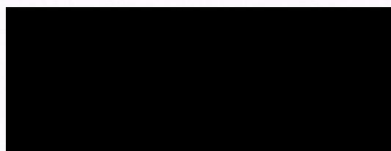
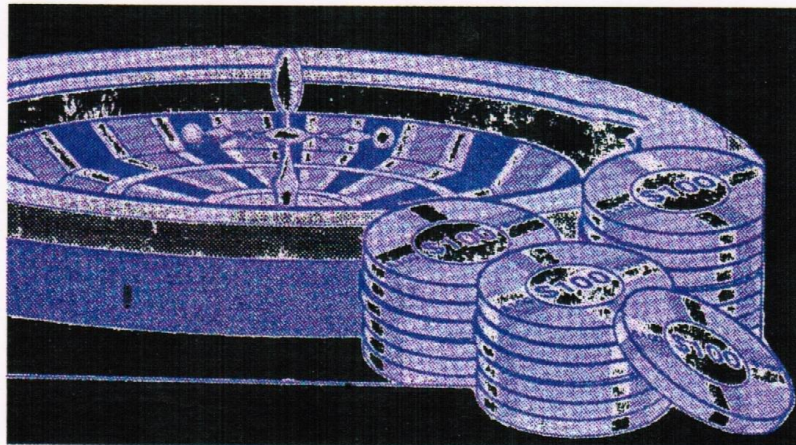


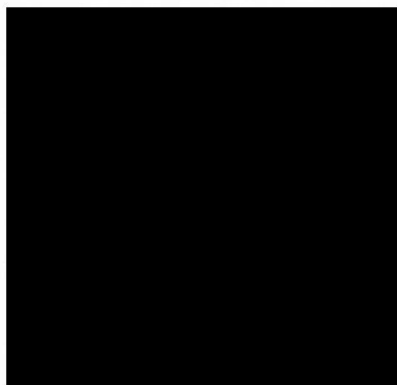
Roulette Dealer

Instruction Manual



Roulette Dealer

Instruction Manual



[REDACTED]

[REDACTED] has been actively involved in the gaming industry for over 15 years.. Her experience has covered the entire scope of the industry from Security Officer to 21 Dealer to Floor Supervisor, to middle level executive responsibilities and functions.

She has worked in the Las Vegas area for hotel-casinos including the Sahara Hotel, Aladdin Hotel, Maxim Hotel and the Santa Fe Hotel.

In addition to regular floor supervisory duties, her supervisory experience and duties involve player ratings; training dealers; assisting in executive reporting to include "end of shift" reports and both inside and outside surveillance; operation of Blackjack Tournaments and assisting markets departments in Hotel and Casino Promotions.

She has had university level training in Basic Casino Supervision; Advanced Casino Supervision; Inside and Outside Surveillance; Game Protection and Casino Law,

In addition to [REDACTED] she is presently writing a casino executive reference book to cover all aspects of executive level casino duties and responsibilities.

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1. Introduction.

On the Roulette layout there are 36 numbers, half of them red and half of them black. There are also two green numbers, zero and double zero. The player bets by placing his/her cheques on the appropriate box on the layout. Most of the bets are simple to make and payouts straight forward. 1 to 18; 19 to 36; black; red; odd and even are all even money bets. There are six possible 12 number combinations that pay 2 to 1.

Straight up or simple number bets pay 35 to 1. Split bets, which pay 17 to 1, are made by putting the bet on the line between two numbers. A three number bet pays 11 to 1 and is made by placing the bet on the line at the end of a row of three numbers.

To make a four number bet, you place the cheques in the center of the four numbers selected. This bet pays 8 to 1. A five number bet covers 0, 00, 1, 2, and 3 and pays 6 to 1. A six number bet is made by putting the bet at the end of the line of numbers between two rows of three numbers. The six number bet pays 5 to 1.

Each player has his/her own color cheques that he/she purchases from the dealer. He/she specifies what value he/she will place on them.

2. Customer Courtesy.

Customer courtesy involves many things. In a casino environment it means, for our purposes, the way that you communicate with the casino's customers so that they will continually return to the casino where you are employed. Customers should be treated with friendliness, warmth, tolerance and understanding.

