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# Games Department Pai Gow Poker Manual



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## INTRODUCTION

Pai Gow Poker is one of the most interesting games in the casino. The game's layout has six positions. All players and the dealer are dealt seven cards. The player separates his cards into two hands; one of five cards (High Hand), and one of two cards (Low Hand). The object of the game is for the players to have a high hand and a low hand that outranks the dealer's high hand and low hand respectively. The order of deal is determined by either a roll of the dice or by a random number generator.

## DEFINITIONS

**"Copy hand"** shall mean either a two card hand or a five card hand of a player that is identical in rank to the corresponding two card hand or five card hand of the dealer. The house wins all copy hands.

**"High hand"** shall mean the five card hand formed from the seven cards dealt that has to rank equal to or higher than the two card low hand.

**"Low hand"** shall mean the two-card hand formed from the seven cards dealt that has to rank equal to or lower than the five card high hand.

**"Rank or ranking"** shall mean the relative position of a card or group of cards.

**"Set or setting of the hands"** shall mean the process of forming a high hand and a low hand from the seven cards dealt.

**"Suit"** shall mean one of the four categories of cards; diamond, spade, club or heart.

**"Vigorish or Vig"** shall mean a charge of 5% collected on all winning hands. (Also known as commission)

## PAI GOW POKER RANKINGS

- A. The rank of the cards used in Pai Gow Poker, in order of highest to lowest rank, shall be: ace (or joker), king, queen, jack, ten, nine, eight, seven, six, five, four, three, and two.
- B. For purposes of setting the hands, a joker may be used as any card to complete a "straight," a "flush," a "straight flush" or a "royal flush." An ace (or a joker), 2, 3, 4, 5 is also considered a straight/straight flush and is ranked second highest, only after Ace (or a joker), K, Q, J, 10. When used in these hands, the joker is considered the highest card possible for the situation; otherwise it is used as an ace.

- C. The permissible poker hands at the game of Pai Gow Poker, in order of highest to lowest rank, shall be:
1. **“Five aces”** is a high hand consisting of four aces and a joker.
  2. **“Royal flush”** is a high hand consisting of an ace, king, queen, jack and ten of the same suit.
  3. **“Straight flush”** is a high hand consisting of five cards of the same suit in consecutive ranking; with ace, king, queen, jack, and ten, being the highest-ranking straight flush. The second highest-ranking straight flush would be ace, two, three, four, and five.
  4. **“Four-of-a-kind”** is a high hand consisting of four cards of the same rank regardless of suit, with four aces being the highest ranking four-of-a-kind and four twos being the lowest ranking four-of-a-kind.
  5. **“Full house”** is a high hand consisting of a “three-of-a-kind” and a “pair”, with three aces and two kings being the highest ranking full house and three twos and two threes being the lowest ranking full house.
  6. **“Flush”** is a high hand consisting of five cards of the same suit.
  7. **“Straight”** is a high hand consisting of five cards of consecutive rank (regardless of suit) with an ace, king, queen, jack, and ten being the highest ranking straight; and ace, two, three, four, and five being the second highest ranking straight.
  8. **“Three-of-a-kind”** is a high hand containing three cards of the same rank regardless of suit, with three aces being the highest ranking three-of-a-kind and three twos being the lowest ranking three-of-a-kind.
  9. **“Two pairs”** is a high hand containing two sets of two cards of the same rank regardless of suit, with two aces and two kings being the highest ranking two pair hand and two threes with two twos being the lowest ranking two pair hand.
  10. **“Pair”** is a high hand or a low hand containing two cards of the same rank regardless of suit, with two aces being the highest ranking pair and two twos being the lowest ranking pair.

- D. When comparing two high hands or two low hands which are of identical poker and hand rank pursuant to the provisions of this section, or which contain none of the poker hands authorized herein, the hand contains the highest ranking cards as provided in (a) above which is not contained in the other hand shall be considered the higher ranking hand. If the two hands are of identical rank after the application of this subsection, the hands shall be considered a copy hand.

**PAI GOW POKER SHAKER AND DICE or  
COMPUTERIZED RANDOM NUMBER GENERATOR**

- A. Pai Gow Poker shall be played with three dice that shall be maintained at all times inside a Pai Gow Poker shaker.
- B. The shaker and the dice contained therein shall be the responsibility of the dealer and shall never be left unattended while at the table.
- C. An alternative to the Pai Gow Poker shaker and dice described in (a) above, is to play the game of Pai Gow Poker with a computerized random number generator that automatically selects and displays a number from 1 through 7..

