



BLACKJACK

## **OPENING TABLES**

The Dealers and the Floor Supervisors are responsible for verifying the table inventory slip for the following information:

1. Game type and table number.
2. Total amount of each denomination.
3. Final total of all denominations.
4. Signatures of outgoing Dealer and Floor Supervisor.

## **OPENING THE TABLE FOR PLAY**

Go to your assigned table and prepare to open the game. The Pit Supervisor or Floor Supervisor will place sealed decks of cards on the layout and unlock the rack lid and drawer. The Floor Supervisor will take out the shoe and all other gaming equipment and inspect them. The Floor Supervisor will then step to the left, open the deck of cards and spread them on the layout.

The Dealer will spread each deck in this manner:

1. Face up to make sure all cards are present.
2. The backs must be spread in both directions for full inspection.
3. After inspecting each deck, shuffle twice (straight shuffle), then put the deck in the discard rack.
4. Repeat these steps for all decks.
5. After all cards have been inspected, shuffle the cards following the shuffle procedure, then spread all decks face down on the layout.
6. After the cards are spread, they should not be touched if it is not necessary.
7. Once the first player comes to the table, follow the shuffle procedure.
8. On a dead game if the cards have been shuffled, spread the cards face down in two semi-circles open toward the rack.

## **DEALER BEING RELIEVED**

1. Should you receive a break after less than sixty minutes of dealing time, you should check with your Floor Supervisor to find out if you should indeed be on a break.
2. If you believe that your break is over-due, notify your Floor Supervisor. Continue to deal until a relief Dealer is physically at your table. **UNDER NO CIRCUMSTANCES ARE YOU TO INVOLVE PLAYERS IN YOUR NOTIFICATION.**
3. The incoming Dealer should enter the game from behind and to the left of the outgoing Dealer. The incoming Dealer will not physically tap out the outgoing Dealer until the completion of the round of play.
4. When pushing off the game, the outgoing Dealer will clear his hands, step to the right, watch his/her rack and shoe until the relief is in position to take over the game.
5. Do not turn your game over to another Dealer until all work has been completed for a given round.
6. The incoming Dealer will then take the game over and burn a card.
7. Inform the incoming Dealer if the cut card has appeared, which player should be offered to cut the cards next and any other special instructions given to you about how to handle the game or any customers.
8. Avoid unnecessary conversation with the incoming Dealer; however, it is your responsibility to inform the incoming Dealer of any issues or possible situations regarding the game.
9. Inform the incoming Dealer which customers have been I.D.'d

## **EMERGENCY PROCEDURES**

Upon notification of an emergency, either through the public address system or on orders from a member of management (Shift Managers and above). Do the following:

1. REMAIN CALM.
2. Players should be directed to pick up all personal belongings on the table, including their checks, and walk to the nearest exit. It is imperative that employees are familiar with the exits. The players must be told to WALK to the exit.
3. Any remaining checks on the layout will be placed in the bank. The covers and lids will then be placed over the banks.
4. Dealers are expected to remain at their table as long as it is realistically possible or until a Floor Supervisor locks the covers.

5. In the event of a fire, employees should be instructed to attempt to save corporate assets and property whenever possible, but not at peril to life. It must be specified which employees will attempt to save which assets.
6. Employees not involved in guest evacuations or asset protections evacuating the hotel should be instructed to assemble in the designated parking lot southwest of the Main Entrance. Once assembled, department managers/Supervisors will attempt to account for all employees utilizing a departmental sign-in sheet. If so instructed, once accounted for, employees will assist guests and patrons whenever possible.
7. In the event of a bomb threat wherein the caller states that a bomb is in the hotel or casino, if possible without peril to human life, each department will conduct a search of their area to identify any object or package out of place or which does not belong. If such an object or package is found, Security should be notified IMMEDIATELY. Under NO CIRCUMSTANCES should the object or package be touched or moved.

## Six Deck Shuffle

### **WHEN TO SHUFFLE**

1. When the table first opens for play.
2. A new set of cards is put into play.
3. Whenever the card appears during the course of play.
4. Whenever the cards have been spread and the game is to resume.
5. When instructed to do so by a Floor Supervisor.

