



Games Department Blackjack Manual

**(Double Deck, Trilux bonus/Super 3, and
Blazing 7's)**



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CHAPTER 1

CHEQUE HANDLING

All dealers must be capable of cutting and sizing into cheques. This is an important part of your job that you should take extra pride in. It is a skill that you need to develop. Your instructor will demonstrate this procedure in class. Practice cutting and sizing into cheques at home as often as possible with both your left and right hand.

Cheque Cutting - Cheques are to be cut out in front of the rack and parallel to the rack with the highest denomination nearest to the middle of the rack. All cheques brought in on the left side of the rack should be broken down away from the center of the table with the left hand.

\$1, \$5, \$100, \$1000, and \$20,000 cheques should be cut down into units of five (5) with not more than 20 in a row, the only exception being 6, 7, 8, or 9 cheques.

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

When handling \$1000 or \$20,000 cheques always prove the last stack of five (5) cheques 2-2-1, when breaking down 5, 10, 15 or 20 cheques.

\$0.25, \$2.50, \$25, \$500, and \$5000 cheques should be cut down in units of four (4) with not more than 20 in a row; the only exceptions are 6 and 7 cheques.

1 - 4 cheques	1 stack
5	4 - 1
6	3 - 3
7	3 - 3 - 1
8	4 - 4
9	4 - 4 - 1
10	4 - 4 - 2

When handling \$5000 cheques, always prove the last stack of four (4) cheques 2 – 2, when breaking down 4, 8, 12, 16 or 20 cheques.

Cheque Color Description and Stack (20 Cheques) Values:	
BLUE: \$5 stack (\$0.25 each)	BLACK: \$2,000 stack (\$100 each)
WHITE: \$20 stack (\$1 each)	PURPLE: \$10,000 stack (\$500 each)
PINK: \$50 stack (\$2.50 each)	ORANGE: \$20,000 stack (\$1,000 each)
RED: \$100 stack (\$5 each)	*GREY: \$100,000 stack (\$5,000 each)
GREEN: \$500 stack (\$25 each)	*TEAL: \$400,000 stack (\$20,000 each)

*These cheques (grey and teal) must be pushed slightly apart after breaking them down, no matter how many cheques are in the row (i.e. 2 cheques, 9 cheques or 20 cheques).

SHUFFLING

This is the most crucial time during a Blackjack Game. More time is wasted during the shuffle

than any other dealing time. Through time studies standard shuffle times have been established for the six-deck shuffle and the eight deck shuffle (see below). The mix of the cards will also be monitored and rated. Cards must be evenly mixed without clumping. The shuffle time is not meant to be conversation time only. Get the game moving again, then resume normal customer relations while assisting guests at all times.

<i>Rating Scale</i>	<i>6 Deck Shoe</i>	<i>8 Deck Shoe</i>
Outstanding Performer (OP)	1:30 or less	1:50 or less
Strong Performer (SP)	1:31 – 1:45	1:51 – 2:10
Meets Expectations (ME)	1:46 – 2:00	2:11 – 2:25
Needs Improvement (NI)	Greater than 2:00	Greater than 2:25

New Cards on the Gaming Table

1. New cards may be placed on the gaming table:
 - A. at the beginning of a scheduled change day,
 - B. when cards become dirty or hard to handle, and
 - C. when a supervisor determines it is necessary.
2. The Supervisor will bring the new cards to the table in their seal vaulted pre-shuffle box.
3. The Supervisor will open each box of cards (or pre-shuffled cards) in the presence of the Dealer and any players currently at the gaming table.
4. The Supervisor will inspect the front and back of the cards for imperfections by spreading them on the table directly in front of him/her, face up and then face down going both directions. The dealer will then inspect the cards in the same manner.
5. If a discrepancy is found with a card(s), the Supervisor will obtain a replacement card(s) of the same value, suit and color and remove the bad card(s) from the table.
6. After the cards have been inspected, the dealer will then place them into the discard rack. Once all decks have been inspected, the cards will be washed for at least 8 rotations. Washing the Cards - break down stack into four piles then using both hands mix the cards thoroughly. (Players cannot be seated at the table during this time.)
7. Proceed with shuffle. If after shuffling there are no players seated at your table, then divide the cards into two even stacks and spread them into two semi- circles on the Blackjack Table.

New Cards on the Gaming Table (Vaulted, Premixed & Inspected)

1. When a shuffler machine is being used, the Supervisor will have already placed one of the vaulted sets of cards into the shuffler machine.
2. The second set of vaulted cards will be given to the dealer. The dealer will spread the second set of cards face down on the table until a guest arrives to play.

3. When a guest arrives for play, the dealer will put the cards into the shuffler machine and bring out the first set the Supervisor had already placed in the shuffler machine.

Shuffle and Cut of Cards

The cards shall be shuffled under the following circumstances:

- A. When a new set of decks is put into play.
- B. When the cut card appears during play; and after the hand is over.
- C. Whenever a game goes dead, the Dealer will break down the shoe and spread the cards.
- D. Whenever the decks have been dropped or otherwise mishandled.
- E. Whenever instructed to do so by a supervisor.

***Note: At no time will the Dealer shuffle at the request of a player.**

1. Prior to removing any cards from the shoe or the discard rack, the Dealer will announce "Shuffle" (no approval necessary).
2. The Dealer will move the shoe slightly forward toward the center of the table to the corner of the rack and will place the remaining cards from the shoe into the discard rack by slugging the cards. Slugging: Take 1/2 (one half) of the cards from the shoe, insert them into the bottom half of the cards in the discard rack. Continue with the second, working up. All cards must hit the discard rack before beginning the shuffle
3. If the Dealer notices a deficiency or overage of cards after all the cards have been placed in the discard rack, he/she should immediately notify the Supervisor.
4. The Dealer will remove the cards from the discard rack and place them in a stack in the center of the table and proceed with the regulation shuffle. Keep your eyes on the shuffle. Once the shuffle has begun (cards have been removed from shoe), no other action may be taken until the shuffle has been completed. The cards are most vulnerable at this point.

Shuffle Procedure (STANDARD)

- A. Remove the cards from the discard rack and place them in the center of the table behind the insurance line.
- B. Divide into two equal stacks. Then spin 180 degrees clockwise on the right stack.
- C. Approximately 3/4 of a deck will be taken from each side and riffled one time. That pile will be placed in between the two stacks and above the shuffling area. OPTIONAL: Squaring before riffing - place one stack neatly on top of the other stack then separate into two equal halves then proceed with the riffle.
- D. Then take approximately 3/4 of a deck from just shuffled stack and approximately 3/4 deck from the left stack. These cards will be riffled one time. When that is completed, they will be placed on top of the shuffled stack.
- E. Again, take 3/4 of a deck from the just shuffled stack and 3/4 of a deck from the right stack, and riffle one time.
- F. This alternate pattern will continue until all cards are shuffled and in one pile.
- G. At this point, the cards will again be separated into two equal stacks.
- H. Then take approximately 3/4 of a deck from each stack and strip the deck 3-5

times and riffle once. Do not push cards completely together. Leave about ¾ inch space on both sides leaving enough space to where three of the four logos can be seen. This will allow your supervisor to see that there has been a proper mixture of cards. Continue this process until all cards are shuffled.

- I. Before turning the deck of cards over call “Rolling” or “Shuffle Check”. (no approval needed)
 - J. Turn the decks over with backs facing the designated player to be cut. The cut can be offered on but not past the insurance line.
 - K. The dealer then will cut 1.5-2 decks from the back and load the decks into the shoe and replace the roller.
 - L. Alternate Shuffle-riffle twice to the first half of the shuffle.
5. When all the cards are shuffled, the Dealer will offer the stack of cards with the backs facing away from him/her along with the cut card to a player. The cut should be offered to the player that the cut card came out on. If the player refuses to cut the deck, the Dealer will offer the stack to each player at the table in a clockwise direction until a player accepts the cut. If the cut card came out on the dealer’s hand, the cut will be offered to the player in the first position and then clockwise if the player refuses. If no player accepts the cut, the Dealer will cut the cards after obtaining approval from their supervisor. The cut should be at least one deck of cards from either the front or rear.
6. Note: The dealer should deliver the deck to be cut with his left hand to players sitting in spots one, two, or three on a 6-7 spot game, spots one and two on a 5-spot game and spot one on a game with less than 5 spots.
7. Once the cut card has been inserted, the dealer will take all the cards in front of the cut card and place them to the back of the stack. The dealer will then remove the second cut card and place it in the back of the stack. The Dealer will cut approximately two decks on a six deck or eight deck shoe.
8. The Dealer will then align the cards all at once against the side of the dealing shoe with the backs facing away from him/her. To align the cards in a neat manner, the Dealer will run his finger along the right side and top of the cards. The Dealer will not align cards in a manner that would allow any of the cards to be exposed.
9. The Dealer will then insert the cards into the dealing shoe for commencement of play.
10. To ensure smooth dealing of the cards, the Dealer should run their index finger down the cards in the shoe. There should be no banging or shaking of the shoe.

Burning a Card

- 1. Burn card shall be burned face down and not shown unless customer requests to see it.
- 2. Burning a card signifies that:
 - A. The shuffle is over.
 - B. A new Dealer has tapped into the game.

3. If a card is not burned for the above reasons or two cards are burned continue to deal normally. If a dispute arises, call a supervisor immediately.

