift Manager. On photo: sign back of photo, print customer name and account number if known.
7. Make sure to inform other level managers of the customer's situation to avoid any problems.
8. Notify the cage on any customer that leaves a game with $2,000 pr more in cheques.
9. Do not issue any complimentaries to any customer who refuses to provide the needed CTR information.
10. Never coach the customer in advance of the situation. Simply state that we are required to get the information for CTR reporting at $5,000.
11. Make sure to obtain customer photos from surveillance and attach them to the currency reporting card. These documents get turned in at the end of the gaming day to the on board Shift Manager along with other Pit paperwork.

Quality Standard
Table Games

Job Title: Pit Manager
Task: Fill Out Currency Reporting Card
Prepared By: Casino Operations
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How to Do It
- Write in necessary information on card in pen.
- Record
  o Date
  o Account Number on player side
  o Identification verification
  o Social security number
  o Printed name
  o Address
  o Business/Occupation
  o Amount in $100's
  o Transaction Type
- Sign Report
- Attach Photos form surveillance
- Turn in to on board shift manager at end of gaming day.

Expected Results
- Type of I.D. and I.D. Number

How to Manage
- Cross check through Accounting Department
- Supervisor Observation

Damaged Cards – Defective Dice

Any damaged card(s) or defective dice will be given to the Pit Manager by the Supervisor
for replacement form the make up decks of cards and the spare set of dice kept in the pit.
(See Standard: Replace Defective Card(s)/Dice)

Quality Standard
Table Games

Job Title: Pit Manager
Task: Replace Defective Cards/Dice

Prepared By: Casino Operations
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How to Do It
- Get necessary card/dice from Pit Stand drawer.
    o Replace defective card with similar card from make-up deck department in pit stand.
    o Replace entire set of dice (regardless of number of dice flawed) with spare set kept in pit stand
- Then you
    o Remove defective card from table mark with and X across the front and return to make up deck in the pit stand drawer.
    o Place defective dice in plastic bag and return to pit stand drawer.

Expected Results
- When replacing an entire deck mark and X across the outside of the box containing the defective deck. New card/dice will be removed from the game.

How to Manage
- Security Department Reconciliation

Complimentaries

1. When the Casino System is not operational all comps will be done manually through the Pit Manager. (See Standard: Fill Out Manual Comp Slip)
2. When the Casino System is operational the Supervisor will initiate and issue complimentaries based on customers past play.
3. If a customer requests a comp that exceeds the amount authorized, the Pit Manager will confer with the Supervisor and make the decision on what we can offer.
4. Any gourmet or discretionary comp will be done through the Pit Manager. (To handle a system comp: See Standard: Fill out a Comp Slip-System)

If you must offer a downgraded comp or deny a comp. remember to treat the customer as you would like to be treated in that situation.

Quality Standard
Table Games

Job Title: Pit Manager
Task: Fill Out Manual Comp Slip

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How to Do It
- Fill out all appropriate areas of complimentary Slip.
  o Account Number
  o Guest Name
  o Address
  o Date
  o Comp Guests
  o Number of Guests
  o Outlet
  o Time/Special Request
  o Admissions Only
  o Requested By
  o Authorized By
  o Complimentary Issuance#
  o Date
  o Employee Number
- Sign Complimentary Slip in appropriate area.
- Give original copy of slip to guest.
- Give carbon copy slip to Pit Clerk for entry into system.

Expected Results
- See Standard: Sign Document

How to Manage
- Food and Beverage Department Reconciliation

Quality Standard
Table Games

Job Title: Casino Supervisor/Pit Manager
Task: Fill Out a Complimentary Slip - System

Prepared By: Casino Operations
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How to Do It
- Fill in all appropriate areas:
  o Outlet
  o Persons
  o Limits (If any)
- Return to Pit Stand housing system and printer with complimentary slip.
- Depress on system "issue comp"
- Insert Complimentary Slip into the printer.
- Observe printer accept and print complimentary slip.
- Retrieve complimentary slip from printer.
- Sign the back of the patron's complimentary slip.
- Date the front of the patron's complimentary slip.
- Tear the patron's copy at the perforation
- Hand Complimentary slip to patron.

Expected Results
- See Standard: Sign a Document

How to Manage
- Food and Beverage Department Reconciliation
- Patron's System file will display issuance of Complimentary

Slot Jackpots

When it is necessary, you will be called upon to sign for Slot Jackpots. (See Standards: Pay Jackpot from $0 to $1200, Pay a Jackpot from $1200.01 to $9999.99) Any Jackpot of $10,000 or more will be paid at the land base cage. The jackpot goes as unclaimed and the customer gets a receipt.