Note: At no time will the Dealer shuffle at a player's request

6. When calling out "SHUFFLE," use the Floor Supervisor's name. Say it in a loud, clear voice – holding the cut card in your right hand. DO NOT TURN AWAY FROM YOUR GAME to see where your Floor Supervisor is standing. Repeat a second time, and then shuffle.
7. The shuffle is to be completed in an efficient manner consistent with accepted ██████████ shuffling procedures.
8. Maintain constant control (physical and visual) of the cards at all times while the cards are out of the shoe.

9. Once you have completed the last round of play after the cut card has appeared, remove the remaining cards from the shoe and bring them next to the discard rack. Take 1/3 of the remaining stack and insert it 1/3 of the way from the bottom of the stack in the discard rack, take an additional 1/3 of the short stack and insert 2/3 of the way down the large stack, take the remainder of the short stack and insert it 1/3 from the top of the other stack.
10. To begin, the cards will be separated into two equal stacks of approximately three decks each (pile left and pile right). Pile left will be cut in half and pile right will be rotated a half turn.
11. Approximately  $\frac{3}{4}$  of a deck will be taken from each stack and shuffled together on time. Then stripped top-bottom, top-bottom, and top. That pile will be placed in the center of and slightly above the two stacks (pile C).
12. Approximately  $\frac{1}{2}$  a deck of what was just shuffled (pile C) is taken along with  $\frac{3}{4}$  of a deck from the left stack (pile A). The cards will always be shuffled one time only and stripped. When that is completed, it will be placed on the just shuffled/stripped pile (pile C).
13. Again, take  $\frac{1}{2}$  of what was just shuffled (pile C) and take  $\frac{3}{4}$  of a deck from the right stack (pile B), shuffle/strip and place on the middle stack (pile C).
14. This alternate pattern will continue until all the cards are shuffled/stripped and form one pile. This step consists of seven shuffles.
15. At this point the cards will again be separated into two equal stacks. Pile right will be cut in half.
16. Approximately  $\frac{3}{4}$  of a deck will be shuffled together from each side and left laced (NOT squared up). Immediately after the cards are shuffled, they will be placed in the center, above the shuffling area. The shuffled cards are not to be pressed together (laced) and should overlap each other by approximately  $\frac{2}{3}$  of the length of the cards.
17. Continue to take  $\frac{3}{4}$  of a deck from each side – shuffle and stack together (laced) in the center, above the shuffle area until all the cards are shuffled. This step consists of 4-5 shuffles.
18. There should now be one stack of cards shuffled and laced. Be aware of the condition of the cards while in play and while changing them. If you see any defects or unusual marks, call for the Floor Supervisor immediately. When changing the decks, check that all decks are complete.
19. Before the deck is rolled, call out, “ROLLING,” and wait for an acknowledgement from your Floor Supervisor before continuing.
20. NEVER PUSH THE CARDS OUT PAST THE INSURANCE LINE WHEN SHUFFLING.

## **CUTTING THE DECK**

1. Upon completion of the shuffle, the decks must be cut. Cards are to be pushed out so the front of the cards face the player, protecting the sides.
2. The player to cut the cards shall be:
  - a. The first player to the table if the game is just beginning.
  - b. With two or more players, rotate the cut in a clockwise fashion. If a player refuses to cut, offer the cut to the next player.
  - c. If all players refuse to cut the cards, the Dealer must do so (let the Floor Supervisor know first).
3. The deck will be cut only once and approximately one deck must be cut from either end of the deck.
4. Maintain physical and visual contact with the cards at all times while the deck is out of the shoe.
5. If the cut is unsatisfactory, the cut card must be removed and offered again for a re-cut.
6. Once the player has inserted the cut card, take all cards in front of the cut card and place them at the back of the stack. Insert the cut card in a position approximately a deck and a half in from the back of the shoe using the marking on the side of the shoe as a guide, unless instructed to do otherwise by the Floor Supervisor.
7. With the shoe in the middle of the table, place the cards in the shoe.

