

Standards for Dealers

1. Dealers shall wear uniforms recommended by management. Such uniforms shall not have pockets and sleeves shall not be loose or gathered.
 - a. An event that requires a supervisor to perform the functions of a dealer the supervisor will then be recognized as a dealer
 - b. The supervisor functioning as a dealer shall wear an apron
2. Dealers shall always clear hands in the following situations:
 - a. Prior to and after touching body, hair or clothing
3. Dealers are prohibited from taking anything from a patron's hand while dealing on a table.
4. Dealers shall not be allowed to touch or be touched by a patron while dealing on a table.
5. No oversized personal jewelry may be worn (ex. Watches, bracelets, arm bands, hair bows, etc). Headbands cannot be larger than 3/4 "wide. Watches must be smaller than a poker chip. If a device must be worn for medical purposes (ex. Cast or brace) it must be inspected by a member of Security before entering and exiting the area.
6. No extraneous items are allowed in the pit such as personal belongings, personal funds, beverage containers, etc.
 - a. All personal items must be stored in the designated area provided by Casino Management.
7. All breaks are to be taken in the designated areas. Employees are prohibited from taking breaks on the Casino Floor.

Entering/Exiting a Blackjack Game

1. Dealers are not permitted to turn over a game to another Dealer until all patron transactions are completed and the chip rack is organized for the incoming Dealer.
2. Dealers are not permitted to leave a table during any part of the shuffle process. The process begins when the cut card comes out and or is the next card in the shoe. Dealer must complete the shuffle before being relieved. Once the shuffled cards have been placed in the shoe, the Dealer will place the shoe in the center of the table, pull a card out (Incoming Dealers burn-card) and tuck it approximately half way under the shoe.
3. The incoming Dealer will stand to the side of the outgoing Dealer and tap them on the shoulder. Once the outgoing Dealer completes all required work, he/she will back away from the table with open hands palms up and fingers spread.
4. If a Dealer is being relieved on Ultimate Texas Hold-Em, Three Card Poker or any two deck shuffle machine games, they will finish the hand, remove cards from the discard rack, spread them face down, and follow all other exiting procedures.

Burning a Card

1. Directly following the shuffle process, the Dealer will burn one (1) card, keeping it low and level to avoid exposure.
2. The incoming Dealer will discard the card tucked under the shoe by the outgoing Dealer.

Card Delivery and Placement

1. Before the Ante is received, the dealer should declare no more bets.
2. From the time no more bets are called, until the pay take sequence is completed, players are not allowed to touch their bets
3. Cards delivered to each hand are to be removed from the shoe with the Dealers left hand, turning and placing them face up with the right hand.
4. The dealer will deliver the first and second spot cards with the left hand.
5. The Dealer will receive their first card face down.
6. The second and subsequent card(s) shall be dealt covering the lower left corner of the previous card allowing visual on the middle pips.
7. The Dealer's second card will be delivered with the left hand, without exposing it, while the Dealer turns over the face down card with the right hand, and places it on top of the second card, face up.
8. Any situation that will cause a Dealer to break from ordinary procedure must be called to the attention of and corrected by the Floor Person.

9. Any Dealer mistake in card delivery will stop the delivery of cards as soon as it is discovered, and the Dealer will announce "Floor" to alert the Floor Person of the error. Dealers never correct their own mistakes. Only a Floor Person can make a correction decision.
10. Players are not permitted to ever touch the cards while playing shoe Blackjack. The Dealer will politely correct this immediately when it occurs.