Quality Standard
Table Games

Job Title: Slot Supervisor
Task: Pay a Jackpot from $1200.01 to $9999.99

Prepared By: Casino Operations
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How to Do It
- Receive amount of payout from cage cashier.
- Sign both copies of jackpot slip.
- Take payout to guest alone with a security gent.
    o A Slot Attendant or Pit Manager will meet you there to verify the win and the jackpot.
- Pay guest jackpot.
- Take jackpot payout slip to cage cashier that issued payout
    o May also be done by the security agent

Expected Results
- Signature must be legible and consist of first initial, last name, and license number.
- Slip signed by slot attendant of Pit Manager
- Slip signed by Security Agent
- Note on Jackpots $1200.01 and over an IRS W2- form is required.

How to Manage
- Verified by Slot Attendant or Pit Manager
- Observed by Security Agent
- Cage Cashier receives slip with 4 signatures

Being Relieved or Relieving

1. When you are being relieved or relieving, pass on the Pit keys before leaving the Pit.
2. Communicate to the incoming Pit Manager
   a. The existence of high limits.
   b. Any game that is on camera.
   c. Unusual styles of play or any player with special betting limits.
   d. Any player being monitored for cash buy ins for a C.T.R.
   e. Fills or Credits in transit.
   f. Staffing irregularities.
3. When you are being relieved to go on break, have the pit in proper order and ready for transfer to the relief Pit Manger.
4. When relieving to give breaks, you are to handle all situations that would normally be taken care of by the Pit Manager scheduled in that Pit. Do not leave any work that could reasonably be completed by you.
5. When being relieved at the change of your shift have all necessary information ready for the incoming Pit Manager to start the next shift. (See Standard: Change Shifts)

Communication

1. Call the third level to inform the Shift Manager of any transaction of $5,000 or more.
2. Call the cage to inform them of any customer leaving your pit with purple cheques.
3. Call the cage to inform them of nay customer leaving your pit with $2,000 or more in cheques.
4. Notify the cage or Casino Marketing Executive of any customer walking with chips or not playing up the credit line.
5. Call Surveillance for any high limit play or any disturbance that should be monitored.
6. Communication amount the pits is essential concerning "Good Players"
7. Keep other Pit Managers informed of customer C.T.R. tracking.
8. When a customer refuses to give their name to a Supervisor, attempt to secure the information personally or through a Casino Host if available.
9. Please express you opinions or concerns at meetings. Your input and suggestions are expected and welcome.
10. Know our regulations, policies, and procedures and be prepared to explain them to customers and employees.
11. Notify Food and Beverage of any customer that you have stopped from being served alcoholic beverages.

Quality Standard
Table Games

Job Title: Pit Manager. Shift Manager, Assistant Shift Manager
Task: Change Shifts Prepared

Prepared By: Casino Operations
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How to Do It
- Give Pit Keys to incoming Pit Manager when being relieved at change of shift. (Shift Managers will also turn over any other pertinent keys)
- Relay all pertinent information
    o Shift end transfer
    o Any guest on camera
    o Any high limit play
    o Customer's being monitored for CTR
    o Any staffing irregularities
    o Outstanding fills or credits
    o Appropriate cash dropped
    o Appropriate win/loss for shift

Expected Results
- Incoming Pit Manger will have keys in their possession.
- Incoming Pit Manager will have all necessary information to start shift.

How to Manage
- Shift Manager will have access to all Pit Keys to be secured at Casino closing and all necessary information.

Closing Pit – Games

1. At the close of the gaming day you will notify the Supervisor to give notice that the game will be closing.
2. You will distribute the closers and the card/dice bags to the Supervisor.
3. You will go to each gaming table and fill out the Table Inventory Form. (See Standard: Closing Gaming Table)
4. After all the games in your Pit have been closed and secured you will prepare the need figure for the gaming day for your pit. (See Standard: Compute Cash Need Figure)
5. You will bag any broken make up decks and sign the label to be picked up by the security agent along with the bagged cards and dice. Any unbroken decks or unused sets of dice will be picked up by the Shift Manager at close of the gaming day.
6. You will call for the security agent to pick up the used cards/dice.
7. Follow steps 1 through 3 for any individual game(s) closed on any shift, and secure the card/dice to be picked up at the end of the gaming day.
8. Bring the keys and paperwork to the appropriate area. (See Standard: Turn in keys and paperwork at the end of gaming day)

Quality Standard
Table Games

Job Title: Pit Manager
Task: Closing Gaming Table

Prepared By: Casino Operations
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How to Do It
- Go to table to be closed.
- Announce and record the amount of each denomination of cheques in the appropriate area of Table Inventory Form and total.
- Verify amounts and total to the completed TIS
- Verify accuracy and signatures on TIS
- Initial in proper area
- Remove Drop Box copy of TIS closer and give to dealer to be place in drop box.
- Place two-part opener in Float, covering lower denomination cheques.
- Observe dealer place lid on float.
- Check game area to ensure all equipment has been secured.
- Lock float lid and table drawer, if appropriate.
- Give pit copy of TIS closer to Pit Clerk for entry into computer.