**OPENING OF THE TABLE FOR PLAY**

- A. After receiving a deck of cards at the table the dealer shall inspect the cards and the floor person assigned to the table shall verify the inspection. If the deck of cards used by WCCS contains two jokers, the dealer and a casino supervisor shall ensure that only one joker is utilized.
- B. When a new deck is put into play, the seal will be broken and the deck opened by the Floor Supervisor or above at the table where it is to be put into action. The Dealer will check both the front and backs of all the cards for any flaws or marks. The cards will be counted by the Dealer. Should any abnormalities appear, the Floor Supervisor or above will be notified immediately and the deck replaced. (Pre-checked cards may be used. In this case, the cards do not have to be checked but they still must be counted, washed and shuffled.)
- C. When a machine is used, the shuffle will consist of the dealer riffing once (after a box and spin), and cutting the deck in accordance with the procedures set forth in (d) below before placing each deck in the machine.
- D. Once a deck has been put into play, it is the Dealer's responsibility to ensure that it is kept in good condition.
- E. Decks will be changed as needed based on the condition of the cards and at the

discretion of the Floor Supervisor or above. Typically the cards are changed about every 4 hours.

- F.** Dealer's may ask for a new deck at any time they believe it is necessary, because of the cards sticking together or any abnormality occurring during the course of play.
- G.** The patrons will be allowed to touch the cards.
- H.** If the player requests, the cards may be visually inspected prior to the commencement of the game.

**NOTE:** Whenever a new deck is introduced into play, and after it has been properly inspected it will be counted, washed (to wash the cards, the dealer will put all the Cards face down on the layout and mix them together thoroughly). The dealer will then go through the standard shuffle procedure twice before dealing.

#### **SHUFFLE AND CUT OF THE CARDS**

- A.** Immediately prior to the commencement of play and after each round of completed play, the dealer shall shuffle the cards either manually or by use of an automated card-shuffling device so that the cards are randomly intermixed.
- B.** After the cards have been shuffled and stacked, the dealer shall:
  - 1. If the cards were shuffled using an automated card shuffling device, deal or deliver the cards.
  - 2. If the cards were shuffled manually, cut the cards in accordance with the procedures set forth in (c) through (e) below.
- C.** Upon completion of a manual shuffle, the dealer shall place the stack of cards on top of one of the cut cards. Thereafter, the dealer shall offer the stack of cards to be cut, with the backs facing up and faces facing the layout, to the player. If no player accepts the cut, the dealer shall cut the cards.
- D.** The cut of the cards shall be offered to players in the following order:
  - 1. The first player to the table, if the game is just beginning;
  - 2. The offer to cut the cards shall rotate in a counterclockwise manner after the player to the far right of the dealer has been offered the cut.
- E.** The player making the cut shall place the cutting card in the stack at least 10 cards from either end. If the dealer is cutting, they must cut the deck in half. Once the cutting card has been inserted, the dealer shall take all the cards including the cutting card and place them on the bottom of the stack. The dealer shall then

remove the cover card and place it in the discard rack. The dealer shall then deal or deliver the cards.

- F. Whenever there is no gaming activity at a Pai Gow Poker table that is open for gaming, the cards shall be spread out on the table face up. After the first player is afforded an opportunity to visually inspect the cards, the shuffle procedures shall be completed.

#### **STANDARD SHUFFLE**

- A. A standard shuffle is used to ensure a consistent, random mix of cards.
- B. Since the dealer will shuffle the deck of cards every hand, it will not be necessary to call “shuffle” before shuffling the cards.
- C. The shuffle will consist of the dealer the deck into two equal stacks (after box and square) then riffing.
1. The deck will be shuffled twice as described above.
  2. The deck will then be “stripped”.
  3. Repeat procedure above.
  4. End with one more box, square, riffle and then offer cut. Cut with one hand only.

#### **PROCEDURES FOR DEALING THE CARDS FROM THE HAND (currently not use)**

- A. A dealer may be permitted to deal the cards used to play from his or her hand.
- B. If WCCS chooses to have the cards dealt from the dealer’s hand, the following requirements shall be observed.
1. Once the procedures for shuffle and cut of the cards have been completed, the dealer shall place the deck of cards in their left hand. The cards held by the dealer shall at all times be kept in front of the dealer and over the table inventory container.
  2. The dealer shall say “ No More Bet” before deal seven stacks of seven cards each to the area in front of the table inventory container. The dealer shall deal each card by holding the deck of cards in the chosen hand and using the other hand to remove the top card of the deck and place it face down on the appropriate area of the layout.
- C. The dealer shall deal the first seven cards moving from left to right and the second seven cards moving from right to left and shall continue alternating in this manner until there are seven stacks of seven cards.
- D. After seven stacks of seven cards have been dealt, the dealer shall determine whether exactly four cards are left by spreading them face down on layout.

1. If four cards remain, the cards shall not be exposed to anyone at the table and shall be placed in the discard rack.
  2. If more or less than four cards remains, the supervisor shall determine if the cards were misdealt. If the cards were misdealt and a stack has more or less than seven cards, the round of play shall be void and the cards reshuffled. If the cards have not been misdealt, the round of play shall be considered void and the entire deck of cards shall be removed from the table. The Shift Manager will be notified and the deck replaced.
- E.** Once the dealer has completed dealing the seven stacks and placed the four remaining cards in the discard rack, place 1<sup>st</sup> and 7th stack of cards in angle position. The dealer shall then determine the starting position for delivering the stack of cards.
- F.** After the starting position for delivering the stacks of cards has been determined, the dealer shall deliver the first stack to the starting position as described above and, moving clockwise around the table, deliver the remaining stacks in order to all other positions, including the dealer, regardless of whether there is a wager at the position. In delivering the stacks, the stack furthest to the left of the dealer shall be considered the first stack, and the stack furthest to the right of the dealer shall be considered the seventh stack. The dealer shall deliver each stack face down.
- G.** After the seven stacks have been delivered to each position, including the dealer, the dealer shall collect any stacks dealt to a player position where there is no wager and place them in the discard rack without exposing the cards. By doing so, the dealer should place the stack of cards on top of the main bet circle if there is no wager. The spots with wagers will be placing cards on the T formation box where high/low hands are setting.