Insurance

1. Insurance is an additional wager that patrons can make if the Dealer's up card is an ace. Insurance pays two (2) to one (1).
2. When the Dealer has an Ace as the up card, patrons have an option to make an insurance wager before the hole card is checked.
3. The Dealer will turn both the Ace and the hole card horizontal to the patrons, making sure that the hole card is covered during this process.
4. The Dealer will run their hand along the insurance line, and then run it back to the original position, announcing "insurance?" in a clear audible voice at least twice. Each customer at the table is to be afforded the opportunity to place an insurance wager.
5. Patrons can make insurance wagers at this time.
6. All insurance bets must be placed on the insurance line. The dealer may assist patrons in doing so.
7. A patron may make an insurance bet for any amount from up to one-half (1/2) their original bet. If the Patron places more than the maximum allowable amount on the insurance line, the overage will be returned by the Dealer.
8. If a patron has more than one bet and wishes to insure multiple bets, each additional insurance bet must not exceed one half (1/2) of the original bet(s). The Dealer may need to specify which bet(s) are being insured.
9. The Dealer will state, "Insurance closed" and check their hole card in the no peek.
10. If after checking the hole card in the no peek the Dealer does not have Blackjack, all losing insurance wagers will be collected, and the hand will proceed in a normal fashion.
11. If the Dealer's hand is a Blackjack, the Dealer will expose their hand, collect all losing wagers, and pay the winning insurance bets.

Acting on a Dealers Hand

1. At the conclusion of card delivery, the Dealer will use the no peek to check if they have a Blackjack if a ten (10) is their up card. (See insurance and no peek procedures if an Ace is the up card).
2. The hole card should be concealed at all times. If the Dealer has a Blackjack with a ten (10) up, all losing bets will be collected. A patrons Blackjack will be a push.
3. If the Dealer does not have a ten (10) or Ace up, after all patrons have acted on their hands, the Dealer will take action on his/her hand.
4. If cards are required, the Dealer will draw additional cards (pulling the cards from the shoe with their left hand, and placing them with their right hand) vertically in a uniform fashion to the right of their original two cards, leaving a space between each card.
5. The Dealer will hit their hand of sixteen (16) or less and soft seventeen's (17's), and stand on all hard seventeen's (17's) through twenty-one (21).
6. The Dealer will announce their total in the same fashion as addressing a patron hand.
7. If, when the Dealer checks for a Blackjack he/she gets a "misread" signal, the Blackjack hand will become a 21 and be treated as such. A Floor Person should be alerted to this situation.
8. If a Dealer dealt only busting hands or only Blackjacks to patrons, the Dealer will expose their cards and are not to take any additional cards. The Dealers hand must always be exposed at the conclusion of a hand.
9. Dealers and Patrons cards should never touch.

Casing the layout

1. The Dealer will assure that each wager is properly stacked, with the larger denomination cheques on the bottom of the wager and the less valued cheques stacked in ascending order.

2. The Dealer is required to be aware of wager amounts prior to each hand, assuring that they meet, but do not exceed the posted table limits.
3. It is required that Dealers note amounts wagered and which betting circles are being played.

Color Change

1. The Dealer will call out "color coming in" and wait for any necessary approval of the Floor Person (see Dealers calls for necessary approvals).
2. Upon approval, the Dealer will bring in the cheques to the left side of the layout and run them down (using the left hand) with largest denominations closest to the rack and the smallest denominations closest to the insurance line.
3. The Dealer will run down each denomination, completing each amount, largest denomination to smallest, in order.
4. Once the Dealer determines the total value of the incoming color, the exact same amount will be cut out on the right side of the layout with the right hand.
5. An area of layout must be present between the two transactions that create a clear distinction between the incoming and outgoing color.
6. Once the appropriate approval is received, the converted color change will be placed in front of the patron, not in their betting circle.

Ante / Hand Accumulation (Tally Counter)

A tally counter will be placed on each table to accurately account for "Free Ante". The counter will be used to track the number of hands played on any particular game.