FRIENDLINESS

As a dealer you have the first and most direct contact with the customer. How you treat a customer usually sets the tone for a customer's attitude during his/her stay. This begins by greeting and acknowledging them in a friendly manner. Say "Hello How are you?" Smile. Don't just look friendly, be friendly. Allow your personality to show. Keep in mind that the customer makes your job possible.

ATTITUDE

If your attitude is one of friendliness and understanding, you will enjoy your work and will be surprised at the warm response that you will receive from the customers. Do not allow personal problems to show in your work. Whether a player wins or loses, make him/her feel that you enjoyed their company and that you are looking forward to seeing them again.

APPEARANCE

An important part in pleasing the customer is the visual impression that the customer gets. If you are well groomed and have a pleasing appearance, it will help to convey the first visual impression as a pleasing one to the customer.

PRIDE

Remember that you are a professional. The amount of service and courtesy that you provide to the customer depends upon the pride that you take in yourself and your job. Friendliness, attitude and pride are signs of professionalism.

3. Dress and Personal Appearance.

Casino employees generally and dealers specifically are required to be well groomed and neat in appearance at all times. Uniforms, if provided, are to be worn properly and in their entirety.

A. Male dealers usually wear white shirts or, if the casino has a color scheme, the color of shirt specified, with black slacks, unless color coordinated, black shoes and company supplied vest, jacket, armband or tie and apron. Nails clean and trimmed.

B. Female dealers. likewise, will wear white shirts or blouses with no baggy sleeves that will infringe upon the supervisor's vision, or, as above, the color scheme required, together with black slacks or skirts, black shoes, plus the company supplied vest, jacket, armband or tie and apron.

C. Hair styles are to be kept within the limits of good taste that will project an attitude of professionalism. Hair must be pulled back so as not to block the vision of the supervisor.

D. Finger nail length should be short enough to permit proper cheque handling and proper dealing procedures.

E. If supplied, and they almost always are, name tags will be worn at all times when on duty and located as instructed.

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4. General Conduct.

- A. Provide prompt, courteous and accurate dealing.
- B. Exchange customer's currency for cheques and deposit cash in the drop box. Ensure the safety of all cheques and cash.
- C. Adhere to all established rules, policies and procedures. Check Dealer's Memo Board or other place where notices are displayed, daily.
- D. Maintain the security of assigned game at all times.
- E. Report any safety hazards to the Floor Supervisor.
- F. Conduct yourself in a manner that reflects credit upon yourself and the casino for which you work.
- G. Maintain a courteous and alert attitude at all times.
- H. Face the front of the game at all times and maintain an erect posture. Do not fold your arms.
- I. Conversation between dealers on separate tables is never permitted.

J. On dead games, do not play with the roulette tokens and face the front of the layout with hands resting on the table.

K. Do not handle customer or house money unnecessarily.

L. Conversation with acquaintances should be kept to a minimum.

M. For your own protection and to avoid suspicion, friends, relatives and close acquaintances should be discouraged from playing on your table.

N. Hustling of tokens is strictly prohibited. It is always cause for immediate termination.

O. A limit on maximum token bets is usually set by the casino. It can be a percentage of the player's bet or it may be a flat amount. Know it and use courtesy and tact in advising the player of the limit.

P. Leaving the hotel or casino premises while on shift without written permission of a pit boss is prohibited.

Q. If you must raise your hand to your mouth to cover or stifle a cough or yawn, only the back of the hand may be used, never the palm of the hand.

R. Dealers must clear their hands after handling customer and house money. No clapping or exaggerated moves are necessary, simply turn your palms upward.

S. Notify a supervisor, at once, of any thing unusual occurring on the table.

T. When a drink is spilled, it is the dealer's job to clean it up. This should be accomplished as efficiently as possible while maintaining surveillance of the entire game and players to the extent possible.

U. Keep the game at an even tempo, giving the players enough time to make their bets, but try to pace the game. Your ability to do this in a polite and courteous manner reflects your professionalism.

V. Gum chewing on the casino floor is prohibited.

W. Excessive jewelry is not permitted. There should be no jewelry on the hand spinning the ball.

5. Opening Table/Counting the Bankroll.

A. The dealer and the Floor Supervisor are responsible for counting the bankroll and verifying the count of the table inventory slip. The form of the slip may vary from casino to casino.