## **BURNING A CARD**

1. The burn card shall be burned face down and not shown.
2. A card will be burned when the shuffle is over and after the cards have been put into the shoe.
3. If a card is not burned for either of the above reasons, or two cards are burned, continue to deal normally. If a dispute arises, call a Floor Supervisor immediately.

# Double Deck

## **SHUFFLE**

1. Once the cut card appears, the hand in progress will be the last hand before shuffling.
2. All cards are returned to the discard rack prior to shuffling.
3. Bring the Double Deck to the CENTER of the table.
4. Split the deck in half, placing  $\frac{1}{2}$  at the bottom of the insurance line on the left and the other  $\frac{1}{2}$  at the bottom of the insurance line on the right, parallel to each other.
5. Simultaneously, cut each pile in half and place them behind the existing piles.
6. Pick up the front of the stack on the left, the back stack on the right, and do the following:
  - a. Shuffle
  - b. Strip
  - c. Box turn
  - d. Shuffle

Now place on the insurance line top center. Pick up the remaining piles; repeat the same procedure and place on the top of the already shuffled cards.

7. Slide the deck to the center of the table, split in half, give one good shuffle and then offer the cards to be cut.

## **DOUBLE DECK PROCEDURE**

1. Present the cut without exposing the bottom card of the deck.
2. When offering the deck to be cut an “insert” cut will be used. Keep the deck level as close to the layout as possible. Eight to ten cards must be cut from either end of the deck. Insert the cut card approximately  $\frac{1}{2}$  a deck (26 cards) from the bottom of the deck.
3. With the deck next to the layout, burn the top card, and place in the discard rack without exposing.
4. The hit and hold position of the deck should be at a 45 degree angle, chest level, and away from the body. Do not dip the deck to deliver the hit card.
5. Protect the deck at all times, keeping the front and corners covered in the hold position; the thumb should be off the deck.
6. Load the hold card using the slide load by dropping the deck down to table level.

7. When an Ace is showing after offering insurance, peek at the hole card in such a manner that no one can see it but you. PEEK WITHOUT BENDING OR MARKING THE CARDS IN ANY WAY.
8. Double down cards are to be delivered under the double down bet with the corner tucked and most of the card toward the player.
9. When a player splits Aces, the card delivered will be handled in the same manner as double down cards.
10. When turning players' cards over with the deck hand, the cards will be turned end over end. DO NOT roll players' cards over with the deck hand.
11. When a player plays two hands or more, deliver the cards tucked in front of the second and subsequent hands.
12. All cards must be in the Dealer's hand when the Dealer is doing ANY work.
13. Dealer must call out "SHUFFLE, (Floor Supervisor's name)" and get an acknowledgement from a dead game.
14. Re-splitting Aces is not offered on a double deck game.
15. Upon being relieved, the outgoing Dealer will spread the cards face down and exit to the right.

## Dealing the Game

### **HITTING THE PLAYER'S HAND**

1. Scan the layout. ONCE THE FIRST CARD LEAVES THE SHOE, players are not allowed to make or alter their bets.
2. Remove the cards from the shoe with the left hand, turn and place them face up with the right hand. *Exception: The Dealer has the option to deal cards to the first two positions with their left hand.*
3. The first card will be dealt with the bottom edge of the card reaching past the insurance line.
4. The second and subsequent cards should be dealt covering the lower left corner of the previous card, leaving the pips and indexes visible.
5. "Walk" the game. Always pay special attention to first and third base.
6. Players may not handle the cards. If a player touches the cards, don't overreact, explain the rule politely.