1. Dealers will push the button on the tally counter once for each hand played per betting round prior to the beginning of each hand being dealt.
Example:
 (1) Push = 1 hand
 (2) Push = 2 hands Etc.
2. In the case of a dealer error pushing the button for an accurate count, the dealer will notify a Supervisor immediately to make any necessary correction for accuracy.
3. At the end of each shift the Pit Supervisor will record the number of hands played and multiply it times \$0.50 cents to record the monetary value for each table's "Free Ante".
4. A "Free Ante" form will be completed by a Pit Supervisor. The "Free Ante" form will contain the following:
 - a. Pit Supervisors signature & badge number
 - b. Table number
 - c. Date
 - d. Time
 - e. Shift
 - f. Monetary Value of Antes
5. The white copy of the "Free Ante" form will be dropped into the cash box, the yellow copy will be sent to OMDA daily for accounting purposes and the pink copy will be retained by the Table Games Department.
6. The Pit Supervisor will reset the counter to (0) zero after recording all information to begin the next shift.

Currency Change

1. Currency cannot be used to make wagers on any table games. It must be converted to gaming cheques to be wagered.
2. The patron will set the currency on the layout. Dealers are not permitted to take or give anything, including currency, from or to a patron's hand.
3. The Dealer will complete all other work from the previous hand prior to beginning the currency change process.
4. All currency will be separated by denomination and counted on the left side of the layout.
5. Single bill transactions will be placed horizontally on the layout.

6. The Dealer will mark all currency in the denomination of ~~\$20~~ \$20 or more with a currency pen prior to the completion of the transaction.
7. Multiple Bill Transactions
- All currency except for \$50 bills will be placed overlapping in rows of (5) down and up to five (5) rows across. \$50 bills will be placed in rows of four (4) down and up to five (5) across.*NOTE – The word “down” describes toward the Dealer, starting closest to the insurance line and working towards the chip rack, overlapping left to show a portion of each separate bill. Across means to the Dealer’s left.
- Bills are to be organized in the Dealers hand in a fashion that they are bank faced with the top of the bill facing right and upside down, so that when they are placed on the layout, they are flipped over, largest bill to smallest, exposing the back of the bill during placement and the front of the bill when they are placed. If the bills are folded and will not lie flat, the bill(s) will be held vertically with two hands and “Crunched” in an accordion method until the bills lay flat prior to placing them on the layout.
 - Currency shall remain spread until after change has been delivered to the patron.
 - For large buy-ins where the number of bills (of the same denomination) exceeds five (5) rows, the Dealer shall stop once they get to five (5) rows and call the Floor Supervisor to verify.
 - The Dealer will remove the paddle, stack the bills neatly and place them horizontally on the drop slot, without dropping them in the box, and lay the paddle flat on top of the bills.
 - Additional stacks of counted currency will be placed face down at an opposite angle of the previous stack, under the paddle, if necessary.
 - Each stack under the paddle represents a definite amount of currency, and if there are not enough bills to create a stack, they will remain spread on the layout.
 - Once counting is concluded, a total will be determined, based on full stacks and remaining bills.
8. The Dealer will call out “change” and announce the total amount in a clear loud voice.
9. The Dealer will cut an identical amount in cheques on the right side of the layout, using their right hand. The Floor Supervisor is required to approve currency change in excess of \$100 in order to proceed.
10. Only US currency is accepted. Gaming tickets will be accepted at tables with the TITA system installed. Traveler’s checks, personal checks, etc are not accepted.
11. Change other than quarters will not be accepted. No more than \$1 in quarters will be accepted from any one (1) patron. Patrons who wish to exchange other types of change will be directed to the cashier’s cage.

TITA Ticket

TITA Ticket System Security

1. A member of the IT department will create all authorized user accounts.
2. Users will be granted access per job title.
 - a. Dealer Access
 - b. Supervisor Access
3. A User Account Request form must be completed by department management and forwarded to the system administrator of the IT department.
4. Any changes to the TITA ticket system parameters will be completed by a system administrator of the IT department. All changes will be documented for audit purposes.

Logging In/Out

1. Dealers will login with their issued user name and password.
2. Supervisors will login to the ART client with their issued user name and password.
3. Authorized users will not access the TITA ticket system under another person's log in.