B. Check the table inventory slip for the following:

- 1) Game type and table number.
- 2) Total amount of each denomination.
- 3) Final total of all denominations.
- 4) Signatures of the Floor Supervisor and dealer and their employee numbers.

C. Any cheques of \$25, \$100 and \$500 denominations should be counted down during opening procedures.

6. Making Change.

A. Do not allow any transaction to take place over the wheel head.

B. Only one color cheque may be issued to any one player. No more than one person may play a color.

C. A player must purchase at least a full stack of table minimum cheques, except after the original buy-in, a player may be allowed to purchase short stacks if play is continual.

D. When making change for currency:

- 1) Place the currency on the value cheques next to the wheel head visible to the Floor Supervisor. Call out the amount to be changed in a clear voice. Currency should be displayed face up.
- 2) Cut out the change in front of the wheel base, close to the lip of the layout.
- 3) Put the currency in the drop box.

E. When making change for \$100 or more, call out "change \$100" to get the supervisor's attention to potential high

limit play, and do not set off the change until the action has been acknowledged by the supervisor.

F. When calling out for change, the dealer must not turn away from the game.

G. Change should be called out when currency is received from the player and before cheques are cut out and given to the player.

H. When making change for large amounts of \$100 bills, the procedure is as follows:

- 1) Count out by five in vertical rows of five that slightly overlap for five rows to a total of \$2,500.
- 2) Each subsequent bundle of \$2,500 is to be placed at right angles to the previous bundle.
- 3) When the count has been verified by the floor supervisor, cheques are counted out and given to the customer.

I. Under no circumstances are more than one buy-in to be transacted at the same time. When making change, take the proper procedure and deploy one transaction at a time. Each buy-in should have the cash or cheques dropped or stacked at the completion of each transaction.

J. You must never pass any cheques or money directly from your hands into a player's hands.

K. Change must be handed off, on the layout, by placing it in front of the player.

L. You must clear your hands when handling currency.

7. Cheque Cutting.

A. \$1, \$5, \$100 and \$1,000 cheques should be cut down in units of five; the only exceptions are 6 7 8 and 9 cheques.

Example:

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

Note: When handling \$1,000 cheques, always prove the last stack of five cheques

2 - 2 - 1.

B. \$25 and \$500 cheques should be cut down in units of four, the only exceptions are 6 and 7 cheques.

Example:

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

Note: When handling \$500 cheques, always prove the last
stack of four cheques 2 - 2.

C. \$5,000 cheques should be cut down in units of two.

8. Marking Cheque Value.

A. When a player buys in for non-value cheques, a color cheque representing the buy-in will be placed in the rack attached to the left side of the wheel head and a lammer indicating the stack value will be placed on top.

B. The value of the cheques will be five times the number on the lammer. i.e. a 20 lammer indicates \$1 cheques; a 100 lammer indicates \$5 cheques etc.

C. It is your responsibility to ensure the proper amount of lammer/markers are indicated as to cheques in play. When a color is surrendered or play is discontinued by the player using the color, the lammer/marker is to be taken down immediately.

D. When you are relieved, you must alert the incoming dealer as to cheque values or any change in the table minimum.

9. Spinning the Ball - While Ball is Spinning.

A. Spinning the Ball

- 1) You should time the spin of the ball to the table play. Timing is of the utmost importance in all phases of dealing roulette. Timing correctly the player's bets and the "mucking" of cheques should correctly correspond with the drop of the ball into the number.
- 2) The wheel head should move at a reasonable speed and should not move at any identical speed consistently. Wheel head speed should be varied and release point and speed should be varied each spin or roll. Wheel head speed should not be a speed where reading the numbers is difficult for players or the Floor Supervisor.
- 3) When the ball is about to drop, do not transact any more transactions.
- 4) When there is any doubt about a bet, you must notify the floor supervisor who will clarify the bet with the player.
- 5) Under no circumstances is a ball to be used when it has been touched or handled by a player or other person. Any ball coming out of the wheel head touched by another person other than the dealer must be given to the Floor Supervisor before being returned to the game.