7. A player may elect to draw additional cards only when his total is less than 21.
8. After two cards have been dealt to each player and you have given yourself a hole card, begin with the player that is furthest on your left and point to their hand. As each player's hand is pointed to, that player shall indicate whether he wishes to double down, split or hit.
9. The players should indicate when they want a hit by making a clearly visible scratching motion with their hand. DO NOT ANTICIPATE.
10. To indicate they want to stand, players should motion slightly with their hands, palms down, toward the Dealer.
11. All signals must be clearly visible to indicate the player's intention. Verbal directions will not be permitted in the absence of corresponding hand signals. Be sure you receive a proper hand signal to stand before going to the next hand.
12. As each player indicates his decision, any additional cards the player receives will be dealt face up. Cards dealt to one player should never touch another player's cards.
13. Do not draw a card from the shoe until the player has given the appropriate hand signal.
14. A card exposed by error or misunderstanding will be dealt to the players as though it were the next card from the shoe. Any player refusing to accept such a card shall not have any additional cards dealt to him. If no player takes the exposed card, it will go to the Dealer, as needed. If the Dealer has a pat hand, the exposed card will be burned. Notify the Floor Supervisor before any action is taken.
15. A card found face up in the shoe shall not be used in the game and will be placed in the discard rack after bringing it to the attention of the Floor Supervisor.
16. In the event of a hitting error or incorrect number of cards distributed, call a Floor Supervisor over immediately BEFORE continuing.

#### PEEKING

This info is out dated.

## **HITTING THE DEALER'S HAND**

1. After all players have had a chance to draw or stand, turn your hole card over and to the left of the up card.
2. You must hit if your hand is a soft 17, 16 or less and stand on all hard 17's.
3. When hitting your hand, there must be a space between each card.
4. Your hand should be hit from the left to the right.
5. When you break, follow take and pay procedures.
6. If you hit a hard 17 or more, the card will be burned and you will stand on the original hand. Call a Floor Supervisor before burning the card.

## **DOUBLING DOWN**

1. A player may elect to double down on their first two cards. They may bet up to the amount of their original bet on the condition that only one card will be dealt to them.
2. The additional checks that are bet will be placed next to the right of the original bet before the double down card is dealt. A player may double down for less than their original bet, as long as the bet is at least the table minimum. Notify your Floor Supervisor by calling out, "Doubling down for less!!"
3. 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 the player and Floor Supervisor of the potential of the player's hand busting.
4. The double down card will be exposed and placed perpendicular to the two cards involved in such a manner as to keep the number exposed on the player's second card. EXCEPTION: On double deck games, the player's double down card will be tucked face down under the player's bet.
5. If you have a Blackjack and a player doubled down, push back the double down bet while picking up original bet in regular order.

## **SPLITTING**

1. When the initial two cards dealt to the player are of the same face value, the player may split the cards into two separate hands provided they make a bet equal to the original bet.
2. Always complete the first hand before acting on the second hand. Wait for proper hand signals from the player.
3. 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.

4. The player splitting Aces will only receive one hit card on each Ace. The additional card will be placed perpendicular to each Ace. **ACES CAN ONLY BE SPLIT ONCE. EXCEPTION:** *On double deck games, the additional cards will be tucked face down under the player's bet.*
5. The player must receive at least one additional card to each card split.
6. If the player doubles their bet, ask if they are splitting or doubling down, especially if they show a pair of 4's or 5's.
7. If you have Blackjack after a player splits pairs, take only the original bet. The additional bet will be pushed out of the betting circle towards the player.
8. When the Dealer has a 10-value card showing and the player's hand breaks, put the cards together and place the bet on top. If the Dealer does not have a Blackjack, collect the total bet. If the Dealer does have Blackjack, collect only the original bet.
9. Split hands should be paid as individual bets, NOT TOTALED. If one bet wins and the other loses, point to the losing and then the winning hand as you VERBALIZE to the player one hand wins and the other loses. **THIS CANNOT BE DONE WITH ANY SPLITS INVOLVING DOUBLE DOWNS.**

## **INSURANCE**

1. With an Ace up, the Dealer must call for insurance before checking the hole card.
2. "Insurance," should be announced in a clear and audible voice while running your hand the full length of the insurance line.
3. The player can take insurance for any amount up to ½ the original bet. It is your responsibility to make sure the player does not exceed their limit. The insurance bet will be placed on the insurance line. Change will be made if needed after you check the hole card.
4. If after checking the hole card the Dealer does not have a Blackjack, all insurance bets will be taken down immediately. The game will then continue.
5. If the Dealer does have a Blackjack, all original hands that are not also Blackjacks will lose. Hands that are also Blackjacks, will neither win nor lose. All insurance bets will win and be paid at the rate of two to one.
6. A player may not insure a token bet, however the bet will be handled in the same manner as any other insurance bet.
7. If a player has a Blackjack when the Dealer has an Ace up they may ask for even money.