Ticket to Cheques

1. The dealer shall call out "CHANGING TICKET" in a clear and loud voice along with the amount of ticket.
 - a. Dual rate dealers, Supervisors or Pit Bosses must approve all ticket to cheques and cheques to ticket transactions for dealers.
 - b. Any TITA ticket transaction of \$500 or more requires notification to surveillance.
 - c. Dual rate dealers, approval of TITA ticket transactions is up to \$500.
2. Tickets and cash will not be handled in a single transaction. If a player is changing both tickets and cash, the tickets will be handled first.
3. The ticket or tickets must be placed on the gaming table by the player. The dealer will not take the ticket from the player's hand.
4. The ticket or tickets will be placed face up in the working area. A single ticket will be placed horizontally on the working area. Multiple tickets will be placed vertically side by side with felt showing between each ticket and not more than five across.
5. Once the dealer has received verbal permission to change the ticket, it will be placed in the bill validator. In the case of multiple tickets, each ticket will be placed into the bill acceptor tray one at a time until all tickets have been accepted and a total is registered on the upper module.
6. At that time, the dealer will press the **Redeem** button on the upper module.
7. The supervisor shall approve the transaction by selecting "Yes" in the 'Transaction Approval Required' pop-up box on the tablet device or on the PC in the pit stand.
8. The appropriate amount of cheques will be placed in front of the player and behind the betting area. Change is never placed in the betting area.

Cheques to Ticket

1. The dealer will call out "Color Coming in" or "Partial Color Requested" depending on the situation.
2. On tables with TITA equipment a ticket will be our default method of coloring up. Coloring up in cheques will be by supervisory approval only.
3. Once the supervisor has approved color it will be brought in and broken down. The dealer will then enter the amount into the android device.

4. The supervisor shall approve the transaction by selecting "Yes" in the 'Transaction Approval Required' pop-up box on the tablet device or on the PC in the pit stand.
5. Any cheques to ticket of \$6,000 or more requires an email notification to the Table Games Manager/Assistant Manager and/or Director.

Ticket Misprints

1. In the event a ticket is misprinted the dealer will notify the Supervisor and/or Pit Boss.
2. The Supervisor and/or Pit Boss will notify surveillance of the misprint.
3. The Supervisor will mark the ticket and take to the voided ticket box.

Printer and/or System Malfunction

1. In the event the printer malfunctions and or system malfunctions, standard cheque payout processes will be followed until the printer and/or system can be restored.
2. Notification will be sent to IT, Surveillance and the Table Games Manager and Director, of the malfunction.

Test Tickets

1. If testing is necessary, the below process will be followed:
 - a. Surveillance will be notified prior to testing.
 - b. Any redeemed and/or printed test tickets will be recorded and emailed to Revenue Audit to be voided in the system.
 - c. Once recorded, tickets will be marked VOID and taken to the voided ticket box.

Shutdown

Complete shutdown of the system will take place at the server by the IT System Administrator. However, restarting the system may occur by Pit Supervisory staff by logging off and closing out of the Art Client and restarting the program.

TITA Ticket Computer System

1. The TITA Ticket System shall be capable of generating adequate documentation of all TITA Ticket Transactions by user(s), time, date, table number and amounts.
2. The documentation shall be restricted to authorized personnel.
3. Necessary documentation will be forwarded to OMDA for accounting purposes.

Cheque Change

1. The Dealer will call out "cheque change" in a clear loud voice prior to receiving the checks from the customer.
2. After receiving approval (\$100.00 or more) from the Floor Person, the cheque(s) are brought in on the left side of the layout.
3. The out-going smaller denomination cheques will be cut out on the right side of the layout with the right hand. An area of layout must be present between the two transactions that will assure a clear distinction between the incoming and outgoing cheque change.
4. Once the Dealer determines the total value of the cheque change, the exact same amount will be cut out on the right side of the layout with the right hand.
5. The Dealer will announce the final total of cheques going out before moving them to the patron.