B. While the Ball is Spinning.

- 1) The foremost responsibility of a wheel dealer while the ball is spinning is to concentrate on the layout.
- 2) After spinning the ball, turn slightly to the end of the layout. from this position you will have a full view of the complete layout, You should watch the layout and adjust any misplaced, uncertain or over the limit bets.
- 3) Practice and experience will enable the dealer to know when the ball is about to drop. at this time you must indicate no more bets with a waving motion over the layout and announce in a clear voice " no more bets ". Any bets made after this will be returned to the player.
- 4) You must stand facing the layout and table when picking up cheques.
- 5) You must not, at any time, when the ball is spinning and in the track, obstruct or stop the rotation of the ball.
- 6) When there is no play on the wheel and the game is dead, the ball is to be removed from the wheel head and placed on the layout by the wheel.
- 7) You must make every effort to check any large bet before the ball falls to be sure it is not over the table limit.

10. When the Ball Drops - After the Ball Drops.

A. When the Ball Drops.

- 1) When the ball drops, you must be particularly alert that no column, section, outside or other bets are slipped onto the layout. When there is doubt about a bet the Floor Supervisor should be called immediately.
- 2) Do not turn your head completely in the direction of the wheel head to see into what number the ball has dropped.
 - a) By using a slight movement of the head and glancing into the wheel, you will be able to see where the ball has dropped and still detect any adverse moves made by a player.
 - b) You must always indicate the winning number by placing a marker in the appropriate square on the layout. If there are cheques on the number marked, the marker should be placed on top of them. The marker must remain on the number until all winning bets have been paid.
- 3) It is your responsibility to know when the ball is about to drop. You should be alert and should be able to detect if the ball is or has been tripped by any outside object. Persons standing near or hovering over the wheel should be watched closely.

B. After the Ball drops.

- 1) Push cheques away from the winning number prior to cleaning the layout.
- 2) Clean the layout from the bottom, columns-outside-third dozen and in toward the wheel head.
- 3) When cleaning the layout, stack up only when cheques are needed for payoffs or when the cheques are highly stacked by colors. Pick up with the right hand only, while the left hand is sweeping and cleaning the layout.
- 4) Count down the cheques on the winning number. If bets are more than five cheques of any one color, stagger stack in units of five and stagger colors.
- 5) If amount of cheques are 20 or more, stack the 20 in straight stack and stagger the odd amount.
- 6) When picking up cleared cheques, if a player needs change or requires you to place a bet for him/her, take care of the player first.

11. Payoff Procedures.

A. All outside bets (columns, even money, dozen or section bets) are to be paid from the bottom of the layout toward the wheel head.

B. If a player has several bets and a combined total cannot be easily reached, each payoff is to be made separately and explained to the player and the Floor Supervisor. If bets are to be paid separately, the order in which the bets shall be paid is:

- 1) 6 numbers (5 to 1 bets)
- 2) 3 numbers (11 to 1 bets)
- 3) Corners (8 to 1 bets)
- 4) Splits (17 to 1 bets)
- 5) Straight up (35 to 1 bets)

C. Bets should be paid from the top color down. All bets of the same color should be paid at the same time.

D. Payoffs on any outside bets must be paid from either a stack located next to the dealer, or from cheques swept from the layout to the front of the dealer. At absolutely no time will outside bets be paid from the layout while the layout is being swept or cleaned.

12. Minimum and Maximum Bets.

A. It is your responsibility to know the minimum and maximum bets when going onto the game. Minimum and maximum bets for any given game will be indicated on the table limit sign located on each table.

B. If a player plays less than the minimum bet and you are not aware of it, pay the amount actually bet and notify the player of the minimum required.

C. If a player plays more than the maximum table limit, and you are not aware of it, the maximum limit will apply. If the player wins or loses the bet, the bet must be counted down and only the maximum limit will be paid or taken.

D. The usual minimum non value cheque on a roulette table is \$1 with a minimum of \$2 on any spin. There may be two bets on the inside of \$1 each, but any outside bets must be a minimum of \$2 per bet.

E. Inside bets may not exceed \$100 on any one bet. The allowable limit for inside bets is \$100 flat, any way you can reach a number.

F. The limit on any outside number (even money) is \$5,000; any 2 to 1 proposition bet is \$2,500.

G. A player may make maximum wagers on both inside and outside bets at the same time.

H. Only designated and common bets are permitted. No conditional bets will be allowed.

I. When two or more people are playing at the game out of one bankroll, each player will be allowed their own bets, but the total of their bets cannot exceed the table maximum.