## **PAYING BLACKJACKS**

1. Players having Blackjack will be paid as the Dealer comes to them in the normal hitting rotation. Under no circumstances is the player's Blackjack to be paid out of order.
2. When a Blackjack is paid, the hand will be burned.
3. If the first card dealt to the Dealer is a two through nine and a player has Blackjack, the Dealer will pay the Blackjack at odds of three to two as you come to it in the hitting process.
4. If the first card dealt to the Dealer is a 10-value card and a player has a Blackjack, no payoff will be made until all hands have been acted upon. If the Dealer does not have Blackjack, the player will be paid AS YOU COME TO IT IN THE TAKE AND PAY PROCESS.
5. If the first card dealt to the Dealer is an Ace and the Dealer does not have a Blackjack, after peeking, pay the player's Blackjack as you come to it in the hitting process.
6. Blackjacks will be paid three to two. This will be done by cutting the bet in half and sizing into one half three times.

### **EXCEPTIONS:**

- a. When a bet contains five units or less, the Dealer may size into the bet once and spread the remaining one half alongside the bet.
  - b. When converting to higher units or paying paper money, the Dealer may pay the amount owed the player directly, calling the payoff to the Floor Supervisor's attention.
7. If the player fails to turn over their Blackjack, the player will not be penalized and will be paid the correct Blackjack odds of three to two.

## **PAYING AND TAKING**

1. After the Dealer completes his hand, begin at the hand furthest to your right and act on all hands in a counter clockwise order.
2. Complete each hand before moving to the next.
3. On a busted hand, always take the checks first, pick up the cards, and put them in the discard rack.
4. If the Dealer busts, the player total must still be counted. Do not take for granted that they have 21 or less.
5. BREAK DOWN ALL MULTI-COLOR BETS.
6. Never slide or throw checks. Size into all color for color payoffs, using your index finger.

7. Passing checks from hand to hand is PROHIBITED.
8. Bets will be paid from the outside tube on each side of the chip tray. Maintain a neat and legible check tray prior to making a payoff.
9. All payoffs MUST be made on the side or in from the bet.
10. Make all payoffs in one motion if possible. If necessary, cut out the payoff in front of the check tray prior to making a payroll.
11. Pushes will be clearly be indicated by PATTING THE LAYOUT IN FRONT OF THE BET.
12. Watch the player's bankroll and the way they bet their money so they never run out of checks that make up their standard bet.
13. DO NOT convert a player into \$100 denomination checks or above without prior approval from your Floor Supervisor.
14. Checks should remain cut down for conversion.

### **PICKING UP CARDS**

1. After taking and paying, pick up the player's cards in the following manner:
  - a. Take the cards with your right hand, starting on the right side.
  - b. Scoop the next hand so that they become the top cards and continue scooping to the first base side.
  - c. After all the player's cards have been picked up, pick up your hand, making it the top cards when turned over and placed in the discard rack.
2. When proving a hand, the first cards off the top of the discard rack will be the Dealer's hand, then third base through first base in sequence.
3. No hands will be proven without a Floor Supervisor's approval and presence on the game.

### **CURRENCY BETS**

1. All currency bets must be unfolded and spread and MUST REMAIN SPREAD until the bet has been paid. \$100's or more need verification from a Floor Supervisor. If the player objects to your touching or checking the bet, leave it as it is, call out "Money plays up to the table limit," and wait for verification from a Floor Supervisor before dealing the first card.
2. Up to the maximum will be paid or taken.

3. Currency from a losing “money plays” bet will be placed in the check tray until the round is completed. When the hand is completed, count the currency in front of the drop box paddle and quietly inform the Floor Supervisor of the amount. Drop money plays bet as soon as a wager is lost do not put into chip tray.
4. Players are not allowed to switch checks for a lost currency bet.