Dead Game

On a dead game (when the last guest leaves the table), the Dealer will wait for supervisor approval before breaking down the shoe and spread the cards into two semi-circles which do not extend past the insurance line. This applies to games with an automatic shuffler as well. If the machine has not finished shuffling the cards when a guest approaches the table, hand shuffle the cards on the table - do not wait for the shuffle machine to finish. *A Dealer may not touch the bankroll on a dead game without permission from a supervisor.*

Continuous Shuffler Machines

The Dealer will remove the cards from discard rack after every hand and place them into the continuous shuffler with the cards face up. We do not break down the shoe on dead games. The cards will remain in the continuous shuffle machine.

CARD COMBINATIONS

It is important to be able to recognize different card combinations. It will help lessen your chances of making counting mistakes. Do the following exercise at home as often as possible. Take a deck of cards and remove all the 10's and face cards. Do a quick shuffle. From the top of the deck take three cards and lay them down in front of you. Quickly add them up by looking for different card combinations. In class you might receive a handout of some common card combinations. **Practice, Practice, Practice.....**

BLACKJACK GLOSSARY

AGENT	A player working with a dealer for the purpose of cheating the casino. Or someone who handles monies for another player.
BACKING UP CARDS	To "Prove a hand." (Supervisors only)
BASE (1st, 2nd or 3rd)	Player's betting position at the table. First base is the position farthest to the Dealer's left; Second Base is directly in the center (Second Base is also called Center Field); Third Base is the position farthest to the Dealer's right.
BANKROLL	Casino money kept in a tray directly in front of the Dealer.
BARBER POLE	A stack of cheques in which more than one denomination is included.
BLACKJACK	An Ace and any card having a point value of 10 dealt as the

	original two cards to a player or a Dealer. This shall not include an Ace and a ten-point value card dealt to a player who has split pairs.
BREAK OR BUST	To draw cards for a hard total of more than 21. Such a hand loses automatically.
BURN	To remove a card from play by placing it face down in the discard holder.
CAPPING	Illegally placing money on top of an existing bet or payoff.
CASE BET	A player's wager using all the remaining cheques or monies in his/her possession.
CASH OUT	The act of redeeming the player's cheques for cash.
CHEQUES OR CHIPS	Tokens issued by the casino, i.e., the \$0.25 \$1.00, \$2.50, \$5.00, \$25.00, \$100.00, \$500.00, \$1,000.00, \$5,000.00, \$20,000.00 cheques used on Pit Games.
CLEAN MONEY	House cheques taken from the tray. ^[OBJ]
COUNT	<ol style="list-style-type: none"> 1. Value of hand. 2. To keep track of what cards have been dealt and what cards remain in deck. 3. Calculate the value of the bankroll.
COLD DECK (COOLER)	A pack or deck(s) of cards secretly arranged in a desired order for the purpose of predicting the outcome of point totals.
COLD TURKEY	Two face cards dealt.
CRIMP	A bend or indentation on top or side edge of the card.
CUT CARD	<ol style="list-style-type: none"> 1. The card indicates the time to shuffle. 2. The cards used to cut the deck by the player.
CUT INTO	To match a stack of cheques with the same denomination of cheques, making them of equal height.
DAUB	Applying rouge, lipstick, or any coloring to allow a person to identify a card (Card marking.)
DEALER	The person responsible for dealing the cards at a table.
DIRTY MONEY	Losing bets picked up by the Dealer.

DISCARD RACK OR HOLDER	The plastic box in which used cards are placed after a hand has been played.
DOUBLE DOWN	To make an additional bet of up to the amount of the initial wager on any two cards unless their point count is 21. When a player doubles down, he/she receives only one additional card.
DRAGGING	Legally taking money from a bet before cards are dealt.
DROP BOX	The box hanging from the underside of the table into which paper currency and pit documents are placed.
EDGE	The odds advantage held by the player or the house.
FLOAT COVER	The locking cheque tray lid on a table game.
FLOAT COVER SLIDE	A holder, under the table, to store the float cover.
FOREIGN CHEQUES	Cheques from another casino.
FREE HAND	The hand in which the shoe is not normally held while dealing.
HARD TOTAL	The total point count of a hand which contains no Aces or which contains Aces that are each counted as 1 in value.
HEAD-TO-HEAD	When there is only one player playing against the Dealer.
HIGH ROLLER	A player who bets high stakes.
HIT	To take additional cards to improve the hand count.
HOLE CARD	Dealer's 2nd card placed face down under the 1st card.
INSURANCE	An optional bet made by the players that the Dealer has a Blackjack. It may be made only when the Dealer's first card is an Ace. Such a bet may not exceed ½ of the player's original wager. The payoff is 2 to 1.
LAMMERS	The plastic buttons used to separate cheques in the tray.
LET-IT-RIDE	To bet the winning wager including the original bet.
LOCK IT UP	Place money in the tray.
MARKER	A pre-approved established credit line for a customer.

PADDLE	A plastic device used to push currency and pit documents down into the drop box.
PARLAY	To increase a wager by the total amount of the previous hand's winnings.
PAT HAND	A hand in which the first two cards result in a high count and thus would not normally be hit.
PINCH	To illegally take from a bet after cards have been dealt.
PIPS	The spots on the cards. i.e. seven of diamonds has seven pips.
PAST POST	To illegally add cheques to a wager after cards have been dealt.
PROVE A HAND	To reconstruct the hands just previously picked up to verify a decision.
PUSH OR STAND-OFF	A tie between a player and Dealer. The player's hand neither wins nor loses.
RIFFLE	The actual mixing together of two stacks of cards.
ROLLER SCRATCH	A part of the shoe that pushes the cards forward. To request a hit.
SHOE	The device used to contain decks of cards while dealing.
SHOE HAND	The hand in which the shoe is normally held while dealing.
SHUFFLE	Process of handling the cards from completion of one shoe to the beginning of the next shoe. (A mixing of the cards.)
SHY	A bet that lacks the necessary amount to comply with procedure.
SLEEPER	A bet that has been forgotten.
SNAPPER	A Blackjack.
SOFT HAND	Is one, which includes an Ace that can be counted as one or eleven without the hand exceeding a point count of 21.
SOFT TOTAL	The total point count of a hand containing an Ace when the Ace can be counted as one or eleven without busting.

SPLIT PAIRS	To make two hands out of one when the first two cards are of equal value. The initial wager must be duplicated.
STACKED DECK	Deck of cards pre-arranged in a desired order for cheating.
STAND	To decide not to take an additional card.
STIFF	A hand in which the combined value of the first two cards is 12 through 16 and thus could break with the drawing of one more card.
SWEETEN A BET	Legally add cheques to a wager before the cards are dealt.
SYSTEM	A plan of playing or betting.
T.I.S.	Table Inventory Slip.
TOKE OR TIP	A gratuity given to the Dealer. A toke or tip is usually given in the form of a wager.
TRAY OR RACK	The device attached to the table to contain the bankroll.
UP CARD	Dealer's first card placed face up.
WASHING THE CARDS	A mixing of cards face down in a circular motion with both hands prior to the shuffle (aka chemmy shuffle).

CHAPTER 2

RACK MAINTENANCE

Cheques must be worked from the outside tubes in. Never work out of more than one tube of a single color on either side of rack. Black and above will be used one tube at a time and only from the right-hand side of the rack; except on a \$100 minimum game (black can be used from both sides, outside tubes only). The rack should be cleaned immediately after every hand. Dirty money should be picked up and placed in the rack. Dirty money must be cleaned prior to the next hand being dealt. The Dealer may cross the center of the rack to pick cheques to make a payoff but only one hand may be used.

Grey, orange, purple, and black cheques must be properly spaced at all times unless a guest is playing a particular color, then the cheques will be spaced immediately when the player is no longer playing that color or at the end of the shoe. Lammers should be removed from working tubes, on lower denomination cheques. The cheques in the rack will not be handled on a dead game without instruction from a supervisor.

MONEY HANDLING

A customer's money should be handled and laid out neatly and quickly while being called audibly for the floor personnel to hear, no matter how much it is. You always need approval before sending out \$300 or more, unless instructed otherwise by a supervisor.

Making Change

1. When a player places his/her currency on the gaming table and requests change, the Dealer will first clear their hands then bring the currency forward and place it in the following manner:
 - A. One bill of any denomination will be placed just below the Insurance line, left of the dealer, face up, vertically on the layout. Bills will be looked at face down then placed face up on layout.
 - B. Bills of the same denomination are to be placed in vertical rows of five bills per row face up except for \$5.00 and \$50.00 which are to be placed in vertical rows of four per row. Bills are to be counted out from left to right with the highest denomination to the left. [08]
2. The Dealer will bring cheques from the rack and place them on the table in front and to the right of him/her beginning with the largest denomination until the correct change is established. The change is broken down on the right side, above the rack, with the highest denomination closest to the rack and with the lowest denomination furthest from the rack on that side of the table.
3. After making change, move your hands slightly leaving room for the Supervisor to view the entire transaction.
4. The Dealer will announce the total amount of currency being changed in a voice loud enough to be heard by the Player and the Supervisor (i.e. \$20 bill - "CHANGING 20 DOLLARS" OR "CHANGING 20") and will wait for approval from Supervisor on all buy-ins of \$300 and more.
5. The Dealer will stack the cheques with the largest combination cheques on the bottom to the smallest denomination cheques on top and will push the stack to the player who requested the change.
6. The Dealer will not cup the stack in the palm of his/her hand when pushing out the stack of cheques to the player. The Dealer should never push cheques into the betting square.
7. The Dealer will then put the currency into one pile and place it into the drop box.
8. After placing the currency into the drop box, the Dealer will turn the palms of his/her hands, face up, and then show they are clear of all bills.
9. The Dealer will then resume play at the table.
10. The Dealer must obtain a verbal okay from the Supervisor before bringing cheques in for

ALL amounts. The Dealer will announce “color coming in.”