13. Responsibilities of a Chequeracker.

A. On busy games, at the discretion of the Floor Supervisor, a chequeracker may be assigned to assist the dealer.

B. The dealer is responsible to keep conversation to a minimum with assigned chequerackers, and only briefly when applicable to a game situation.

C. Dealers and chequerackers are expected to display a high degree of team work on the game and to work, to the degree possible, as a unit.

D. Dealers and chequerackers are expected to report any unusual problems to the Floor Supervisor. It is the responsibility of the Floor Supervisor to make major corrections as needed.

E. The dealer is expected to restrain chequerackers from excessively handling (while mucking) \$25 cheques and higher, and to concentrate on wheel cheques.

F. Dealers and chequerackers must face the layout of the game at all times.

G. as the ball drops, the chequeracker should watch the layout as the dealer verifies and marks the number. After the number has been marked, the chequeracker should verify that the correct number has been marked.

14. Currency Bets.

All currency bets must be unfolded and spread regardless of the size of the bet and must remain spread until the bet has been paid. \$100's or more need verification from the Floor Supervisor.

A. Some players are superstitious about dealers touching their bets. If a player objects to touching or checking the bet, you can leave the bet as it is without checking it, but must announce to the player that the bet will only be paid or taken to the table limit. Any amount over the table limit will not be paid to taken. You will call out "money plays to the limit" and wait for verification from the Floor Supervisor.

- 1) If the player wins the bet, the bet will be counted down and only the table limit will be paid.
- 2) If the player loses the currency bet, the currency must be counted down. Currency to the table limit will be put in the drop box. Any excess over the limit will be returned to the player.

B. Large currency wagers (\$100 bills)

- 1) Losing player currency bets will be counted in two groups of five hundred. The first thousand will then receive verification from the Floor Supervisor and then placed in front of the drop box paddle. If the bet is

more, the next thousand will be counted, verified and placed diagonally in the shape of a "T". remaining thousands will be handled using the same procedure. Odd amounts will remain in front of the tray. The total will then be called by you, verified by the Floor Supervisor and dropped in the drop box.

2) Winning player bets will be handled the same way except that the money will be returned to the area the player made the bet.

3) Currency breakdowns.

Large amounts of lower denominations will follow the same procedure mentioned above: ten bills broken down into groups of five:

50's in stacks equalling \$500

20's in stacks equalling \$200

10's in stacks equalling \$100

5's in stacks equalling \$50

1's in stacks equalling \$10

C. Never allow a player to switch cheques for a currency bet after having lost the bet.

D. Be alert to the fact that a player betting paper money might pick up the money and run if the bet is lost.

E. You must not allow any currency bet on any inside bet.

Any currency placed on the inside of the layout must be changed before the bet can be made.

F. If any player tosses currency onto the layout without any evident intention of betting, you should call out " no bet" and proceed to bring in the currency immediately and then ask the player what he/she wishes.

G. A dealer cannot be relieved while the ball is spinning or while in the process of taking or paying bets.

H. If a player is betting denominational cheques and a second wishes to play cheques also, the second player is required to use roulette cheques.

I. If a player wants to bet a portion of a bill, make change before the ball is spun. If the ball is spinning and the dealer does not have time to make the change, the dealer must call out "no bet".

15. Game Protection.

A. Never turn your back on the bankroll. Even if you have a dead game.

B. If you have any doubts or suspicions on moves that are being made by a player, bring it to the attention of the Floor Supervisor immediately.

C. Watch any player handling money or putting his/her hands near or over their cheques in the betting area.

D. Call out "Cheques play" when dealing to any bet of \$100 or more. After the supervisor has been made aware of the action, it is no longer necessary to repeat.

E. When a situation arises that you cannot handle, call the Floor Supervisor.

F. If two players claim the same bet, call the Floor Supervisor and abide by his/her decision. Keep close watch to avoid a reoccurrence. Do not get into arguments with a player.

G. When there is any doubt about a bet, call a Floor Supervisor.

H. You should be alert to the possibility of a player attempting to walk away with roulette cheques. Recall the customer immediately. If you are unable to recall the customer, notify the Floor Supervisor and give the color value, amount of cheques and brief description of the customer.