#### **PROCEDURES FOR DEALING THE CARDS WITH AN AUTOMATIC SHUFFLER WITH RANDOM NUMBER GENERATOR**

- A.** Once the automatic shuffler has completed shuffling one deck of cards, the dealer shall announce, "No more bets" and shall hit the green button that automatically moves the shuffled deck into the loader.
- B.** The loader will automatically present the first stack of seven (7) cards onto the platform and the random number generator will have designated the starting position for delivering the cards.
- C.** The dealer shall then load the used cards from the discard rack into the shuffler.



- D. Each stack of seven (7) cards shall be removed from the automatic shuffler loader and placed face down on the appropriate area of the layout.
- E. Dealer shall deal the first stack to the starting position as determined by the random number generator and, moving clockwise around table, deal to all positions including the dealer, regardless of whether there is a wager at the position. If there is no wager in the position, the dealer shall deliver the stack on top of the betting circle so no wager can be added after the delivery sequence has begun. Dealer may go hand to hand when delivering cards but must not expose bottom card. The dealer shall place a marker on the dealer cards as soon as they are delivered to the dealer.
- F. After all stacks of cards have been dealt to each position and the dealer; the dealer shall remove the remaining cards from the automatic shuffler and determine that exactly four cards are left. Place the four remaining cards in the discard rack, shake the shaker then pick up the dead cards.

#### **PROCEDURES FOR USING DICE TO DETERMINE THE STARTING POSITION FOR DELIVERING STACKS OF CARDS**

In order to determine the starting position for the delivery of stacks of cards for the game of Pai Gow Poker, WCCS may use the procedure authorized in (A) or (B) below.

##### **A. USING DICE AND SHAKER**

The dealer shall shake the Pai Gow Poker shaker and dice at least 3 times so as to cause a random mixture of the dice.

1. The dealer shall then remove the lid leaning it on the base of the shaker, total the dice, and announce the total.
2. To determine the starting position, the dealer shall count clockwise around the table, with the position of the dealer considered number one and continuing clockwise around the table with each betting position counted in order, including the dealer, regardless of whether there is a wager at the position, until the count matches the total of the three dice. Dealer position is counted as 1, 8, and 15. **Examples are as follows:**
  - a. If the dice total 8, the dealer would receive the first card or stack of cards; or
  - b. If the dice total 14, the last betting position would receive the first card or stack or cards.

3. After the dealing or delivery of the cards has been completed, the dealer shall place the cover on the Pai Gow Poker shaker and shake the shaker once. The Pai Gow Poker shaker shall then be placed to the right of the dealer.

**B.** The dealer may use a computerized random number generator to select and display a number from 1 through 7 inclusive, and orally announce the number. To determine the starting position, the dealer shall count clockwise around the table, with the position of the dealer considered number one, and continuing around the table with each betting position counted in order, including the dealer, regardless of whether there is a wager at the position, until the count matches the number displayed by the random number generator.

**PROCEDURES FOR COMPLETION OF EACH ROUND OF PLAY; SETTING OF HANDS; PAYMENT AND COLLECTION OF WAGERS; PAYOUT ODDS; VIGORISH**

- A.** To begin each round, players must make their standard Pai Gow wagers, and if they like, the Fortune side bet which is paid on a seven (7) card hand of "three pair" or higher. If a player wagers at least \$5 on the Fortune bet, they qualify for the Envy Bonus and the dealer will place an "Envy" button on top of their Fortune bet before the delivery of cards.
- B.** Players win the Envy Bonus when someone else at the table receives a "four of a kind" or higher. This excludes the dealer's hand.
- C.** The Fortune (and \$5 minimum qualifying Envy Bonus) bet considers the best hand possible among the player's seven (7) cards.
- D.** After the dealing of the cards have been completed, each player shall set his or her hands by arranging the cards into a high hand and low hand. When setting the two hands, the five card high hand must be equal to or higher in rank than the two card low hand. For example, if the two-card hand contains a pair of sevens, the five-card hand must contain at least a pair of sevens and the three remaining cards.
- E.** Each player at the table shall be responsible for setting his or her hands and no other person except the dealer may touch the cards of that player. Each player shall be required to keep the seven cards in full view of the dealer at all times. Once each player has set a high and low hand and placed the two hands face down on the appropriate area of the layout, the player shall not touch the cards again.
- F.** After all players have set their hands and placed the cards on the table, the seven cards of the dealer shall be turned over and the dealer shall set his or her hands by arranging the cards into a high and low hand. The dealer shall then place the two hands face up on the appropriate area of the layout.