Buy-Ins

Money accepted for a buy in will be placed vertically to the rack in the following manner:

\$100 dollar bills	-	Should be placed in fives up to \$2,500
\$ 50 dollar bills	-	Should be placed in fours up to \$1,000
\$ 20 dollar bills	-	Should be placed in fives up to \$ 500
\$ 10 dollar bills	-	Should be placed in fives up to \$ 250
\$ 5 dollar bills	-	Should be placed in fours up to \$ 100
\$ 1 dollar bills	-	Should be placed in fives up to \$ 25

A single bill will be placed vertically to the rack. Money changes must be called audibly enough for the Game Supervisor to hear - no matter what the amount is.

Cheques being given to players shall be passed out in the following manner as long as there are sufficient cheques in the rack. As a professional there are times when insufficient cheques in the rack will dictate otherwise - use your discretion at that time. *Pass the cheques professionally to the player - never cup the stacks in the palm of your hands - never push cheques into the betting square.*

Buy-Ins on a \$5, \$10 and \$15 Game

\$100 or Less	-	All Red
Over \$100	-	\$100 Red and remainder Green
USE DISCRETION ON \$5, \$10 AND \$15 GAMES FOR ODD TYPE BUY IN		

Buy-Ins on a \$25 Game

Less than \$1,000	-	Give at least \$500 in Green
\$1,000 Buy-In	-	\$500 Black and \$500 Green
Over \$1000 Buy-In	-	\$500 Green and remainder Black

Buy-Ins on a \$100 Game

Up to \$3,000	-	All Black
Over \$3,000	-	Black and Purple
(i.e. \$5,000 will buy in \$3,000 Purple and \$2,000 Black)		

Cheque Change

Buy-Ins using cheques are announced “cheque change” and are broken down on the left side above the rack. The change is broken down on the right side, above the rack, with the highest denomination closest to the rack on that side of the table, with the lowest denomination furthest from the rack. Supervisor approval is needed for cheque change of \$100 cheque and above or \$300(if not black and above) or higher.

Counterfeit Bills

If the Dealer suspects a bill of being counterfeit, follow this procedure:

- A. Call the Supervisor immediately.
- B. Do not give the player any cheques.
- C. Do not drop the bill or give the bill back to the player.
- D. The Supervisor will notify the Games Shift Manager.

CARD PLACEMENT

Cards should be placed in a neat arrangement following the contour of the table. Cards should be placed directly under the betting area with all cards readable by Supervisors and Surveillance cameras. The center spots (or pips) must be visible. Only one pip should be covered at a time. Cards may be placed in a "V" pattern, if necessary, (zigzagging is allowed but not preferred).

GAME PROTECTION

One of the most important aspects of your job is to protect the bankroll and be attentive to any irregularities on the game. Walking and talking the game is a procedure that must be followed to insure proper game protection. The game is better observed by "walking". As you give hit cards or pay the first two spots on the game take a step to the left, your body should be positioned on the left side of the rack. When hitting or paying the third, fourth, and fifth spots step to the middle, your body should be positioned in the middle of the rack. When hitting or paying the sixth and seventh spots step to the right, your body should be positioned on the right side of the rack, keeping the game in full view at all times.

"Talking" the game is an equally important aspect of game protection. All color changes, money changes, hands, and shuffles must be called out audibly. The Supervisor should be able to hear what is going on even when they are not watching a particular game.

When a game is inactive the Dealer should be in attentive posture position. Your hands should be placed palms down on either side of the rack. Never lean on the table while the game is dead.

Do not play with cheques while a game is dead. Do not straighten out the rack without the Supervisor watching. Do not turn around on a game, live or dead. Do not take cards before money. Do not leave a game or touch your body without clearing your hands.

While dealing the game, you should scan all bets before dealing a hand. Hand signals are a must. **It is a regulation that hand signals be made on all hands other than a point count of 21.** It is your responsibility to get hand signals as well as instruct players on the use of them if the players are unfamiliar. Make sure the player's hands and bankroll are not near the betting square. If they are, politely ask the customer to back away. Proper positioned bets and card placement will help insure a smooth game. When a wager appears to be close to the table maximum, announce "PAY OR TAKE TO THE TABLE MAXIMUM". Inform your supervisor of any suspicious play.

1. Keep your eyes on the layout; you cannot protect a game you are not watching.

2. Never turn away from the bankroll, even on a dead game, at any time. You cannot protect a game you are not watching. Always keep your eyes on the layout. If you are calling out change, shuffle, etc. and do not get an acknowledgement, then speak louder.
3. Be aware of the condition of your cards. If you see any defects, call your Supervisor.
4. Stand squarely up to the game at all times. Never lean on the game. Both feet must be on the floor while dealing. (i.e., one foot crossing the other or one foot up on the rail of the table will not be permitted.)
5. Be sure to watch any player handling money, putting their hands over the money in their betting area or taking their hands on or off the game.
6. Players may not give hand signals over or near their bets.
7. When dealing in amounts of \$100 cheque or above the dealer will call out “cheques play” LOUD AND CLEAR.
8. The discard rack is very vulnerable; be aware of any unusual motion around or near area; do not allow players to keep stacks of cheques or any other items next to the discard rack.
9. Pinchers and pressers are most likely to work on first and third bases; although you should be aware of all bets made, first and third base demand the greatest attention.
10. Never allow anyone’s hands in your rack.
11. Player’s hands should never be beyond the insurance line on the game.
12. When changing the decks, be sure to check that all the decks are complete with no irregularities.
13. If you have any doubts or suspicions about any moves that are made by a player, bring them to the attention of your Supervisor immediately in a discreet manner. Don’t overact. NEVER EMBARRASS A PLAYER ON YOUR TABLE BY ACCUSING THEM OF BREAKING THE HOUSE RULES!
14. Once the first card is dealt, a player is not allowed to alter their bets in any way.
15. NEVER ALTER THE HOUSE SHUFFLE.
16. If a player frequently sits out hands, discreetly bring it to the Supervisor’s attention.
17. Our decks are changed on a time basis. If your deck is worn, dirty, sticky, or you feel it has been tampered with, bring it to the attention of the Supervisor. If tampering is suspected, be discreet and **do not embarrass any players**.
18. Dealers must clear their hand(s) often to deal a protected game. Here are some examples:

- A. After – handing off change and payouts, cleaning the rack and dropping cash.
- B. Before – bring color in and tapping in or out of the game.
- C. Before and after – going to the body and breaking down player bets.

GAME PROTECTION – SHOE

1. Hold your hand on the shoe at all times when cards are in the shoe except:
 - a. When making change.
 - b. When taking and paying the first two gaming spots.
2. Place hand over the window of the shoe to protect against unnecessary exposure of the next card coming out of the shoe; especially when hitting player's hands.
3. Bring shoe slightly forward and off center of the table when putting on fills, credits, markers, dropping money and being relieved.
4. If a shoe is missing a chain or is not hooked up, notify your supervisor.
5. Players are not allowed to touch or handle the cards at any time.
6. Never leave cards in shoe once the table is dead. Remove cards immediately; spread them face down in two even rows in front of the rack after supervisor approval.

BLACKJACK PAYOUTS

1. Blackjack is a hand consisting of an ace and any other card with the value of ten. Blackjacks are on the original two cards only. (No splits)
2. Player's Blackjack will be paid at the odds of 3 to 2 unless the dealer also has a Blackjack in which case the player will have a push. Blackjack will be paid in sequence acting on all hands from 1st to 3rd base.

CHAPTER 3

PROFESSIONALISM

As a Blackjack Dealer, you have a responsibility to deal as many accurate hands per hour as you are capable. Each Dealer should possess enough personal pride to "be the best and do it right". You are a professional and should always act the part. Be proud of your profession. Pride in your work is something that can be seen not only by supervisors and peers but also by the people who matter the most, the guests. With management encouraging you to "talk with the players" a unique opportunity exists for you as a Dealer to establish a rapport with the players that is conducive to good toke. Most players toke when they feel a genuine effort has been

made to make them feel comfortable and a professional image has been presented. You are a professional, so present a professional image.

CUSTOMER RELATIONS

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

Players enjoy being known whatever their action is. Try to learn the player's name. Address them in a professional manner using their first name whenever it is acceptable. (Some guests may object to being addressed by their first name.) By knowing your players each Dealer should be able to develop regular players who want to play with them. Every Dealer should promote a positive image for true customer relations.

Politeness to customers is necessary. A large part of performance evaluations will be based on customer courtesy, such as a friendly attitude, handling disputes, following script for greeting customers. The use of "please", "thank you", "excuse me", "yes ma'am", "no sir" (whenever possible, try to avoid telling a player no) and any other polite phrase means good customer relations. Guests deserve attention and respect. Politeness is the key to doing this. Always provide our customers with a smile and a friendly greeting.

Every employee is responsible for knowing about the facility we work in. You should be able to respond to questions concerning the locations of various outlets, bathrooms, telephones, pit locations, elevators, and exits. You must be able to provide help to guests no matter how trivial the request seems. Try to be exact in directions and if unsure, call for a supervisor to assist you.

Never argue or raise your voice to a guest. A guest may not always be right, but they are never wrong. Allow your supervisor to handle all problems and discrepancies on the game. Any infractions no matter how small should be brought to the supervisor's attention. The supervisor - not the dealer, should handle abusive guests.