**MAKING CHANGE**

1. Do not say \$100 small.
2. Check change is taking checks to a lower denomination. Color change is taking checks to a higher denomination.
3. When opening a ½ dollar roll, peel the ends up and unroll the wrapper. Half dollar rolls are not to be banged on the chip tray.
4. “Change” will be called out for currency and “color” will be called out when going up for checks when received from the player. Obtain a Floor Supervisor’s acknowledgement for \$100 or more BEFORE checks are taken from the chip tray.
5. Follow the procedures list when making change for currency:
  - a. Count down the currency face up and in front of the check tray and state the amount.
  - b. \$100 bills are to be counted out in five vertical rows of five that slightly overlap making a total of \$2,500. Place this bundle upside down in front of the drop box paddle. Each subsequent bundle of \$2,500 is to be placed at right angles to the previous bundle.
  - c. Large amounts of lower denominations will follow the same procedure as mentioned above. Five bills broken down as follows
 

\$50’s in stacks equaling \$200	*Four bills down and five across
\$20’s in stacks equaling \$100	
\$10’s in stacks equaling \$ 50	
\$ 5’s in stacks equaling \$ 25	
\$ 1’s in stacks equaling \$ 5	

ENSURE a Floor Supervisor has verified the count
  - d. Cut the checks out in front of the tray before giving the chips to the player.
  - e. Put the currency in the drop box.
6. When making change for checks either up or down:
  - a. Count down the checks in front of the check tray and call out the amount
  - b. Cut out the checks front the check tray between the checks being colored and the check tray before giving to the player.
  - c. Place “colored” checks in the tray.
  - d. Prior to making change on a dead game, pick up the cards and place them in the discard rack.

7. Foreign checks will not be accepted at the table, direct the customer to the Cage for redemption.

*NOTE: \$100 or \$500 checks are not to be used unless directed to do so by a Floor Supervisor.*

### **CHECK CUTTING**

1. \$1, \$5 and \$100 checks should be cut down in units of five, the only exceptions being 6, 7, 8 or 9 Checks.

Examples:	1 – 5 checks	1 stack
	6 checks	3 – 3
	7 checks	3 – 3 – 1
	8 checks	4 – 4
	9 checks	4 – 4 – 1
	10 checks	2 stacks of 5

When handling \$100 checks, always prove the last stack of five checks (2 – 2 – 1).

2. \$25 and \$500 checks should be cut down in groups of four, the only exception being 6 or 7 checks.

Examples:	1 – 4 checks	1 stack
	5 checks	4 - 1
	6 checks	3 – 3
	7 checks	3 – 3 – 1
	8 checks	4 – 4
	9 checks	4 – 4 – 1
	10 checks	4 – 4 – 1

When handling \$500 checks, always prove the last stack of four checks 2 – 2.

### **TABLE LIMITS:**

1. Dealers are responsible for knowing and enforcing table maximums and minimums as indicated by the table limit signs.
2. If a bet appears to be over the posted table maximum, call out, “Money/Checks play up to the limit.” WAIT FOR A FLOOR SUPERVISOR’S APPROVAL.
3. The minimum a player must bet on each hand when playing two or three hands is as follows:

2 hands – two times the table minimum

3 hands or more – five times the table minimum

\$25 table minimum – 2 or 3 hands – two times the table minimum

These rules shall not apply to \$100 minimum games and up. A player may play three hands at \$100 per hand on a \$100 table. Players may be required to surrender the additional hands at the discretion of the Floor Supervisor.

4. When a player is playing more than one hand, each hand will be acted upon as an individual transaction. Each hand in sequence will be completed before the next hand is acted upon.
5. Any question or disagreement with the table minimum or maximum, call a Floor Supervisor over immediately.
6. When a player's bet is less than the table minimum and not noticed, pay or take as played. After the hand is completed explain to the player, in a polite way, the table minimum.

## **Standards**

### **COURTESY**

1. Greet players verbally and with a smile as they approach the game.
2. Acknowledge players verbally as they leave the game.
3. Hold pleasant conversation with players.
4. Be pleasant cooperative and considerate to players, guests, peers and Supervisors.