I. It is your responsibility to restrain players/observers from leaning on the glass around the wheel head.

J. High value gaming cheques are not to be used without the approval of the Floor Supervisor.

16. Conversions.

The most important thing to remember while dealing any game is that it is a team effort between the dealers, all supervisors and the surveillance department to protect the integrity of the game.

A good dealer deals cleanly and clearly so that anyone can understand without a second look what he/she is doing. This includes the players. Most problems in this area arise when totals and conversions are attempted. Another important aspect relating to this area is totaling and converting the players too quickly out of the units they bet most frequently. Therefore, you should train yourself to watch the player's bankroll and the way that their money is bet so that they never run out of the cheques that make up their standard bet. When it becomes necessary to total or convert, verbalize all such transactions to the supervisors and the player. Anything less than this is unacceptable. Communication between you and your Floor Supervisor is essential for a clean and clear conversion.

A. Color Conversion: Converting lower value cheques to higher value cheques.

B. Partial Conversion: Taking part of a player's bet to arrive at the payoff.

C. Total Conversion: Taking all of the player's bet on the payoff.

The usual guidelines for payoffs and conversions are:

A. To pay color for color unless it becomes absolutely necessary.

B. Do not convert a player into \$100 cheques or above without the expressed consent of the Floor Supervisor.

C. When cheques are cut down for conversion, the cheques should be left cut down until the entire transaction is complete.

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17. Changing Color.

A. When a customer requests a change of cheques, either up or down, call out "color". Obtain the Floor Supervisor's approval before coloring \$100 or more. Do not count out the change until the supervisor's approval is given.

B. \$100, \$500, \$1,000 and \$5,000 cheques are not to be used without Floor Supervisor approval.

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18. Closing Games.

Closing procedures vary widely from casino to casino. The one outlined below is a typical one. When you are hired, learn the one prescribed for that casino and adhere to it.

When instructed to close a roulette table, do the following:

A. Alert the Floor Supervisor that you are bringing the lid up. Wait for verification. You are still responsible for the rack. Keep it in sight at all times.

B. Place the lid on the rack at this time. The Pit Boss will come and properly close the game.

C. When instructed by the Pit Boss, remove the lid and prepare to assist the Pit Boss in closing the game as quickly and efficiently as possible.

D. After verification of:

- 1) Table number
- 2) Shift and time.
- 3) Date
- 4) denominations are properly marked and correct.
- 5) Total
- 6) Pit Boss name and employee number.

You should now sign the slip with your name and employee number.

E. Place closing slip in the rack properly so it covers as little of larger denominations as possible, but is visible enough to check.

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19. Fills.

Fill procedures vary from casino to casino. the one below is a typical one. When hired learn the one used by that casino and adhere to it.

When security or the Floor Supervisor brings a fill to the game the procedure should be as follows:

A. You will verify that the total amount of the cheques placed on the table by the Security Guard or the Floor Supervisor is the same as the total amount indicated on the fill slip, and that if more than one denomination of cheque is involved, that the total of each denomination is correct.

B. No cheques are to be placed in the cheque rack until the verification procedure has been completed. If an error of any kind is found during verification, the fill and fill slip will be returned to the cage.

C. You will inspect the fill for correctness of:

- 1) Date
- 2) Shift
- 3) Time
- 4) Game number
- 5) Supervisor signature

Upon finding the fill slip to be correct, sign it,
return the original to the Security Guard or Floor
Supervisor and drop the copy into the table drop box.

D. Transfer the fill to the tray as quickly and quietly as
possible,

E. No cheques or coins are to be accepted at the game for
placement in the cheque tray unless accompanied by the
proper documentation.

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20. Credits.

Credit procedures vary from casino to casino. The one below is a typical one. When hired learn the one preferred by that casino and adhere to it.

Occasionally, there will be excess amounts of cheques on the game that must be removed. For this a Credit Slip will be used. When the slip arrives at your table, you will check the accuracy of the slip for:

- A. Table number and game.
- B. Date and time.
- C. Amount of cheques and total.
- D. Floor Supervisor's name and employee number.
- E. Security Guard's name and employee number.

If satisfied that the credit slip is correct:

- A. Cut out the amount of cheques called for in the slip.
- B. Place the cheques in the racks provided.