You are the company's image. In dealing firsthand with guests, you are what they remember most. Present a welcoming image to our customers. Smile and make eye contact. Gamblers may not be the easiest people in the world to service, but they are people and there is a professional courteous congenial manner in which they should be treated. You as a professional must develop that talent. It is an art, and it is part of your job.

Dealer Courtesy

1. Appropriate greeting that should be used when interacting with our guests are as follows:

CUSTOMER ARRIVES AT YOUR GAME:

Hello.

Welcome! (Avoid asking “how are you today?”)

Good morning/afternoon/evening.

CUSTOMER BUY-INS:

Try to make eye contact while pushing cheques to a player and wish him/her "good luck". (Don't forget your Asian Sensitivity training.)

Ask the guest for their rating card.

CUSTOMER WHO TOKES:

Always acknowledge the customer and say, "Thank you sir/ma'am", “appreciated”.

WHEN CUSTOMER LEAVES THE TABLE:

Thank you. “Did I earn your ‘A’ today?” Have a good day.

2. Always ask for a player's card and offer to make one for them if they do not have one.
3. You must also SUGGEST products and services to all guests that play at your table.

General Appearance and Posture

Remember that you are a professional. Look and act like one at all times on your game. There is a dress code that will be strictly enforced. You should be well groomed and properly uniformed while in public view. This includes going to and from the pits in public areas. Your name tag is part of the uniform and must be worn. Your posture on the game must also be professional. This means that you should always stand upright on both feet. You cannot walk a live game standing on one leg. On a dead game, you should stand with your hands in front of you, placed palms down on either side of your rack. **Promotions** to Supervisor will be based on contribution, reliability, job performance, experience, and seniority.

DEALER RESPONSIBILITIES

- When you are on a game, it is your game - treat it that way. When a game goes dead, spread the cards neatly semi-circled on the layout. Keep your layout clean.
- When players are seated, it is your responsibility to have players sitting in the proper seat. If a guest playing a spot is seated in the wrong chair, ask them politely to either change spots or seats, whichever they prefer.
- During your shift, follow your Supervisor's instruction and corrections in a respectful manner. If you have a question, resolve it after leaving the table.
- If a problem arises, discuss it with your immediate Supervisor. Avoid going to a higher level of authority without first consulting with your Supervisor; follow the chain of command.
- Treat every customer pleasantly and courteously, regardless of the size of his or her bets. Always maintain high standards of professionalism.
- Dealing to friends and relatives should be avoided. If they should play at your table, notify your Supervisor immediately.

THE GAME OF BLACKJACK

Blackjack is a game played with one (1) to eight (8) decks of 52 cards with the backs of the same color and one or additional orange/red cut cards which are dealt from a “shoe”. There is one dealer and from one to seven players. The object of the game is for the players to draw cards that total 21 or come closer to 21 than those held by the dealer. The King, Queen, and Jack count as ten; the other cards count as face value except the Ace which counts as 1 or 11 as desired. The suits are of no significance.

The players make their bets and the dealer starts the game. Two cards are dealt to each player face up. The dealer’s first card faces up. The second card is placed face down under the first. The dealer’s second card is known as the “hole card”.

The players look at their individual hands. If any player’s hand consists of an Ace and a ten value card, it is a “Blackjack”, and wins automatically unless the dealer’s face card up is an Ace or a ten valued card. A player’s Blackjack is paid at one and a half times the bet unless the dealer also has a Blackjack in which case it is a “push” and the player’s hand neither wins nor loses. When the dealer’s face up card is an Ace, the players will be given the opportunity to take “insurance.” An insurance bet is a wager that the dealer does have blackjack. The winning insurance bets will be paid two to one.

A player may place an insurance bet up to one-half of their original bet. The players lose the original bets on their hands unless they also have a blackjack and push with the dealer on the original bet.

Players signify they wish a “hit” by making a scratching or pointing motion with their hand. A player may take as many hits as desired as long as the total count of the hand does not equal or exceed 21. When a player goes over 21, the hand is “broken” and loses automatically. When players are satisfied with their hands, they will “stand” (take no more cards). This is indicated by a slight horizontal motion with their hand, palm down.

If a player’s two cards are of equal value, the player has the option of “splitting” them. When splitting, the original bet must be matched. The player must hit each hand at least once and with the exception of split aces, may take as many hits as desired until their total count equals or exceeds 21. A player may wish to “double down”; i.e., increase the bet by any amount up to the original wager (must meet table min) and agree to take only one more card. The player may also double down after splitting any pair, except aces, but only after the first cards drawn to either of the split pairs.

Once the players have completed their hands, the dealer’s hand will be played, whether the dealer must hit or stand depends upon the count of their hand. The dealer turns the hole card face up and either stands or draw more cards as necessary. The dealer must draw to seventeen (17), including an ace that can be counted as 1 or 11, without the hand exceeding a point count of 21.

Should the dealer “break,” all remaining hands that have not broken will win and be paid even money. If the dealer hits to a point count of 17 or better, those players’ hands which are closer to 21 than the dealer’s will win and those which total less than the dealer’s will lose. If the dealer

and player both have the same point count, then there is a push. Once all bets have been taken or paid and the cards picked up by the dealer, new hands will be dealt and the play begins again.

DEALING

The output of hands per hour is a critical factor in determining profit. It is your job to deal as many accurate hands per hour as you are capable of. A standard time of 9:40 for a six deck shoe and 11:30 for an eight deck shoe has been established and must be maintained. These standards are not overly ambitious; they have been set by performances on the game. Every Dealer develops a pace that is suitable for them, but this also means dealing to the action at hand. Never over-run players, allow them time to place wagers and make decisions, at the same time not slowing the game down. Pacing the game is one of the major factors that determine your proficiency and skill as a dealer. New or slow players should be politely encouraged to play at a normal rate. Supervisors should be notified and have the final judgment in all cases. Don't let the players set the pace of the game. Take charge of the game and set the pace. Your ability to do this in a polite and courteous manner reflects on your professionalism.

Dealer's Instructing the Players

1. Dealers should be as courteous as possible and instruct new players on the procedures and rules of Blackjack.
2. Dealers should not instruct players on how to play individual hands. Dealers can, however, explain options available to the players such as double downs, splits, etc.

Wagers

1. Prior to the first card being dealt for each round of play, each player at the game of Blackjack will make a wager against the Dealer that will win if:
 - A. The score of the player is 21 or less and the Dealer is in excess of 21;
 - B. The score of the player exceeds that of the Dealer without exceeding 21; or
 - C. The player has Blackjack and the Dealer does not.
2. A wager made in accordance with the rules of the game will be void (a "push") when the score of the player is the same as the Dealer).
3. All wagers will be made by placing gaming cheques with the smallest denomination cheques on top in the appropriate wager area of the layout.
4. Currency will not be played at a Blackjack table. Currency will be converted into gaming cheques immediately prior to dealing the first card from the shoe.
5. All winning wagers will be paid at odds of 1 to 1 with the exception of Blackjack, which will be paid at odds of 3 to 2 and insurance will be paid at odds of 2 to 1.
6. After the first card of the hand has been removed from the shoe by the Dealer, no wager may be withdrawn, increased or altered.

Free Bet Coupons

1. Free bet coupons are allowed on BJ but only on a bet that pays even money unless approved otherwise by management (states this on coupon). Supervisors are management so they can allow a player to bet it on any other bets, but only after they explain it to player that they will only get paid even money, NO odds. Coupons will only be paid even money no matter what bet it is placed on. No exceptions.
2. The supervisor must initial, include badge number and date the coupon (all legible). All coupons must be checked at time of betting and must have current gaming day. If it was signed and dated for an earlier date, the supervisor must write the new gaming day on it.

Dealing of Cards

1. After the cards are shuffled and placed into the shoe, the dealer will place the first card (burn card) from the shoe, face down, in the discard rack. Only if a player requests to see the "burn" card, the Dealer must honor the player's request. Each new Dealer who comes to the table will also "burn" one card before commencing play.
2. If a dealer taps in after the shuffle has been completed but before a hand has been dealt, the dealer will pull the burned card from the discard rack and place it under the edge of the shoe for the incoming dealer to burn. If a card has not yet been burned, the outgoing dealer will pull the shoe to the middle of the table without burning a card.
3. The dealer shall quickly scan the layout to make sure that there are no players who are above or below the table limit, and that all bets are correctly placed.
4. Prior to delivering the cards, the dealer will say "No more bets". This ensures that all players who wish to be in the hand will be in the hand. If a player has been playing regularly and is interrupted by a waitress, Supervisor, etc., politely ask the player if they want to play this hand or sit out (repeat "No more bets" again before dealing any cards).
5. At the beginning of each round of play, the Dealer will, starting on his left and continuing clockwise around the table, deal the cards in the following manner:
 - A. The Dealer will place one card, face up, below each box on the layout in which a wager is contained (whenever possible).
 - B. The card must be nearing the betting area with the wager in it (whenever possible). The Dealer will place one card, face down, in front of himself/herself.
 - C. The Dealer will place a second card, face up, below each box on the layout in which a wager is contained. The second card is placed on the lower left edge of the first card, covering no more than one pip and never the center of the card.
 - D. The Dealer will take a second card out of the shoe face down and place it underneath the first card while turning the first card over.
6. If the Dealer's "face up" card is an Ace, the Dealer will follow the procedure on "Insurance Wagers" before continuing.
7. The Dealer will keep his/her left hand over the face of the shoe throughout the dealing of

the cards to ensure game security and in anticipation of request for additional cards. At no time will the Dealer place both of his/her hands on the face of the shoe. Each card will be removed from the shoe with the left hand, turned face up, grasped with the right hand and placed on the appropriate area of the layout. **Except for the first two spots, where only the left hand is optional.**

8. After two cards have been dealt to each player and the Dealer receives his/her two cards, the Dealer will, beginning from his left; announce the point total of each player. This is not optional. The point total must be announced loudly and clearly for all to hear. As each player's point total is announced, the individual player will indicate whether he/she wishes to double down, split pairs, stand or draw.
9. As each player indicates his/her decision to take a hit, the Dealer will deal with left hand for first two spots, spot 3 optional and right hand for the rest of the spots, face up, the additional card(s) requested by the player and will announce the new point total of each player after the additional card(s) is dealt. The Dealer will NEVER act on a player's hand without first receiving the proper hand signal from the player, nor will he/she pull a card from the shoe in anticipation of a player's hand signal.
10. If you noticed after the hand has been dealt that either the dealer or players hand only has one card, call the Supervisor immediately.
11. If the Dealer should mistakenly pass a player who is signaling a hit or a player who has placed a double down or split bet and gives the next card to the next player, the hit card will not be backed up. Call a Supervisor immediately.
12. After all the players have acted on their respective hands; the Dealer will turn over his hole card and announce his two card total.