Picking up the Cards

1. At the conclusion of the take and pay sequence, the Dealer will remove the remaining cards from the table.
2. The Dealer will remove the cards beginning with the hand furthest to the Dealers right and work left.

3. Each hand will be picked up as spread, face up and placed under the next collected hand using a scooping motion.
4. The Dealer will assure that all cards that have been picked up are in the exact order they were delivered.
5. After the Dealer has picked up all of the patrons cards, they will be placed in the discard rack.
6. The Dealer's hand will be picked up separately and last, and placed in the discard rack.
7. In the event a player has a question about the total of their hand or the Dealers hand after their cards have been picked up, a Floor Person must be informed of the dispute prior to any action being taken by the Dealer.
8. Cards will not be removed from the discard rack without a Floor Person approval.
9. If the Floor Person approves the backing up of the cards, each hand will be reconstructed by the Dealer, one at a time, from the cards at the top of the discard rack.

Take and Pay Sequence

1. After the Dealer acts on his/her hand and a decision is reached, the take and pay sequence will begin.
2. The Dealer will take and pay beginning with the furthest hand to the Dealers right with the exception of a Blackjack. Blackjacks will be paid prior to acting on any other hand.
3. Before a payout all players' multi-color wagers shall be broken down. All winning multi- color payouts shall be broken down in the betting circle before payout.
4. Each subsequent hand will be dealt with in order, working right to left.
5. All pays are to be paid to the side of the original bet, never behind.
6. The Dealer will not use losing wagers to pay winning wagers; all cheques collected will be placed in the chip rack prior to paying the next wager.
7. As a Dealer collects losing multi-colored wagers, they will place them in a neutral tube. The chip rack will be organized prior to the next hand. The neutral tube will not be used for paying bets during this process.
8. Dealers are not permitted to slide or throw cheques to a customer
9. The Dealer will size into all "color for color" payoffs.
10. If a Dealer does not have enough cheques to complete a pay-off, they will return to the chip rack and start over. Dealers are not permitted to make partial pay-offs.
11. Dealers will not pass cheques from hand-to-hand. When switching hands, the Dealer will either set the cheques down in their working area with one hand and immediately pick them up with the other hand, or place them back in the rack.
12. Dealers will pay the first two spots with the left hand and the remainder of the layout with their right hand.
13. Patrons are not permitted to touch their wager or pay off until the Dealer has completed the transaction.
14. All pushes will be clearly indicated by tapping the surface of the table in front of the bet.
15. Dealing to family members is not allowed. This includes, and is not limited to, spouses, parents, children, "significant others", etc
16. The Dealer will walk their game, stepping from side to side, to keep 1st and 3rd base in their line of vision as they complete their work.
17. Dealers are not permitted to turn away while manning any open table. Briefly glancing from side to side is acceptable. Looking behind, or turning around is not permitted. If this is required for any reason, a Floor Person must give approval and watch the layout as this transpires.

Acting on a patrons hand

1. The Dealer will act on each patron hand working from the farthest hand left of the Dealer to the farthest hand right, in order. The Dealer will announce the total of each hand as they address it.
2. All actions to a patron hand must be decided by the patron and communicated through hand signals that unquestionably state the patron's intention. Verbal direction will not be accepted. *Possible Exception: Patrons with handicaps will be accommodated. In this event, the Floor Person will instruct the Dealer to convey the patron's intentions, using the proper hand signals. The Floor Person will notify surveillance in these situations.

3. The patron must indicate they want a hit by making a clearly visible scratching motion with their finger(s) or hand.
4. The Dealer will announce the total of the patron's hand upon addressing. Each subsequent card received will prompt the Dealer to announce the new total.
5. The patron must indicate they want to stand by making a waving motion, with their hand. The Dealer will mimic this motion, confirming that it is understood that the patron does not want additional cards, before moving on to the next hand.
6. When a patron receives a bust (exceeds 21), the Dealer will announce, "Too many", take the cheques, place them in the proper tubes and pick up the cards in a scooping motion.