- G. The dealer will set his/her hand as described in house way procedure described later in these procedures.
- H. A player may announce that he or she wishes to surrender his or her wager prior to the dealer exposing either of the two hands of that player pursuant to (f) below. Once the player has announced his or her intention to surrender, the dealer shall:
1. Immediately collect the wager from that; and
  2. Collect the seven cards dealt to that player without exposing the cards to anyone at the table. The dealer shall verify that seven cards were collected by counting them face down on the layout prior to placing them in the discard rack.
  3. The player may not touch the cards to surrender or at any point after the dealer exposes the dealer's cards. They may wave you off only.
- I. Once the dealer has set a high and low hand, the dealer shall expose both hands of each player, starting from the right proceeding counterclockwise around the table. The dealer shall compare the high and low hand of each player to the high and low hand of the dealer and shall announce if the wager of that player shall win, lose or be considered a tie ("push").
- J. All losing wagers shall be immediately collected by the dealer and put in the table inventory container. All losing cards shall also be collected unless it is an "Envy" hand. A wager made by a player shall lose if:
1. The high hand of the player is lower in rank than the high hand of the dealer and the low hand of the player is lower in rank than the low hand of the dealer;
  2. The high hand of the player is identical in rank to the high hand of the dealer or the low hand of the player is identical in rank to the low hand of the dealer (a "copy hand") and the other hand of the player is identical in rank or lower in rank than the other hand of the dealer;
  3. The high hand of the player was not set so as to rank equal to or higher than the low hand of that player; or
  4. The two hands of the player were not otherwise set correctly in accordance with the rules of the game (for example, a player forms a three card low hand and a four card high hand).
- K. If a standard Pai Gow wager is a push, the dealer shall not collect or pay the wager, but shall immediately collect the cards of that player after the Fortune side bet has been collected or paid. (If the hand is a push and is a qualifying Envy hand of "four of a kind" or higher, the cards must not be collected until all Envy hands have been paid at the end of the round of play.) A wager made by a player shall be a push if:

1. The high hand of the player is higher in rank than the high hand of the dealer, but the low hand of the player is identical in rank to the low hand of the dealer (copy hand) or lower in rank than the low hand of the dealer; or
  2. The high hand of the player is identical in rank to the high hand of the dealer (copy hand) or lower in rank than the high hand of the dealer, but the low hand of player is higher in rank than the low hand of the dealer.
- L. All winning hands shall remain face up on the layout. If the Fortune bet loses, it must be collected immediately. Winning wagers shall be paid after all hands have been exposed. The dealer shall pay winning wagers beginning with the player farthest to the right of the dealer (aka closet to the discard rack) and continuing counterclockwise around the table. A standard Pai Gow wager made by a player shall win if the high hand and the low hand of the player are higher in rank than both the high hand and low hand of the dealer.
- M. A winning standard Pai Gow wager shall be paid even money minus a 5% commission known as “vigorish or vig” that will be taken out of the payout or handed in by the player. WCCS will round down to the nearest 25 cent increment when figuring out how much commission to charge. For example; a \$29 wager will be charged \$1.25. After a winning standard Pai Gow wager (and winning Fortune side bet, if applicable) has been paid and the commission collected, the dealer shall then collect the cards from that player unless the hand is a qualifying Envy hand of “four of a kind” or higher.
- N. All cards collected by the dealer shall be picked up in order and placed in the discard rack in such a way that they can be readily arranged to reconstruct each hand in case of a question or dispute. Pick up player’s 2 card hand and place it on the player’s 5 card hand then place them in the discard rack. Pick up the dealer’s 2 card hand and scoop up the remaining 5 dealer cards then place them in the discard rack. Always pick up dealer’s cards last after all players’ cards.
- O. The dealer pays any Envy bonuses at the end of the round. If at least one player has a “four of a kind” or higher, all players with Envy buttons win. In the event more than one player has at least “four of a kind”, then all players with Envy buttons win multiple payouts. In this case, the dealer will pay the hands counterclockwise. The dealer will pay each player with an Envy button then lock up the Envy hand before moving on to the next Envy bonus hand. Whether or not the player with the “four of a kind” or higher has made a fortune bet, has no bearing on the Envy bonus.
- \*Note: A player cannot win envy bonuses on the dealer’s hand or their own.**
- P. A Fortune bet is paid and handed off before the original bet is paid.
- Q. Pay and Take sequence...
1. WITHOUT an Envy bonus qualifying hand:

- a. If the original wager and fortune bet both win, the hand is paid after all hands have been exposed.
  - b. If the original wager and fortune bet both lose, both bets are collected (side then original) and the cards are locked up.
  - c. If the original wager wins but the fortune bet loses, the fortune bet will immediately be collected. The original wager will be paid after all hands have been exposed.
  - d. If the original wager loses but the fortune bet wins, the original wager will be collected, and the fortune bet will immediately be paid and the cards will be locked up.
  - e. Cards will be collected after each individual hand has been addressed.
2. WITH an Envy bonus qualifying hand:
- a. If the original wager and fortune bet both win, the hand is paid after all hands have been exposed. The cards are left on the table after paying until all other hands have been paid. The Envy bonus is paid after all other hands have been paid.
  - b. If the original wager pushes but the fortune bet wins, the fortune bet will immediately be paid. The original wager will be pushed before the rest of the hands have been exposed. The cards are left on the table after paying until all hands have been paid. The Envy bonus is paid after all other hands have been paid.
  - c. If the original wager loses but the fortune bet wins, the original wager will be collected, and the fortune bet will immediately be paid. The cards are left on the table until all other hands have been paid. The Envy bonus is paid after all other hands have been paid.
  - d. Cards are collected after each Envy bonus hand is paid. When dealing with multiple Envy bonus hands, the dealer will pay each player with an Envy button then lock up the Envy hand before moving on to the next Envy bonus hand.

## OTHER NOTABLE PROCEDURES

1. When switching hands is needed to deliver cards, the cards can be going from hand to hand as long as the bottom card does not expose.
2. When exposing the dice in the shaker, the lid should be placed on the right edge of the base.
3. The shaker should be shaken one time, after the dealer replaces the lid.

4. End of card delivery sequence: spread 4 remaining cards, shake the shaker and put on the right (players may look at their cards at this point), then pick up dead cards.
5. The 4 remaining cards are placed in the discard rack under all dead cards.
6. The marker is placed on the dealer's hand immediately after the cards are delivered to the dealer.
7. When picking up a player's cards, pick up the 2 cards and place them on top of the 5 cards and then pick them up all up.
8. The dealer must cut with one hand only – the right hand.
9. When delivering cards for a dead hand, place the cards on the circle for the original bet.
10. A supervisor must be called for all misdeals – even when cards are only delivered to the wrong position.
11. After paying the Fortune bet, please hand it off to the guest.
12. Player is not allowed to BANK.
13. A player playing 2 hands may pay both commissions at once. The dealer will pay both wagers, pick up the handed in commission, then tap both wagers with the handed in commission.

13-14. Players may not speak (in any language) until after everyone has set and placed their cards on the table and the dealer has exposed the dealer's cards.

#### **IRREGULARITIES and INVALID ROLL OF THE DICE**

- A. If the dealer uncovers the shaker and all three dice do not land flat on the bottom of the shaker, the dealer shall call a "No Roll" and reshake the dice.
- B. If the dealer uncovers the Pai Gow Poker shaker and a die or dice fall out of the shaker, the dealer shall call a "No Roll" and reshake the dice.
- C. If the dealer incorrectly totals the dice and deals the first card or delivers the first stack to the wrong position, all hands shall be called dead and the dealer shall reshuffle the cards.
- D. If the dealer exposes any of the cards dealt to a player, the cards will be turned back down, and the hands will continue.

- E.** If a card or cards in the hand of the dealer or bank is exposed, all hands shall be void and the cards shall be reshuffled.
- F.** A card drawn in error without its face being exposed shall be used as the next card (hand shuffle).
- G.** If any player or the dealer is dealt an incorrect number of cards, all hands shall be void and the cards reshuffled.
- H.** If the dealer does not set his/her hands correctly, the hands must be reset in accordance with House Rule and the round of play completed.
- I.** If a card is exposed while the dealer is dealing the seven stacks, the cards shall be reshuffled.
- J.** If cards are being dealt from the hand and the dealer fails to deal the seven stacks, the cards shall be reshuffled.
- K.** If an automated shuffling device is being used and the device jams, stops shuffling or fails to complete a shuffle cycle, the cards shall be reshuffled.
- L.** If a hand is foul (set wrong), the Bonus and Envy should still be paid, when applicable. If a guest is playing two hands and the cards from these hands come into contact with each other for any reason (such as dropping one hand on the other), a manager must be called to determine how to handle the situation. Please do not touch anything so the manager can get a clear picture of the situation.

**M.** The supervisor must be called for all misdeals, including when delivering cards to the wrong position.

## **WAGERS**

- A.** All wagers at Pai Gow Poker shall be made by placing gaming chips on the appropriate betting area of the Pai Gow Poker layout. A verbal wager accompanied by cash shall not be accepted at the game of Pai Gow Poker.
- B.** Only players who are seated at the Pai Gow Poker table may place a wager at the game. Once a player has placed a wager and received cards, that player must remain seated until the completion of the round of play.
- C.** All wagers at Pai Gow Poker shall be placed prior to the dealer announcing “No more bets”. No wager in Pai Gow Poker shall be made, increased or withdrawn after the dealer has announced “No more bets.”

- D.** WCCS may permit a player to wager on a second betting area at a Pai Gow Poker table. (A player may never bet a third hand.)

1. The cards dealt to each betting area shall be played separately. If the two wagers are not equal, the player shall be required to rank and set the hand with the larger wager before ranking and setting the other hand. If the amounts wagered are equal, each hand shall be played separately in a counterclockwise rotation with the first hand being ranked and set before the player proceeds to rank and set the second hand. Once a hand has been ranked and set and placed face down on the appropriate area of the layout, the hand may not be changed.