Hitting the Dealer's Hand

1. After all players have acted on their hands; the Dealer will turn over the hole card and announce the two-card total.
2. If dealer has 17 or more, the hand will stand, and the Dealer will take and pay in order:
 - A. If the dealer has an Ace as the "face up" card and does not have Blackjack, the Dealer will immediately collect all Insurance Wagers.
 - B. If the dealer has an Ace as the "face up" card and does have Blackjack, he/she will react to each hand from right to left taking all losing wagers and paying all Insurance bets in turn.
 - C. If the Dealer has 17 through 21, the Dealer will react to each hand, from right to left in turn, according to normal procedures.
 - D. If the dealer has a Ten as the "face up" card and does have Blackjack, he/she will react to each hand from right to left taking all losing wagers.
 - E. If the dealer has a Ten as the "face up" card and has a point total of 17 through 21, the Dealer will react to each hand, in turn, according to normal procedures.
3. If the Dealer's hand is 16 or less, the hand will hit, after performing the following actions:

- A. Before acting on the Dealer's hand, the Dealer will first announce "Dealer has " and then proceed to hit the hand placing the cards left to right and announcing the Dealer's total after each hit.
4. When the Dealer breaks (goes over 21), the Dealer must announce "Dealer Breaks". While reacting to the player's hands, the Dealer will total each hand again to be certain the player did not break and the total went unnoticed by the Dealer.
 5. If the Dealer has 17 or more and hits the Dealer's hand by mistake, the Dealer will call his/her Supervisor before "burning" the hit card.
 6. When hitting the Dealer's hand, the Dealer's cards will not overlap in any way. There will always be space between the Dealer's cards. Dealer's hand will hit from left to right.

Taking and Paying

1. Upon the completion of the Dealer's hand, the Dealer will begin at the hand to the extreme right (third base) and act on all hands in order.
2. Complete one hand at a time, addressing the player's bet, and then his token bet (if one is made). **DO NOT** attempt to pay or take a bet with the left hand while acting on a bet at the same time with the right hand.
3. Use the right hand to pay and take all bets except the first two bets at the extreme left of the table where the left hand is used. (Spot 3 is optional for either hand).
4. Bets will be sized into, unless converting to different color payout. **Cheques will never be thrown, dropped or slid on the layout.**
5. If the Dealer should cut into a winning bet and find that he/she has an insufficient amount of cheques to correctly payout the bet, the insufficient amount will be brought back to the rack and the correct amount will be removed.
6. A standoff or "push" will be clearly indicated by the Dealer patting the table in front of the bet, palm up and open, prior to going on to the next hand. It is a courtesy and a regulation.
7. If a winning bet is a multi-color bet, it must be broken down in order to be paid out. The bet should be broken down vertical in the betting circle and size into within the circle if possible.
 - Example: Three (3) Black, Three (3) Green, and Three (3) Red. The three Black will go to the front which is close to the dealer. Then three Green right after the Black, and the three Red will be the furthest away from the dealer. Pay from the highest to lowest valued cheque.
 - Exception: When paying with the Dealer's left hand (usually the first two spots), break down the bet with dealer's left hand. Always pay from the highest to lowest value cheque.

8. The Dealer will pay color for color, whenever possible. In the case of a player having Blackjack on a high stack of the same denomination, the Dealer may:
 - A. Break the stack in half and cut into it three times, paying any odd cheques one and one-half to one.
 - B. Break the stack down, according to house rules, then cut the payout in front of the rack before heeling off the payout next to the bet.
9. The Dealer may convert a player's winning cheques to a larger denomination. See the conversions and totals section of this manual for further details.
10. The Dealer **WILL NOT** use \$100 or higher cheques unless approval of his/her Supervisor is obtained (unless on a \$100 minimum table or higher).
11. \$500 cheques shall always be proven in front of the rack in stacks of \$2,000 (four cheques high). \$500 cheques should never be mixed with other cheques when picking up losing bets or paying winning bets.
12. Dealer must call out "cheques play" on bets with \$100 cheque or above.
13. A stack of same color denomination to be paid in a higher denomination should be cut down horizontal.
Example: \$175 Green - Pay one (1) Black for \$100 and three (3) in Green for \$75.
Place in front of bet heeled off.
14. When paying, a dealer must separate two (2) different color denominations of cheques before he/she pays them.
15. Dirty money (losing bets) is placed in the rack to be cleaned up after the completion of each hand. Avoid placing dirty money in tubes of black or higher unless the dirty money includes that.
16. All payouts that need to be broken down in front of the rack are broken horizontally with the highest denomination towards the middle of the table.

Picking up the Cards at the End of the Round of Play

When picking up cards at the end of a round of play, the following procedures must be observed:

1. Pick up all cards with the right hand. The left hand may be used to help push the cards together in large hands.
2. Each hand will be picked up in order from the dealer's right to left.
3. The cards picked from each player's hand should be placed on top of the cards previously picked up.
4. Dealer will place the stack, face up, on top of the Dealer's hand and pick up the Dealer's hand, which will remain on the top, when placed in the discard rack.
5. If a player questions how the Dealer acted upon his/her hand, the Dealer will:
 - Notify the Supervisor assigned to game;
 - Upon Supervisor's direction, remove the top cards from the discard

- rack, which represent the Dealer's hand;
- Remove the next hand from the top of the discard rack, which represents the hand of the last player to the extreme right of the dealer who was involved with the final play; repeating the above steps until reaching the hand in question, at which time the Supervisor will make a decision.

IRREGULARITIES

If any of the following situations occur during play, the Dealer will call the Supervisor immediately assigned to the game before any decisions are made. Dealers are not to make any decisions on their own.

1. FOR TRILUX AND BLAZING'7, if the dealer exposed the hole card instead of the up card, the dealer would stop immediately and call the supervisor over. The supervisor will instruct the dealer to expose the correct up card as well and pay/take all the player's side wagers including blazing 7's base on dealer's original up card. After all side wagers finish, the dealer will process with normal hit and stand sequence. If the dealer has BJ during this case, it will treat a regular 21, and normal hit and stand sequence should be followed. (Keep in mind, the supervisor should apologize for the mistake and explain the process before exposing the original up card.)
2. If a BJ is revealed after everyone hit and stand, all wagers will be collected except Split and Double. Paid BJ will be pushed and payout will be collected.
3. A card found turned face up in the shoe.
4. After the initial two cards have been dealt to each player and a card is drawn in error and exposed to the players.
5. If the Dealer has seventeen and accidentally draws a card.
6. If there are insufficient cards remaining in the shoe to complete a round of play.
7. Handling Skipped hands/cards. (Supervisor instructions):
 - A. No Cards dealt to Guest: At the moment it is noticed that a guest has been left out of the hand, play will stop. The Supervisor will address the table by having the dealer finish up the rest of the hands. Apologize to everyone, please explain that per our internals, policies and procedures, the hand should continue, and unfortunately the guest whose cards were skipped has to sit out one hand, BUT since you are such wonderful guests, we are going to give everyone at the table the option of staying in the hand or getting out.

Now keep in mind it is at the point when it is noticed, even if ALL the cards are dealt including the dealer's, they STILL have the option to stay in or out. Also, they may get paid on the 3-card bet if it wins, but must stay in the BJ hand, not

one or the other, both. This is for all BJ games and variations.

- B. Only One Card dealt to Guest: When only one card is dealt to a guest, continue to deal all other 2nd cards, prior to hitting any other players, then the guest who only was dealt one card shall get his 2nd card, at that time has the option of pulling out or staying in, only that guest, BUT for guest service use the same procedure above giving everyone the option.
- C. Missed Dealer Card(s): When dealer gives himself only one card or no cards, after everyone gets their 2nd card, the dealer shall deal himself cards needed, BUT for guest service use the same procedure above giving everyone the option.