### **DRESS**

1. Wear the appropriate [REDACTED] issued uniform.
2. Shirt, blouse, and slacks need to be clean, stain free and ironed.
3. Hands and fingers will be clean and well manicured. Nails need to be at a length that doesn't interfere with cutting checks or any other aspect of dealing the game - no extreme nail colors or styles.
4. Keep your hair neat and clean. No extreme colors or styles. Hair length will be at management's discretion.
5. A nametag will always be worn on the left side at chest level.

### **SHUFFLE – Six-Deck Shoe**

1. Call out in a clear audible voice.
2. Do not turn away from layout
3. Wait for authorization before rolling.
4. Complete first part of the shuffle in 7 riffles and the second part in 4 – 5 riffles.



5. The time span from unload to load is 90 seconds or less.
6. No slugs (slug – more than five cards).

### **SHUFFLE – Double Deck**

1. Call out shuffle and get authorization before shuffling from a dead game.
2. Return all cards to the top of the discard rack prior to shuffling.
3. No slugs in the riffle process.

### **CUT – Six Deck Shoe**

1. Present cards with back facing player who will cut.
2. Present cards inside insurance line.
3. Do not allow player to run cut card along the edge of the cards.
4. Maintain eye contact with the deck at all times.

### **CUT – Double Deck**

1. Present cut with the deck level with the layout.
2. Present cut with the deck as close to the layout as possible.
3. Present cut without exposing the bottom of the deck.
4. Present cut inside the insurance line.
5. Maintain eye contact with the deck.

### **BURN – Double Deck**

1. Keep deck close to the layout.
2. Place card in discard rack without exposing it.

### **ROLL – Six-Deck Shoe**

1. Maintain eye contact with cards.
2. Call out in a clear and audible voice.
3. DO NOT turn away from the layout.
4. Wait for authorization.
5. Square off cards so as not to expose them.

### **LOAD – Six-Deck Shoe**

1. Bring shoe to center of layout.
2. Be careful not to expose cards.
3. Burn first card of shoe.

### **GAME PROTECTION**

1. Maintain alertness.
2. Walk game.
3. Keep discard rack free from obstructions.
4. Be alert to first and third base.
5. Ensure players do not touch their cards with two hands.
6. Ensure players do not touch their bet once the first card is dealt.
7. Ensure players do not alter their original bet once the first card is dealt until the completion of the hand.
8. Maintain contact with the shoe whenever possible (six deck).

### **VERBALIZE TRANSACTIONS**

1. Call out in a clear, audible voice all transactions such as: SHUFFLE, CHECK CHANGE, ROLLING, MONEY PLAYS, COMING IN FOR COLOR and CHANGE.

## **CARD PLACEMENT**

1. Double deck – deliver player’s first two cards behind the player’s bet. If the player bets two or more hands, deliver the cards to the second (and third hand) tucked on the side of the player’s bets.
2. Hit cards are placed so any middle row of pips and indexes can be read.
3. Place cards in the discard rack so that the Dealers hand is on top when cards are placed in the discard rack.
4. Sweeps (picks up card) layout from third to first base, keeping cards in order, to facilitate recreating hand.

## **DOUBLE DOWN / SPLIT**

1. Ensure double down bet is exact amount as original bet or less.
2. Ensure split bet is exact amount as original bet.
3. Place double down bet to the Dealers right of the original bet.
4. Pay winning split bets separately.
5. Delivers each hit card on split Aces perpendicular to each Ace so indexes and middle pips can be read (six deck shoe).

## **GAME SPEED**

1. Give players appropriate amount of time to place bets.
2. Deal at a pace so as not to make players uncomfortable.
3. Conversation with players should not interfere with game speed.
4. Complete fills, credits, markers, and marker payments as quickly as possible.

## **INSURANCE**

1. Run hand or fingers along the insurance line saying, “INSURANCE.”
2. State, “No more insurance.” Before peeking at hole card.