C. Verify the total and sign your name and employee number.

D. return credit slip to Floor Supervisor.

E. The Floor Supervisor will separate copies and return one copy to you.

F. The copy is to be placed by the bankroll face up unfolded until a credit received slip is returned from the cage.

G. Check the credit received slip against the credit slip copy. If the agree, sign the credit received slip. The Floor Supervisor will sign it and both slip copies will be dropped in the drop box.

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21. Markers.

The following procedures will be used for both:

- * Markers taken against a credit line.
- * Customer deposit withdrawals.

The term "marker" will be taken to mean either type of transaction.

A. Upon the Floor Supervisor's instructions and placement by him on the layout, of a lammer button totaling the amount of the marker requested, you will cut out the cheques in the prescribed manner on the layout in front of the bankroll, and upon approval of the Floor Supervisor, will set off the cheques to the customer by placing them in front of the customer between the betting area and the table railing.

B. At the end of a spin, the Floor Supervisor or Pit Clerk as the case may be, will place a clip board on the layout in front of the cheque tray. affixed to the board, for your inspection will be the signed marker and the issuance document. You will verify that the marker has been signed and will check the issuance document for the correctness of the following:

- 1) Date
- 2) Shift
- 3) Time

- 4) Game number
- 5) Marker total
- 6) Supervisor signature or pit clerk signature.

C. Upon finding all entries correct and signatures affixed, you will sign the issuance document, detach the copy and place it face up on the layout next to the drop box paddle. Place the pen and the lammer buttons on the clip board and return them to the Floor Supervisor or Pit Clerk. You will then place the copy in the drop box.

22. Courtesy Bets.

When a player requests a courtesy bet and the Floor Supervisor feels that the customer warrants this courtesy, the following procedure will be followed:

- A. Place the cheques the player requested in the betting area and a lammer equal to that amount.
- B. If the bets wins, you will pay the bet with the cheques from the tray and immediately retrieve the payoff to settle the lammer, and announce "marker down".

23. Redemption of Markers.

A. When a player indicates he/she wishes to redeem a marker you will get the attention of the Floor Supervisor and upon his/her approval will bring in the cheques and count them down in the approved manner, in front of the cheque tray and then move them to a position beside the cheque tray, and, place the lammerb buttons provided by the Floor Supervisor on top of the cheques.

B. Upon the return of the Floor Supervisor with the redemption acknowledgement and its presentation to you, you will move the cheques in front of the bankroll, remove the lammer buttons and place the buttons on the clip board, break down the cheques and check:

- 1) Game and table number.
- 2) Date
- 3) Shift
- 4) Time
- 5) Amounts agrees with cheques set in
- 6) Floor Supervisor's Signature

C. Upon verification of the items listed above, you will

affix your signature to the acknowledgement of redemption
and return the document to the Floor Supervisor. You will
then pick up the cheques and place them in the cheque tray.

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24. Dealer Being Relieved.

- A. Continue to deal until your relief dealer is physically present at the table.
- B. If you feel that your break is overdue, notify your Floor Supervisor.
- C. 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 completion of the round of play.
- D. When clapping off the game, the outgoing dealer will clear his/her hands, step to the right, watch the tray until the relief dealer is in position to take over the game.
- E. Do not turn your game over to another dealer until all work has been completed for a given spin. Clear your hands and push out to the right.
- F. Inform the incoming dealer of any special instructions given about the handling of the game or customers.

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25. Tokes.

- A. Soliciting tokes is strictly prohibited and is always grounds for immediate termination.
- B. Both the bet and payoff on all winning toke bets must be taken down. Toke bets may not be parlayed.
- C. Color Changes for tokes should be made by the dealer only with verification by the Floor Supervisor.
- D. Always pay the toke bet last, as a courtesy and in accordance with procedures, pay the customer first.
- E. When a player throws in a toke, it must be dropped. If the player gives you the option of playing or dropping a toke, you must drop it. Politely explain that once you are given the option to play or drop, you must drop it.
- F. Never transfer tokes from hand to hand. If you pick up a toke with your right hand, lay it in front of the bankroll, clear your hands, pick it up with your left hand and drop it.

G. Never drop black cheques (\$100) without the consent of the Floor Supervisor.

H. Most casinos have a limit on token bets. Upon being hired determine the amount and when necessary explain it to a customer with tact and courtesy.

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