INSURANCE WAGERS

1. When the first card dealt to the Dealer is an Ace, each player will have the right to make an insurance bet that will:
 - A. Win if the Dealer's second card is a King, Queen, Jack or Ten; or
 - B. lose if the Dealer's second card is an Ace, 2, 3, 4, 5, 6, 7, 8 or 9.
2. If the Dealer's first card is an Ace, the Dealer will open insurance by turning the Ace and the hole card sideways. Then announce "Insurance or Even Money" in a voice loud enough to be heard by all players as he waves his hand across the Insurance line from left to right. (Insurance may not be opened until after all side bets have taken or paid.)
3. An insurance wager may be made by placing an amount not more than one-half of the amount of the original wager on the insurance line to the Dealer's right of the player's hand.
4. If a player has blackjack, and the dealer has an ace up the Dealer will offer even money to the player.
5. After sufficient time, the Dealer will announce, "Insurance Closed" as he waves his hand across the Insurance line from right to left.
6. The Dealer will then proceed to use the Ace Finder located in the center of the table above the bankroll tray.

Use of the Ace Finder

1. If the dealers up card is a king, queen, jack, or ten; the dealer shall slide both the up card and the hole card vertically into the ace finder **without lifting any part of the cards from the table** and observe if the hole card is an ace. If the hole card is an ace, the dealer will turn over the Blackjack and take the losing wagers from 3rd to 1st base, pushing all players Blackjacks. (Must handle all side bets before checking for BJ.)
2. If the dealer's up card is an ace; after the dealer closes Insurance the cards will be slide horizontally into the Ace Finder. If the hole card is a king, queen, jack, or ten, the dealer will turn over the Blackjack, collect all losing bets, and pay the winning insurance bets in

sequence from 3rd to 1st base. If the dealer does not have Blackjack, the dealer will then return his/her cards to their normal position, collect all losing Insurance Bets, and then continue playing out the hand.

3. If you miss the Blackjack or fail to peek notify your Floorperson at once before continuing on with the hand.

DOUBLING DOWN

1. Except in the case of Blackjack, a player may elect to double down (i.e. make an additional wager not in excess of the amount of his original wager on the first two cards of any split pair, except when splitting aces which will receive only one card each). Only one additional card will be dealt to a hand in which a player has elected to double down. The one additional card will be dealt face up and placed sideways (perpendicular) at the left side base of the hand being double down with no more than one pip being covered. Card may NOT be delivered face down even upon request.
2. The double down bet will **always** be placed to the Dealer's right of the original bet. The original bet will stay in the center of the betting area.
3. When doubling down, no currency will be used. It will always be converted to gaming cheques. A double down wager must meet the table minimum.

SPLITTING PAIRS

1. When the initial two cards dealt to a player are identical in value, the player may elect to split the hand into two separate hands provided that he/she makes a wager on the second hand equivalent to his/her original wager. A player may split a hand three times making a total of four hands (aces once making a total of two hands).
2. When making change for splitting, no currency will be used. It will be converted to gaming cheques. The cheques are placed in the wager area and the player indicates he wishes to split the pair. The Dealer will place one of the bets on the left hand side of the wager area and the other on the right hand side (the new bet goes to the right hand side). If the player's original bet included a bet for the Dealer and the player does not want to place a second bet for the Dealer on the split hand, the original bet for the Dealer will be placed in front of the left hand wager. There are no exceptions to this rule.
3. The Dealer will deal a second card to the first hand on the left and await the player's decision before dealing any cards to the second hand on the right. Exceptions to this procedure are as follows:
 - A. A player splitting Aces will only have one card dealt to each Ace and may not elect to receive additional cards. When splitting Aces, the second card dealt to each Ace will be placed sideways at the bottom of the Ace.
 - B. When a player splits Tens and the second card dealt to either ten is an Ace, the

player may not elect to receive additional cards. The player has a soft point total of 21 and the Dealer will place the Ace sideways at the bottom of the ten to avoid a claim of Blackjack. If the hand wins, it will be paid at the normal rate of 1 to 1 (even money).

- C. After the player receives his second card on the first hand, he may then elect to double down his bet on any combination of two cards other than as stated previously. The double down bet will be placed to the Dealer's right of the original bet and the double down card will be placed sideways at the base of the hand.
4. The Dealer will then deal a second card to the second hand of the split pair and follow all procedures as outlined in paragraph 3 above.

CONVERSIONS AND TOTALS

The most important thing to remember while dealing any game is that it is a team effort between Dealers, Supervisors, and Surveillance to protect the integrity of that particular game.

A good Dealer deals his/her game cleanly and clearly for anybody to understand without a second look at what he/she is doing. This includes the players. Most problems in this area arise when totals and conversions are attempted.

1. The Dealer may convert a player's winning cheques to a larger denomination (coloring them up) under the following conditions:
 - A. The player requests larger denomination cheques;
 - B. When instructed by Supervisor to do so;
 - C. When the dealer is running low on that denomination of cheques;
 - D. When the payout calls for more than one stack (20) cheques.
2. The Dealer may convert a player's bet (conversion – when it involves taking from the original bet) under the following conditions:
 - A. The player requests larger denomination cheques (needs Supervisor approval);
 - B. When instructed by Supervisor to do so;
 - C. When the dealer is running low on that denomination of cheques (needs Supervisor approval).
3. General rules for conversions and coloring up payouts and bets.
 - A. Dealers should try to pay players with the color they are betting to keep them in that color.
 - B. Dealers may color up payouts (from red to green) any time they feel it's necessary but should use good judgment (use guidelines above).
 - C. Dealers may color up payouts to black and higher with the Supervisor's approval.
 - D. Dealers may convert bets that pay even money any time they feel it's necessary but should use good judgment, but will need Supervisor approval for black or higher.
 - E. Dealers may NOT convert bets that pay odds greater than even money except in the following circumstances.

- i. It is necessary to convert to pay the full amount owed to the player;
- ii. The supervisor instructs the dealer to do so; usually upon player's request or for cheque shortages.

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 they bet their money so that they never run out of the cheques that make up their standard bets.

Good Common Sense: Once again, remember to deal cleanly and clearly and when it becomes necessary to total or convert, verbalize all such transactions to the supervisors and to the players.

MINIMUM AND MAXIMUM WAGERS AND PROCEDURES

1. Casino Management will conspicuously post at each table the minimum and maximum bets allowed to be wagered.
2. If a player wagers LESS than the minimum bet, bring it to his/her attention immediately. If, in fact, the player wagered less than the minimum bet and it is not realized until after the first card of the hand is exposed, the Dealer will complete the hand, take or pay, and inform player of table minimum.
3. The Dealer must check any large bet before dealing the hand to make sure it is not over the table limit.
4. If a player objects to the Dealer touching or checking his/her wager for superstitious reasons, the Dealer will announce "Pay or Take to the Table Limit". Any amount over the table limit will not be paid or taken.
5. If a player wagers MORE than the maximum bet, politely bring it to the player's attention immediately. If, in fact, the player wagered more than the maximum bet and it's not realized until after the decision, the Dealer will call the Floorperson immediately.
6. One player may play (3) hands. With the exception of the V.I.P. room, all players must wager two times the table minimum when playing two hands and five times the table minimum when playing three hands. (Ask Floorperson if there is a question.)
7. Casino Management, at their discretion, will have the authority to prohibit a player from playing more than one hand.

RELIEF OF DEALERS

1. Before a Dealer may change positions, all transactions must be completed at the table. Do not anticipate your relief; continue dealing/shuffling as normal until you are tapped out.
2. The outgoing Dealer will slide the shoe forward toward the center of the table and then

burn a card tuck it underneath the shoe. Clear their hands by clapping them together then showing them palms up, then palms down, with fingers spread, for all to see. The incoming Dealer will enter from directly behind the outgoing Dealer and remove the burned card. There will be no conversation between the Dealers unless it pertains to the game.

3. Incoming/Outgoing Dealers: All outgoing dealers must clean up their rack and lammer off all black and higher before tapping out. All stacks and rows do not have to be perfect, but your supervisor/surveillance must be able to verify your rack before you tap out.
4. After tapping in, the incoming dealer will clear their hands before removing burned card.
5. Burning Procedures: It is the outgoing dealer's responsibility to burn the card. If a card has just been burned, the outgoing dealer may place it under the lip of the shoe for the incoming dealer to burn when they tap in.
6. The outgoing Dealer should keep his eye on the table until the incoming Dealer takes control of the shoe.
7. The outgoing Dealer should go directly to designated areas and should avoid unnecessary conversation in the pit area.
8. A Dealer should not sit on a vacant table while waiting to come on shift or from a break.

CHAPTER 4

FILLS (ADDITION OF GAMING CHEQUES TO A TABLE)

Politely ask your players to remove their bets before you begin.

1. When a fill is delivered to a game by a Security Officer, the Dealer must check the following on the Fill Slip that consists of two parts, the original and duplicate:
 - A. Date, Time, Pit, Game Type, Table Number, Shift;
 - B. Amount of each Denomination of Gaming Cheques
 - C. Total of all Denominations of Gaming Cheques
 - D. Signature and License Number.
 - E. The Supervisor will verbally and physically (point to on slip) the Date, Table and All denominations/amounts to Dealer who has to verbally agree with the Supervisor before moving onto the next line.
2. Cut down at least one stack, the highest denomination of cheques. Stack and size it into the remaining stacks. Any short stacks should be broken down individually. Should an error or irregularity be discovered, do not sign the Fill Slip or allow the cheques to be added to the bankroll.
3. After visually checking the Fill and agreeing on the accuracy of the Fill Slip and duplicate, sign your first initial, last name, and license number. Next, give the Fill Slip and duplicate to the Supervisor for his/her signature and license number. The Supervisor will return the duplicate Fill Slip to you for immediate deposit in the Drop Box. The

Security Officer shall then receive the original.