Splitting Cards

1. A patron may split any like-valued original two (2) cards.
2. Splits are indicated by the Dealer spreading the two (2) cards and bets apart, thus creating two (2) separate one (1) card hands.
3. A patron must wager the identical amount of the original bet for any split.
4. The player must receive at least one (1) additional card to each split hand.
5. A patron may split up to three (3) times, creating a total of four (4) hands, if identical valued cards are delivered.
6. The Dealer will move the additional wager(s) to the right of the original wager.
7. The Dealer will slide the top card of the original hand to the right, and place it below the additional wager, creating a distinct separation between the two cards. This will be repeated if splitting more than once.
8. Each hand will be acted on and handled in order, completing the first before moving to the second, and so on.
9. If a player splits ten-value cards and receives an Ace as a second card, the hand total is eleven (11) or twenty-one (21). The patron may double down or hit if they choose to. This hand will be paid even money if it wins.
10. When a hand of a split wins and one loses, they are to be treated as individual hands and paid and taken as such. Never use dirty money. If a player splits ten (10's), the dealer will alert the Floor Supervisor "splitting 10's".
11. Aces will receive one (1) card only, which will be set horizontally. If an Ace receives an Ace, the Dealer will inquire if the patron wished to split. If the patron does not wish to split, they cannot receive a hit, so a stand hand signal will be required to assure they are finished acting on the hand. The hit card is placed face up. Patrons are not permitted to double down on split Aces.

Doubling Down

1. A patron may double down on any hand except a Blackjack. An additional card will be delivered to any hand that has been doubled down.
2. A patron may double down for any amount from the table minimum to their total amount of the original bet.
3. A double down hand will only receive one (1) card, delivery horizontally to the hand.
4. Doubling down for less is permitted. The Dealer will announce "doubling for less" if this is the case.
5. If a patron doubles down on any hand with a value higher than 11, the Dealer will alert the Floor Supervisor "doubling down on" and state the value of the hand. Example: "doubling down on a hard 14".
6. All double down wagers will be placed behind the original wager.
7. The Dealer will pay a double down wager back to front, paying the original wager last.
8. The Dealer will size in to all single denomination wagers when paying with a like value cheques. Dealers are not permitted to conceal larger denominations under smaller denominations, or size into a bet containing more than one (1) denomination cheque.
9. If a winning double down wager contains more than one (1) denomination, the Dealer will proof both bets to assure that the additional wager matches or is less than the original wager.
10. The dealer may combine the two wagers if they are multiple denominations.
11. The multiple denominations will be separated when combined, with the smallest

- denomination closest to the patron and the larger denominations closest to the Dealer.
12. The Dealer will cut out the required cheques either from the chip rack, or in the work area.
 13. The Dealer may stack different denominations on top of one another in preparing to deliver the checks to the winning wager.
 14. The Dealer will size into the combined wagers with the prepared cheques.
 15. If a larger denomination cheque is being used for the pay-off, the bet will be splashed and the pay-off will be set, or splashed, next to it. The payoff will be made directly next to the winning wager. A clear distinction between the two separate payoffs should be obvious.

Opening a Chip Rack

1. The Floor Supervisor will unlock the lid to the chip rack.
2. Once the tray is unlocked or cards are placed the dealer must be present.
3. The Dealer will place the completed opening slip that was secured in the rack, on the side of the table visible for the Floor Supervisor.
4. The Dealer will remove all full stacks of \$500 and \$100 cheques run them down. Once proven, the cheques will be returned to the rack.
5. The Dealer will visually compare the other stacks with the proofed large denominations.
6. Once all stacks have been proven, the opening slip that was present in the rack will be evaluated for accuracy.
7. Once all of the information on the opening slip is validated, the Dealer and Floor Supervisor will sign and date it in the appropriate location.
8. The Dealer will drop the slip in the appropriate slot.