### **CHANGING DEALERS**

- A.** The incoming dealer should tap the outgoing dealer on the shoulder and enter the game from behind and to the left of the outgoing dealer.
- B.** A dealer will not be relieved by another dealer until all work has been completed for a given hand so continue to deal until the relief dealer is physically at the table.
- C.** The outgoing dealer will spread the cards face up with the joker being the first card on the deck.
- D.** The dealer will open the shaker to show three dice if it's using for the game.

### **HORSESHOE HOUSE WAY**

A joker is always used as an Ace unless it can be used to complete a straight, a flush or a straight flush. When given the choice of placing a joker in the High Hand or the Low Hand, always place it in the High Hand to help prevent mistakes with the House Way.

The dealer is required to set his/her hand in the following way:

#### **NO PAIR:**

Use second and third highest ranked cards for the Low Hand.

#### **ONE PAIR:**

Always use the pair as the High Hand and use the highest-ranking cards for the Low Hand.



### **TWO PAIRS:**

Pairs will be broken into three groups. When splitting, always play lowest pair in Low Hand. (When playing King, Ace or Joker in Low Hand; play with highest ranking non-paired card.)

<b>Low Pair</b>	=	<b>Twos through Sixes (2's - 6's)</b>
<b>Medium Pair</b>	=	<b>Sevens through Tens (7's - 10's)</b>
<b>High Pair</b>	=	<b>Jacks through Kings (J's, Q's &amp; K's)</b>

#### Low Pair - Low Pair:

Split unless holding a King, Ace or Joker, then play two pairs in High Hand.

#### Low Pair - Medium Pair:

Split unless holding a King, Ace or Joker, then play two pairs in High Hand.

#### Low Pair - High Pair:

Split unless holding an Ace or Joker, then play two pairs in High Hand.

#### Medium Pair - Medium Pair:

Split unless holding an Ace or Joker, then play two pairs in High Hand.

#### Medium Pair - High Pair:

Always split.

#### High Pair - High Pair:

Always split.

#### Aces and Any Other Pair:

Always split.

#### **Exception:**

Never split a Royal Flush when you can play it with an Ace with King, Queen or Jack (AK, AQ, AJ) in the low hand.

### **THREE PAIRS:**

Always play the highest pair for the Low Hand.

### **THREE-OF-A-KIND:**

Always play in High Hand.

\*Exception: With three Aces, play one of the Aces for the Low Hand and two Aces in the High Hand. (Play Ace with highest ranking non-paired card for the Low Hand.) With straight, flush or straight flush, play AA on low hand or play Aces with whatever next highest card while still preserve straight, flush or straight flush in high hand.

**(TWO) THREE-OF-A-KIND:**

Play pair of the highest Three-of-a-kind for the Low Hand.

**ALL STRAIGHTS, FLUSHES & STRAIGHT FLUSHES:**With No Pair:

Play the choice that will improve 2-card, Low Hand the most while preserving “any” straight, flush or straight flush in the 5-card High Hand.

With One Pair:

Play the pair in the 2-card, Low Hand if the straight, flush, or straight flush can be preserved. (If not, preserve “any” straight, flush or straight flush with the best possible 2-card Low Hand.)

With Two Pairs:

Use two pairs rule – then if a better hand can be found within the 5- card, High Hand without changing the Low Hand, use it.

With Three Pairs:

Use the Three Pair rule.

With Three-of-a-Kind:

Play pair in Low Hand.

\*Exception: refer to three aces rules.

With Full House:

Use Full House rule.

**FULL HOUSE:**Three-of-a-Kind and Pair:

Always split and play pair in Low Hand.

Three-of-a-Kind and Two Pairs:

Play highest of the pairs in Low Hand.

Three-of-a-Kind and Three-of-a-Kind:

Play highest three-of-a-kind as pair in Low Hand.

**Exception:** When the hand contains pair of two, an ace, king and three of kind. We will play Ace-King on low hand and full house in high hand.

**FOUR-OF-A-KIND:**Twos through Sixes (2's - 6's):

Never split, play in High Hand.

Sevens through Tens (7's - 10's):

Always split unless an Ace or Joker can be played in the Low Hand, then keep together.  
(When playing Ace or Joker in Low Hand; play with highest ranking non-paired card.)

Jack's through Aces (J's, Q's, K's & A's):

Always split.

**FOUR-OF-A-KIND WITH A PAIR:**

Play pair in Low Hand.

\*Exception: With four Aces, always split and play a pair of Aces in the Low Hand unless you have a pair of Kings, then play Kings in Low Hand.

**FOUR-OF-A-KIND WITH THREE OF A KIND:**

Non-Consecutive Rank – Play highest pair in low with either Quad or full house in high hand.

Consecutive Rank – always keep Quad in high hand.

**FIVE ACES:**

Always split unless you have a pair of Kings, then play Kings in Low Hand.