## **CHECK HANDLING**

1. No unnecessary handling of checks.
2. Use index finger to cut checks.
3. When giving a player a marker or when making change, Dealer clears hand after handing off checks to player.
4. When it is necessary to go from one hand to the other with checks, Dealer must ensure that checks hit the layout before going from one hand to the other.
5. Count down a stack of 20 checks as follows:
  - a. \$500 checks – 5 stacks of 4, prove the last stack 2 –2.
  - b. \$100 checks – 4 stacks of 5
  - c. \$25 checks – 5 stacks of 4
  - d. \$5 & \$1 checks – 4 stacks of 5
6. Cut \$1, \$5 and \$100 checks as follows:

a. 1 – 5 checks	1 stack
b. 6 checks	3 – 3
c. 7 checks	3 – 3 - 1
d. 8 checks	4 – 4
e. 9 checks	4 – 4 – 1
f. 10 checks	5 – 5
7. Cut \$25 and \$500 checks as follows

a. 1 – 4 checks	1 stack
b. 5 checks	4 – 1
c. 6 checks	3 – 3
d. 7 checks	3 – 3 – 1
e. 8 checks	4 – 4
f. 9 checks	4 – 4 – 1

## **PAYOFFS**

1. Use index finger to cut into all payoffs of two or more same color checks.
2. Ensure one-check payoffs are touching original bet.
3. Separate \$100 checks and up from other denominations before making payoff.
4. Heel off two checks, multi color bets involving checks under \$100.
5. Do not bridge payoffs (place checks on top, center of two other checks or stacks of checks).

6. Ensure payoffs are legible to player, Floor Supervisor, and Surveillance.
7. Do not pay a winning bet with a losing bet without coming to the check tray first.

### **CURRENCY**

1. Use the statement “Money plays up to the limit,” whenever an unknown amount of cash is played.
2. Count large amounts of the same denomination cash in five columns of five bills (except \$50 bills which are counted in five columns of four bills) with each of the bills touching the previous column.
3. Alternate vertically and horizontally in front of the drop paddle each stack of 25 bills (20 bills for \$50 bills).
4. Attempt to turn cash “face up” prior to dealing the hand.
5. Place losing money plays bets in check rack and drop it in the drop box after the completion of the hand (after the layout is swept).
6. Call out “CHANGE AMOUNT” only. Do not use the word small or soft when calling out change.
7. Wait for authorization to change \$100 or more.

### **HAND SIGNALS**

1. Instruct players on the proper hand signals.
2. “Hit” – players should make a brushing motion with the cards toward themselves (on double deck game).
3. “Stand” – players should make a motion open handed, palm down from side to side (on shoe).
4. Receive a hand signal on all hands.
5. Indicate a push with a pat on the layout next to the player’s bet.

### **DECK PROTECTION – Double Deck**

1. Cover front corners and front of deck with the deck hand.
2. Keep thumb off deck when not delivering hits.
3. Ensure players do not nick, crimp daub or mark cards in any way.

### **DECK POSITION – Double Deck**

1. Deck is held at a 45-degree angle when not pitching cards.
2. Deck is held at chest level when not pitching cards.
3. Deck is held away from the body.

### **LOAD – Double Deck**

1. Load hold card to the right side of the up card (to the left side for left handed Dealers).
2. Load hole card without exposing it.
3. Load hole card with card protected along the palm and fingers of the right hand (or the left hand for lefties).

### **PEEK**

1. Look at the hole card without exposing it; Dealer is the only one to see hole card.
2. Look at the hole card without bending or marking it.
3. Peek only when up card is a 10-value card or Ace.

### **BLACKJACK**

1. Pay Blackjack as it is comes upon in the hitting process when the Dealer's first card is a two thru nine.
2. Pay Blackjack as it is comes in the pay, and take process when the Dealer's first card is a 10-value card.
3. Pay Blackjack as it is comes upon in the hitting process ONLY when the Dealer's first card is an Ace and the Dealer does not have Blackjack.
4. Do not convert any part of a Blackjack payoff.
5. Do not bridge or cap Blackjack payoffs.
6. No parlaying of toke bets at anytime.
7. No remarks about a player to move to another table at anytime.

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