Closing a Chip Rack

1. The Dealer will remove all full stacks of \$500 and \$100 cheques and run them down.
2. Once all stacks have been proven, the Open/Close slip will be filled out by the Floor Supervisor.
3. The Open/Close Slip will be verified by the dealer.
4. Both Floor supervisor and Dealer will sign & date indicating all values are accurate.
5. The signed completed white copy of the Open/Close slip will be dropped in the appropriate slot. The Yellow opening slip will be placed in the chip rack. The opening slip will not cover the \$500 or \$100 cheques. It will be placed in the rack in a fashion that it can be completely read through the glass.
6. The lid will be placed and locked.
 - a. If the table is being closed, the dealer will be permitted to sort cards as long as the lid is on the tray.
7. Dealer shall remain on the table until the closing of the chip rack is complete.

Hand Shuffling

1. For those games that are normally shuffled using a card shuffler, Surveillance shall be notified prior to a hand shuffle being performed.
2. During a live game, the indication to shuffle is determined by the cut card being removed from the shoe by the Dealer in the natural course of events. The cut card will be tucked in the discard rack, partially exposed, to assure that another hand is not dealt. This indicates the last hand of the shoe. A new hand will not be dealt once the cut card has been removed.
3. Once the last hand of the shoe has been completed, the Dealer will remove the remaining un-dealt cards from the shoe.
4. The Dealer will place one-half (1/2) of the removed cards one-third (1/3) up from the bottom of the discard rack and the other half of removed cards one-third (1/3) down from the top of the discard rack.
5. Once all cards are in the discard rack, the Dealer will remove them and place them in the center of the table.
6. The Dealer will cut the decks in half.
7. The following shuffle types will be used:

- a. Shuffle A (**Emergency Shuffles Only**)
 - i. The dealer will take approximately half deck from each deck.
 - ii. The dealer will shuffle twice, strip and shuffle a third time, "lacing" the final shuffle.
 - iii. The dealer will continue this process until all of the cards are shuffled, laced, and placed accordingly.
- b. Shuffle B
 - i. The Dealer will then cut the two halves in half.
 - ii. Using the diagram below, the Dealer will place the two stacks farthest to the left on spots #1 and #3.
 - iii. The Dealer will place the two remaining stacks on spots #2 and #4.
 - iv. From stacks #1 and #3, the Dealer will take approximately ½ deck from each stack.
 - v. The Dealer will shuffle twice, strip and shuffle a third time, "lacing" the final shuffle and place in location X.
 - vi. From stacks 2 and 4, the Dealer will take approximately one-third (1/3) from each stack.
 - vii. The Dealer will shuffle twice, strip and shuffle a third time, "lacing" the final shuffle and place in location X.
 - viii. The Dealer will continue this process, alternating from stacks #1 and #3 to stacks #2 and #4, until all of the cards have been shuffled and laced and are stacked on location X.
 - ix. Once this process has been completed, the Dealer will call out in a loud and clear voice "rolling" and wait for approval from the Floor Person. After receiving approval, the Dealer will begin the rolling process, squaring the cards using the dealing shoe, and offering the cut to a patron while keeping the ends of the decks from being exposed to the customer making the cut.
 - x. The Dealer will cut the cards upon the patron's request. (An alert is required)
 - xi. The Dealer will present the decks to be cut using the hand closest to the patron cutting the cards, thus preventing any unnecessary turning away from the rack.
 - xii. The decks will be presented for the cut to the patron, but will not be offered past the betting circle.
 - xiii. The cards must be cut by the patron (or Dealer if applicable) a minimum of one (1) deck from either end. If the patron cuts less than this amount, the Dealer must remove the cut card and inform the patron that the cut must be at least a deck from either end.
 - xiv. The Dealer will pull the cards back to the working area, remove the section of cards cut from the 6-deck slug, and place them at the back of the decks, without exposing any cards.

1

2

X

3

4

- xv. The Dealer will place their cut card approximately one and a half (1 ½) to two (2) decks from the back of the 6 decks.
- xvi. The Dealer will place the cards in the shoe, being careful not to expose any cards in the process.
- xvii. The Dealer will remove (burn) 1 card from the shoe and place it in the discard rack.