4. An Pit Manager or higher must top sign any fill that contains \$5,000 denomination cheques or higher before it is brought to the table by a Security Officer.

CREDITS (REMOVAL OF GAMING CHEQUES FROM A TABLE)

1. When the Security Officer arrives at your game with the Request for Credit (three part form consisting of the original, duplicate, and triplicate), the exact amount of cheques to be removed shall be proven by you to the Supervisor and security officer and placed in the cheque carrier. Politely ask your players to remove their bets before you begin.
2. You must verify that the information on the Request for Credit is correct:
 - A. Date, Shift, Pit, Game Type, Table Number;
 - B. Amount of each Denomination of Gaming Cheques;
 - C. Total of all Denominations of Gaming Cheques.
3. The Request for Credit is then signed by the Supervisor, you, and the security officer. The pink copy shall remain on the game in public view. The security officer passes the original and the triplicate along with the cheques to the Cashier's Cage.
4. The security officer shall return from the Cashier's Cage with the original CREDIT SLIP ACKNOWLEDGMENT signed by the cashier who accepted the cheques. The Floorperson shall check the original against the pink copy in the presence of the security officer and if they agree, Dealer shall deposit them in the drop box.
5. An Pit Manager or higher must top sign any credit that contains \$5,000 denomination cheques or higher before it is brought to the table by a Security Officer.

MARKERS

A marker is pre-approved established credit line for a customer. When a customer asks for a marker for a certain amount, the Dealer should notify the Supervisor immediately. The Supervisor will then bring a marker to the table, which comes in a triplicate form. The Dealer checks the amount, date, and table number of the marker. The marker will be pre-signed by the Supervisor. After checking, the Dealer will sign the marker (first initial, last name, license number), then cut the cheques for the marker amount on the form. The Dealer will then obtain approval from the Supervisor, who will place the marker next to the cut cheques. Then, the Dealer will send the cheques to customer and drop the copy of the marker given to him/her.

INSPECTING CARDS

The Supervisor shall use vaulted pre-shuffled cards. The backs must be spread in both directions for full inspection and cards must be counted if no shuffler machine is present. Counting is only done on the opening and closing of a game.

CANCELLING CARDS

Upon removing the old day's cards and introducing the new day's cards on a live game, the Floorperson will place a set of the new day's vaulted cards into the table's shuffler that is the alternate color of what is in play on the table. The Supervisor will then remove the first set of the old day's cards from the shuffler and then cancel and bag the first set of the old day's cards.

Upon completion of the shoe of the second set of the old day's cards, the Supervisor will place the second set of the new day's vaulted cards on the table for the dealer then remove the second set of the old day's cards from the discard rack on the table. The Supervisor will need to acquire the dealer's signature on card cancellation bags. The dealer will then exchange the second set of new day's cards with the first set of new day's cards in the shuffler in order to proceed with the game. The Supervisor will now count, cancel and bag the second set of old day's cards.

OPENING THE GAME

Prior to dealer(s) showing up to open table, the Supervisor should unlock one set of cards from the card/dice storage cabinet and place in shuffler. The Supervisor should leave the additional set-in vault (based on availability in pit). The Supervisor should open the game in table touch.

Upon the dealer(s) arrival:

1. Unlock the tray, based on key availability in the pit (Supervisor).
2. Count down the bankroll/rack. The table bankroll is now physically counted by the Dealer in the presence of the Supervisor and verified against the opening table inventory slip (the "opener").
 - A. One full stack of the highest denomination cheques is taken from the bankroll and run down in front of the tray, proving there are 20 cheques;
 - B. This stack is used for proof by aligning it next to other full stacks in the tray;
 - C. Any remaining cheques or coins that do not make up a full stack must be either counted in the tray by using spacers, or cut out in front of the tray for proof.
3. The opener is now checked to ensure the following are correct:
 - A. Date, Shift, Pit, Game Type and Number;
 - B. Total amount of each denomination
 - C. Final total of all denominations;
 - D. Signatures and employee numbers of the outgoing Supervisor and Dealer.
4. The Supervisor and Dealer upon verifying this entire process will then sign the opener and the Dealer will drop this document in the drop box in the presence of the Supervisor.
5. Dealer must sign his/her first initial, last name and license number.
6. Verify and approve bankroll in TT (This must be done before dropping the document).

7. CARDS:

A. Vaulted - The dealer will spread the vaulted cards on the table until a guest arrives for play. If a guest is waiting for a table to open, the dealer will feed the vaulted cards into the shuffler and bring out the set the Supervisor already placed in the shuffler machine.

B. New - After receiving the six or eight decks of cards at the table, the Dealer and Supervisor shall inspect the cards, according to procedure and with caution, due to the security risk involved.

CLOSING THE GAME

1. When the Supervisor notifies the Dealer of his/her game closing, the Dealer shall bring up his/her float cover and place it over their bankroll.
2. The float cover is now removed from the bankroll and placed in the center of the layout next to the rail in the presence of the Supervisor.
3. In the presence of the Supervisor, the Dealer shall remove all stacks of twenty cheques, break one down, verify as twenty, restack, and line them with the other stacks in such a way that all full stacks can be verified. Any remaining cheques that do not make up a full stack must be cut out in front of the rack for proof.
4. The Dealer shall call out the amount of each denomination, starting with the highest. The supervisor shall verify the amount and record it on the closer/opener slips. When the slips are completed and totaled, both the Dealer and Supervisor shall verify the accuracy of the closer/opener slips as to date, shift, pit number, game number, amounts and totals. If correct, the dealer shall sign the slip and then the supervisor shall sign it.
5. Pit manager shall verify the accuracy of the closer/opener, top sign it and take the bottom copy. The Supervisor shall then separate the remaining copies, and the Dealer shall put the closer (white copy) in the drop box. The opener (yellow copy) shall be put in the tray in the upper left corner.
6. All gaming equipment (shoe, paddle, reserve signs, cut cards and other gaming supplies), shall be placed under table.
7. The cards that were last in play shall be canceled and counted. The cards from the shuffler shall be cancelled but not counted (provided the shuffler reflects the correct number of cards). The dealer and then the Supervisor will sign the card cancellation slips and card bags. The Supervisor will bag the cards with the respective slips.
8. The Dealer shall double check the security of the bankroll lid and ensure that all dealing equipment is placed in the drawer on the game prior to leaving the game.
9. Once a dealer has counted and signed for a bankroll, they cannot leave the table until it has been locked. They MUST wait for it to be locked before they can go on break, go

home, go to their next game or whatever the case may be – NO EXCEPTIONS.

GENERAL CASINO POLICIES

1. Smoking, gum chewing and eating are not allowed in the Pit.
2. Cursing or sarcastic remarks on the game shall not be tolerated.
3. Do not handle customer or house money unnecessarily. At an empty table, dealers may not go to the bankroll for any reason unless instructed to do so, or if permission is obtained from the Floorperson.
4. Dealers must take their breaks in designated areas only. Do not loiter in public areas. Removal of aprons should be in designated break areas only.
5. Be on time for your assigned shift and when returning from breaks. All Dealers must be on their scheduled table five minutes before their specified start time. Relief Dealers are responsible for ensuring that all other Dealers on their relief “string” are present before leaving the pit for first break.
6. When relieving, leave the pit promptly through the designated exit. No conversation may take place unless it is important information needed for running the game.
7. Nothing should be brought into pit area.
8. Players should always be addressed as “Sir” or “Ma’am” or by saying “Mr.”, “Miss”, “Ms.”, or “Mrs.” and an initial. There may be instances where a guest will prefer to be addressed by their first name. In this case, it is acceptable.
9. Follow a Supervisor’s instructions and corrections without questions; if you have a question, resolve it after leaving the table away from the view of the guest.
10. When the game has action, pay attention to the layout and be ready to handle customer needs.
11. There should be no telephone calls or messages received in the pit during working hours. Messages may be accepted and relayed only in emergencies.
12. Maintain an alert and courteous attitude at all times. If player needs instruction as to how the game is played, be as helpful as possible, but do not instruct player on how to bet his/her money.
13. Face the front of the game at all times. No outwardly inattentive posture that might discourage players from coming to the game shall be acceptable. Greet and acknowledge all new players.
14. There should be no talking between dealers on separate games.

15. Never argue with a customer. All complaints should be turned over to the Supervisor, immediately. If any situation or problem arises that you do not know how to handle, call a Supervisor for assistance.
16. Never show disrespect toward fellow employees.
17. Never take anything from a player's hand.
18. When a player is leaving the game with an amount of any color cheques they can carry comfortably, let them do so. Do not stop the game and offer a color change. If the player asks for color change, oblige him/her without question.
19. Ask patrons politely to remove pocketbooks, purses, bags, token cups, etc., from the table. If customer resists, call the Supervisor to handle the situation.
20. Do not allow the drop team to pull the drop box (cash box) on your game in the middle of a hand. Politely ask them to wait until you have completed the hand and let them know when you are ready.
21. The dealer is allowed to cross their body to make a payout but may only use one hand at a time.