**FORTUNE and ENVY PAYOFF TABLE**

	<b>FORTUNE</b>	<b>ENVY</b>
7 Card Straight Flush (no joker)	5,000 to 1	\$1,000
Royal Flush + Royal Match*	1,000 to 1	\$250
7 Card Straight Flush (with joker)	750 to 1	\$100
5 Aces	250 to 1	\$50
Royal Flush	100 to 1	\$25
Straight Flush	50 to 1	\$10
Four of a Kind	20 to 1	\$5
Full House	5 to 1	
Flush	4 to 1	
Three of a Kind	3 to 1	
Straight	2 to 1	
Three Pair	Push	

\*Royal Flush plus Royal Match is a seven card hand consisting of an Ace, King, Queen, Jack and a Ten of the same suit (with or without a joker), with an additional King and Queen of the same suit, being different from the five card hand.

## TOKES

1. The soliciting of tokens is **STRICTLY PROHIBITED**.
2. Both the bet and payoff of all winning token bets must be taken down. Token bets may not be parlayed. Always pay the token bet after the customer bet, not before.
3. Do not place \$100.00 cheques or higher in the token box without the supervisor's approval. Color changes for tokens should be made with supervisor's approval.
4. All tip bets won shall be shown to the surveillance camera and then immediately placed in the tip box by the dealer.
5. A token bet must be dropped in the token box (and not bet) if the dealer is given the option or if the player doesn't specify whether to bet or drop the token.
6. If the player is betting table max the token bet is not to exceed 10% of the table max.
7. A token bet may be accepted on the Fortune bet but dealers cannot win envy bonuses.
8. The minimum bet for the dealer on the Fortune side bet is \$1 and the maximum is \$5 if player betting max, or total can not exceed table max.

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## FACE UP PAI GOW

Face Up Pai Gow is a variation of PG. All standard PG Poker rules apply unless stated otherwise below.

1. All the dealer cards are exposed first. Players may not touch their cards until instructed by the Dealer.
2. If the dealer has exactly an Ace-High hand, all players' hands will automatically push (tie).
3. There is no commission on this game. Original Pai Gow bets pay 1-1.
4. The optional Fortune Bonus side bet on this game is the same as in the standard Pai Gow poker game but may have different odds (see chart below).
5. The optional Ace-High wager pays if the dealer's best seven card hand is exactly Ace-High (not less).

### DEALING PROCEDURES

6. To begin each round, players must make their standard Pai Gow wagers plus any side bet they wish. Once all wagers have been made, the dealer then follows procedures for card delivery.
7. After all cards are delivered and after dead hands have been collected (and before player's touch their cards), the dealer exposes and sets their hand.
8. After the dealer's hand is set, and it's determined their hand...
  - a. **doesn't contain an Ace-High "pai gow"**, the dealer will collect all losing Ace-High wagers if any, then the players will set their seven card hand(s), and standard Pai Gow play continues as normal.
  - b. **is an Ace-High "pai gow"**, all player main wagers are pushed (and handed back to the player), their cards are exposed (by fanning the cards) and their side bets are taken/paid. If both side bets are paid, break both payouts in front of rack at the same time, pay the Fortune (then hand it off) then pay the Ace-High (then hand it off). If one bet loses, take that bet before bringing out the payout for the other bet (hand off winning payout with the bet). (Leave Envy hands/cards to be paid last after all other hands have been taken/paid and cards collected.)

### OTHER NOTES:

1. Show player's cards even if there are no side bets. If player's look at their cards before they are supposed to, please ask them to set them back down (in one pile) until you tell them it's okay.
2. Exposed card(s) on delivery: dealer = dead hand, player = continue with hands stay in.
3. If a player does not want their cards exposed and waves the dealer off, the cards do not have to be exposed.
4. It is okay for players to talk about their hands on this game since the dealer's cards are exposed first.

### **FACE UP PAYTABLES and MAX BETS**

<b>Ace High</b>	<b>Odds</b>	<b>Player Max Bet</b>	<b>Dealer Max Bet</b>
Dealer and Player Ace-High	25 to 1	<b>Ace High</b> = \$1-\$100	10% if player at Max, or combine cannot exceed table max.
Dealer Ace-High w/Joker	10 to 1	<b>Fortune</b> = \$1-\$25	
Dealer Ace-High No Joker	7 to 1	(\$5 min to qualify for Envy)	

Fortune Bonus	Odds	Envy (\$5 min)
7 Card Straight Flush	5,000 to 1	\$1,000
Royal Flush + Royal Match*	1,000 to 1	\$250
7 Card Straight Flush w/Joker	750 to 1	\$100
5 Aces	250 to 1	\$50
Royal Flush	100 to 1	\$25
Straight Flush	50 to 1	\$10
4 of a Kind	20 to 1	\$5
Full House	5 to 1	n/a
Flush	4 to 1	n/a
3 of a Kind	3 to 1	n/a
Straight	2 to 1	n/a
Three Pair	PUSH	n/a

**Player Max on Original Bet**  
\$10,000

**Dealer Max on Original Bet**  
10% of table max when player is betting table max. If the player is betting under table max, the combination of the two bets cannot exceed the table max.