Expected Results
- Signature and license numbers will be legible in proper areas.
- See Standard: Verify Documents
- Cheques and equipment are secured
- Closer amounts recorded in computer agree with amounts recorded on shift end transfer.

How to Manage
- Observation and practical application

MISC Operational Standards

The following standards are to be used by various Casino Management Personnel. Please refer to them as needed.

Quality Standard
Table Games

Job Title: Shift Manager
Task: Sign Out Keys/Sign in Keys

Prepared By: Casino Operations
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How to Do It
- Go to second deck cashiers cage.
- Request Pit Keys and Shift Office Keys or Return Keys
- Observe Cage Cashier fill out and sign key control log.
- Sign key control log and collect keys on issue.
- Distribute appropriate keys to each level manager on issue.

Expected Results
- Four Sets – 1st, 2nd, and 3rd level Pit keys and Shift Manager Office Keys.

How to Manage

Quality Standard
Table Games

Job Title: Casino Administrator/Designee
Task: Receive Cards and/or Dice from Manufacturer

Prepared By: Casino Operations
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How to Do It
- Receive cards and/or dice from manufacturer or distributor at secured area of shore side facility in presence of Security Agent.
- Inspect for quantity and quality of shipment received.
- Add receipt to card/dice inventory – recording transaction on the Shore side Card Inventory Ledger
  o Record:
    ▪ Date
    ▪ Shift
    ▪ Number of set of dice or decks received from manufacturer
    ▪ Balance of sets of dice or decks on hand
- Observe security agent verifying information and signing ledger in appropriate area.
- Sign on accounting line
- Return ledgers to correct storage area.
- Leave secured area with security agent.
- Lock secured area with designated key.
- Observe security agent locking secured area with their designated key.

Expected Results
- Correct number of items ordered will be present. Quality of shipment will be according to standard expected.
- Security Agent signature will be legible.

How to Manage
- Independent Inventory by Accounting Department

Quality Standard
Table Games

Job Title: Casino Shift Manager or Designee
Task: Issue Cards/Dice to Pits

Prepared By: Casino Operations
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How to Do It
- Remove appropriate number of cards/dice from the card/dice storage locker in Casino Shift Managers Office.
- Fill out three part card /dice issuance and return form.
  o Record:
    ▪ Date
    ▪ Shift
    ▪ Time
    ▪ ___# removed decks of cards or sets of dice
    ▪ # of Decks ____
    ▪ # sets of Dice ___
    ▪ Shift Manager or designee signature
- Record transaction on On-Board Inventory Casino Card or Dice Issuance Log and sign.
  o Record
    ▪ Date
    ▪ Shift
    ▪ # of Decks or sets of Dice transferred
    ▪ Balance of decks/dice on hand
    ▪ Shift Manger Signature
- Return issuance and return form and log to designated area in Shift Mangers Office
- Deliver cards/dice to proper Pit Stands
- Lock cards/dice in proper Pit Stands id no Casino Supervisor is present to receive them.
- Turn in one (1) copy to Security and one (1) copy to accounting or Cage of Card/Dice Issuances and Return Form.

Expected Results

How to Manage
- Accounting Department Inventory

Quality Standard
Table Games

Job Title: Casino Shift Manager or Designee
Task: Return Unused Cards/Dice to Storage Locker

Prepared By: Casino Operations
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How to Do It
- Return all unopened cards and dice to the Card/Dice Storage Locker in Shift Managers Office before end of the gaming day and lock.
- Record transaction as returned on the On-Board Inventory Casino Card or Dice Issuance Logs.
  o Record
    ▪ Date
    ▪ Shift
    ▪ # of decks or sets of dice returned form the Casino
    ▪ Balance on Hand
    ▪ Casino Shift Manager or Designee Signature
- Record number of returned decks and/or sets of dice onto the card/dice issuance and return form.
- Transfer appropriate copy of card/dice issuance and return form to Security Department.
- Transfer appropriate copy to Accounting Department.

Expected Results
- Shift Manager Signatures will be legible.
- Count inventory to make sure number on hand is equal to number on ledger.

How to Manage
- Security reconciliation of Issuance and Return Form, Card/Dice, Pick-up, and Cancellation Form.

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