TOKES

1. Soliciting of tokes is **STRICTLY PROHIBITED.**
2. Both the bet and payoff on all winning toke bets must be taken down. Toke bets may not be "parlayed".
3. Do not place \$100 cheques or higher in the toke box without the supervisor's approval.
4. Color changes for tokes should be made by the Dealer with verification by the supervisor.
5. Always pay the toke bet after the customer's bet, not before. If there is a push, the Dealer will leave the toke bet for the next round of play. Toke bets at customer's discretion may be insured, split or doubled down. The same rules apply to toke bets as player bets.
6. Winning toke bets may be tapped **once** lightly on the toke box before being dropped. With eye contact, personally thank the guest for the toke.
7. If a customer throws in a toke and does not specify that Dealer bet the toke or give the Dealer the option to bet or keep the toke, the toke must be put into the toke box. If the customer gives the Dealer the option to bet or drop it, the Dealer should encourage them to make the decision. If they decline to decide, the toke must be dropped in the toke box and not bet.
8. Maximum toke bet a player may make for a dealer is 10% if the player is betting the table

maximum. If the player is not betting table maximum, then the total of the player's bet and the dealer's token may not exceed table maximum.

9. Dealer bets are accepted in any color/denomination, even where it is limited for the player.

10. Players may bet on another player's original bet/side bet (piggyback) provided the odds for the payout are less than 300 to 1 and is not a progressive. Management may choose not to allow guests to piggyback if they are not playing in a spot of their own.

BASIC STRATEGY – complete version

Player's Hand	Dealer's Up Card
<i>PAIRS</i>	
2's, 3's or 7's =	Split 2 through 7, otherwise hit
4's =	Split 5 or 6, otherwise Hit
6's =	Split 2 through 6, otherwise Hit
Aces or Eights =	always Split
9's =	Stand on 7, 10 or Ace, otherwise Split
<i>SOFT TOTALS</i>	
13 or 14 =	Double 5 or 6, otherwise Hit
15 or 16 =	Double 4 through 6, otherwise Hit
17 =	Double 3 through 6, otherwise Hit
18 =	Double 3 through 6, Hit 9 through Ace, otherwise Stand
19, 20 or 21 =	Stand
<i>HARD TOTALS</i>	
8 =	Always Hit
9 =	Double 3 through 6, otherwise Hit
10 =	Hit 10 & Ace, otherwise Double
11 =	Hit on A, otherwise Double
12 =	Stand 4 thru 6 otherwise Hit
13 through 16 =	Hit 7 thru A otherwise Stand

BASIC STRATEGY – rudimentary fundamentals (the very minimum to remember)

1. Always splits Aces and Eights
2. Never Split 5's
3. Always double down on 10 or 11 when your hand is higher than the dealer's up card
4. Hit to at least hard 17
5. Most of the time you should stand on anything you can bust on when the dealer's up card is 6 or less.

Trilux Blackjack Procedures

1. Trilux is an optional side bet of three card poker (similar to 21+3 & Top 3) that can be made in conjunction with the operation of the regular game of Blackjack. Players must make a BJ wager in order to wager on the Trilux Bonus bet and must bet both the BJ wager and the Trilux Bonus bet to wager on the Trilux Super 3 bet. All bets must be placed before the game begins.
2. The player's first two cards and the dealers face up card will make up the Trilux (poker) hand.
3. Players can elect to play more than one hand but are not required to double their Trilux bet(s) as they're required to do so for their original bet (no doubling required in VIP room).
4. The side bets will be paid/taken from right to left, before the hit/stand sequence begins. Once all players and the dealer have received their first two cards, the dealer will pay and take the Trilux bets in order from right to left starting with the last spot (nearest discard rack). The dealer will take all losing wagers then pay all winners.
5. When paying out a Trilux bet; the dealer will break down the payout, stack up the payout along with the original bet and hand off the entire amount to the player. A Blazing 7's jackpot (if applies) will be paid before taking/paying a Trilux bet for each hand (see Blazing 7's info sheet for more details).
6. After all side bets are resolved, the game continues following standard BJ procedures. **No new Trilux bets are allowed to be placed until the hand is completely finished.**
7. The **Dealer Envy (Lucky George)** payout that goes to the Dealer tip pool when a qualifying hand is won by the player. The Dealer envy money is taken out of the cheque tray. Dealer bets will be paid separately and immediately after player and envy payouts (if applicable).

PAYTABLE

Trilux Bonus (like 21+3)	Odds	Min/Max (player)	Dealer Max
Straight Flush	9 to 1	\$5-\$500	10% of max or total not excess table max (no envy on dealer bet)
Three of a Kind	9 to 1		
Straight	9 to 1		

Flush	9 to 1		
Trilux Super 3 (like Top 3)	Odds	Min/Max (player)	Dealer Max
Three of a Kind (suited)	270 to 1	\$5-\$50 main floor \$5-\$200 VIP	10% of max or total not excess table max
Straight Flush	180 to 1		
Three of a Kind (unsuited)	90 to 1		

Double Deck Blackjack Procedures

PROCEDURES

1. Double Deck Blackjack is a variation of the regular game of Blackjack. Unless otherwise stated, regular Blackjack rules will apply. (Player might not hold the cards)
2. Blackjacks will pay 3-2 odds. (All insurance rules are the same as regular Blackjack.)
3. Players may double down for any amount up the amount of the original bet (must meet table minimum), as with regular BJ. We will accept any increment bet for the Dealer (within table max).
4. The player only allow to split once for all pairs.
5. This game will **allow** mid-shoe entry, and the player may play up to two hands.
6. Shuffle: We will use the standard BJ automatic machine shuffle. The only exception is the cut and dealer cut card placement. (There is no hand shuffling on this game.)
7. Player Cut: The player must cut at least 20 cards in from the front or back of the shoe. If no player wants to cut, the Dealer will cut in the middle as with regular Blackjack.
8. Cut Card Placement: The Dealer will insert the cut card approximately minimum ½ deck from the back before loading into the shoe.
9. Burn card: The Dealer may not show the burn card.

WAGERS

Players = \$10,000 maximum bet.

Dealers = 10% if the player is betting the table max for themselves. If the player is under the table max, the combination of the player and dealer bets cannot exceed the table max. (Same as regular Blackjack)

Trilux Bonus	ODD	Table Limit
Straight Flush	5 to 2	\$5-\$500
Three of a Kind	5 to 2	
Straight	5 to 2	
Flush	5 to 2	

Blazing 7's Blackjack Procedures



Introduction

Blazing 7's is an optional progressive side bet that can be made in conjunction with the regular game of Blackjack. It pays when the patron has at least one 7 on the first two initial cards.

Dealing Procedures

1. This is a machine shuffle only game. Do not shuffle by hand.
2. At the beginning of the round, dealers will confirm all progressive wagers placed on the table by the patrons. **The wager must be \$5 and it must be accompanied by an original BJ wager.** Patrons may not wager on another patron's progressive wager and dealer bets are not allowed. The betting sensor will light up (call surveillance and a shift manager if it doesn't light up).
3. Once all wagers are confirmed, the dealer will press the Start Game button on the terminal. The dealer will press the Start Game button if there are no progressive wagers placed.
4. The dealer will collect all the wagers on the progressive sensors and place them in the rack. The lights on the progressive betting sensors will stay lit for the round.
5. The dealer will deal the cards according to the house procedures.
6. If a patron made a wager on the progressive betting sensor and qualified for a non-jackpot win, the dealer will pay the wager according to the pay table. If a patron made a wager on the progressive betting sensor and qualified for a jackpot, see Jackpot Procedures. Progressive wagers are paid before the side bets for each patron and

before moving on to the next hand (except on jackpot hands). *Do not pay the entire table's progressives before moving on to the other side bets.*

7. Once all patron hands have been resolved, play will continue as normal. Once all cards have been collected, press the End Game button on the terminal.
8. There also a Lucky George envy bonus payout is paid to the Table Games Dealer as a token when the player is wagering on the blazing 7's and win one of the qualifying payouts.

Jackpot Procedures

1. If a patron has a jackpot hand, the dealer must enter that jackpot into the terminal immediately (to stop the meter) by entering the winning hand type into the terminal corresponding to the patron's seat and then press the Jackpot button. This will put the jackpot into a pending mode.
2. The dealer will then call over the supervisor to verify that the dealer has entered the correct jackpot hand into the system. The supervisor upon confirmation of the jackpot will then proceed to call Surveillance and the Shift Manager for verification.
3. Once the supervisor has confirmed the correct jackpot has been entered, the dealer can proceed to finish the round.
4. Once Surveillance confirms the jackpot, the Supervisor/Shift Manager will remove the jackpot from pending status by swiping their card on the terminal. The Supervisor/Shift Manager will also observe the payout of the jackpot and complete paperwork as needed. Once the patron is paid, the dealer will press End Game on the terminal.

Supervisor Procedures

1. Verify that the dealer has entered the correct jackpot into the system then call a shift manager and surveillance to begin the review process.
2. After surveillance has verified the hand, instruct the dealer to finish the round (similar to what's currently done on BJ side bets with 300-1 odds or more). The jackpot will be paid after that.
3. If different types of jackpots hit in the same round, enter each jackpot for each patron. If two or more patrons have the same jackpot hand, that jackpot hand will be payout from right to left entered only one at a time into the system and the jackpot will be generated between the qualified patrons.

4. If there is a jackpot payout, tax paperwork must be completed. Begin the W2G (or 1042 S) process by obtaining the patron's ID, SS#, and Total Rewards card. Follow the shift manager's instructions with any progressive payouts.

PAYTABLE

Dealer's up card is NOT 7...	Pays	Envy
Player's initial hand has one 7	\$10 (2-1)	\$1
Player's initial hand has two 7's	\$125 (25-1)	\$2
Dealer's up card is 7 and Player has two 7's...	Pays	Envy
Mixed Colors (all three cards)	\$1,000 (200-1)	\$5
Same Color (all three cards)	10% of Jackpot	\$25
Same Suit (all three cards)	100% of Jackpot	\$100