## ASIAN SENSITIVITY

### CUSTOMS AND SUPERSTITIONS:

#### FENG SHUI AND SUPERSTITIONS

- Feng Shui brings harmony and balance to their lives. Loose translation = wind and water.
- Dislike being touched by strangers. This could disrupt their play or jinx them.
- Do not like Dealers/Supervisors/Managers staring at them or their chips.
- Do not like to color up their lucky chips.
- Jade is a lucky symbol. If the dealer wears Jade, it can imply luck to the house. (Dealers should never wear jade when dealing.)
- It's bad luck to sweep the floor when gambling. It always sweeps the luck away, especially when the broom sweeps/touches someone. (Ask before cleaning up clutter.)

#### GAMBLING

- Gambling is an accepted form of entertainment that is often shared with friends and family. It's a way to relax and forget day to day pressures and stress.
- Some take gambling very serious, others analyze the game and think *of ways to beat the dealer*.
- They do not like to be rushed when deciding their next wager.

#### WHAT'S IMPORTANT TO OUR ASIAN GUESTS

- A friendly atmosphere.
- A warm greeting and smiles.

- To be acknowledged and treated as a valued guest.
- Not being inconvenienced, especially always asking for a player's cards.
- Not being interrupted when gambling.
- Comps, especially food.
- Privacy – they don't want to be talked about outside the casino. What happens in the casino must stay in the casino.
- Family is given the highest priority – not oneself. Success and failures of one is shared by all family members.
- A strong sense of respect for their elders. When addressing a group, address the elder first.

#### COMMUNICATION (VERBAL/NONVERBAL) – THE CHALLENGE

- Speak in a soft tone. Never raise your voice. It's perceived as anger.
- Use simple phrases. Do not use slang.
- When asking a question, try to form it so it can be answered as yes or no.
- Give them time to process the information. Periods of silence are acceptable in conversations.
- When possible, walk the guest to where they need to go.
- Do not appear negative, rash or hard in your attitude, speech or mannerisms, including facial expressions and body language.
- Smiling can cover a variety of emotions. It can be used as a substitute for sorry, hello and yes. Do not assume that is a sign of agreement or understanding.
- Never point with your index finger. Use your entire hand.
- Avoid saying No. You could be setting up a situation where a guest may lose face.
- Never argue, disagree or embarrass a guest. Resolve all issues in a private and polite way.
- Do not put both hands in your pockets. This is associated with arrogance and lack of respect.

#### GAMING – THE MIND SET

- Excited
- Following their luck
- Playing by the rules
- Dislike behavior that can be perceived as "hustling tokens"
- Prefer dealers that do not disrupt their concentration with small chit chat
- Love to cheer each other on

#### WHAT STOPS THE GUEST FROM COMING BACK

- Poor service
- Streak of bad luck
- Being denied comps
- Losing face (disrespected) in front of family or friends
- Skipped over in a conversation. Assuming they don't understand.
- Employees that show impatience or frustration

## TAKING LEGENDARY TO THE NEXT LEVEL

### SPOTLIGHT BEHAVIORS AND CUSTOMER SERVICE

- Greeting – A warm smile with eye contact (not staring) and a friendly hello
- Upbeat and Positive – Open body language (voice inflection)
- Anticipate Customer Needs – Celebrate their win. Offer score card with both hands, ask for a player's card when buying in with cash (when coming to the table with cheques, the supervisor will get the player's name), offer drinks when server is at the table.
- Using names – Call a guest by name and/or use your name
- Farewell – Appreciate them, invite them back, positive parting remarks

### DEALING THE GAME – WHAT IS EXPECTED

- Be professional
- Follow procedures
- Call out "cheques play". Do not say the color of cheques being played or the spot.
- All issues – call the supervisor to explain any issue in a soft, calm manner.

### LEAVING THE GAME

- Speak to the guests
- No loitering or talking to dealers on a live game.
- Do not bother guests (especially high end players) unless stopped by them.

## WHAT IS LUCKY AND UNLUCKY

### LUCKY NUMBERS

#### ➤ Chinese:

- 3 – means life
- 6 – means happiness
- 8 – pronunciation sounds similar to prosperous
- 9 – pronunciation sounds similar to sufficient

#### ➤ Vietnamese:

- 9 – comes from an old numbers game in which the sum of numbers totaling 9 is a winning game

### UNLUCKY NUMBERS

#### ➤ Chinese:

- 4 & 7 – pronunciation sounds similar to death
- 14 – pronunciation sounds similar to accidents
- 24 – pronunciation sounds similar to must die
- 58 – pronunciation sounds similar to won't prosper

#### ➤ Vietnamese:

- 10 – comes from an old numbers game in which the sum of numbers totaling 10 is a lost game



➤ All Cultures:

- 13 – learned from western cultures

LUCKY COLORS

➤ Chinese and Vietnamese:

- Red – happiness, prosperity, marriage
- Orange – associated with the arrival of luck
- Gold – associated with wealth

UNLUCKY COLORS

➤ Chinese and Vietnamese:

- Black – evil influences, danger, death
- White – associated with death, mourning, ghosts
- Blue – associated with death