Shift Change

1. Shift changes are at 4am, 12pm and 8pm; however shift change times will vary up to 2 hours for properties not remaining open 24hrs.
2. A Floor Person will inform the Dealer that shift change is occurring.
3. The Floor Person will enter the shift change amounts of each table into CTA, and then roll the shift. Both Floor Persons are then to sign the shift change slips. The white copy of each slip is then to be dropped in the ending shift's slot. After security has keyed the boxes, the opening shift's slip is dropped in the appropriate slot.
4. Any currency buy-ins which occur after a table has been counted, and prior to the cash box being keyed to the next shift, will be placed over the drop slot of the appropriate shift, and the paddle placed over the currency. When the box has been keyed by the Security Officer, the Floor Person will direct the Dealer to drop the currency in the new shift's slot.

Alerts and Approvals

Dealers are required to inform and/or receive approval from the Floor Supervisor prior to engaging in various transactions.

1. An alert is when the Dealer announces a transaction prior to proceeding in a fashion that the Floor Person can hear it. A response is not required to proceed.
2. An approval is when the Dealer announces a transaction in a fashion the Floor Person can hear it and must receive a verbal approval prior to proceeding.

Dealers are not permitted to turn their heads away from the table while performing this duty.

The following list describes transactions that require an alert or an alert with approval.

Alerts:

Shuffle	Cheques Play
Color Coming In (\$99 or less)	Double Down on a Breaking Hand
Splitting Tens	Double Down-Face Down
Double Down for Less	Dealer Cut
Currency Change (\$99 or less)	Table Max
Cheque Change (\$99 or less)	Cheque Change Toke

Approvals:

Card Down
Chip Down
Color Coming In (\$100 or more)
Currency Change (\$100 or more)
Check Change (\$100 or more)

New Card Placement

1. Dealers are not permitted to handle new playing cards until a Supervisor has broken the seal and pre-inspected the deck.
2. The Dealer will fan the cards on the table, face up, and inspect them to assure all cards are present.
3. The Dealer will turn the cards over, fan them on the table, and inspect the back of the cards to identify any apparent flaws.
4. The Dealer will "wash" the cards, meaning mixing them face down with both hands, in circular motions.
5. After each deck is inspected, it will be shuffled once and placed in a different direction in the discard rack than the previous deck to indicate complete, inspected decks.
6. Once the dealer has inspected the decks of identical colored new cards, the Dealer will place them in the shuffle machine and start this process over with the next decks of separate identical color (If the table does not have a shuffler, then the 2nd decks of cards do not apply and the 1st set of Deck will remain in discard rack). Then chip rack opening process will be performed. When completed, if there are no patrons at the table, the Dealer will spread the new cards along the insurance line in the normal fashion. If patrons are present, the Dealer will proceed with the shuffle process.
7. The chip rack will remain locked during this entire process, unless the cards are being changed rather than put on a newly opened table.
8. If the table is changing cards and has been previously opened, the Dealer will protect the rack in the normal fashion.
9. Card placement on Ultimate Texas Hold-Em, Three Card Poker or any two-deck shuffle machine game will follow the same deck checking process. Two (2) decks of different colors will be used on such games.
10. After washing a deck, it will be hand shuffled once and placed in the shuffle machine. This will be repeated with the other deck.
11. Once both decks have been shuffled in the machine, they both will be spread face down, one (1) deck above the other on the table if patrons are not yet present.
12. On Three Card Poker and Ultimate Texas Hold'Em, cards should be changed every 2 hours.

Gratuities

1. A Dealer is permitted to receive gratuities (tips) from patrons. All tip transactions must transpire on a table. Dealers are not permitted to receive gratuities when not in position on a gaming table.
2. If a patron wishes to tip a Dealer or Blackjack team members outside of a live game, the patron will be directed to a manned gaming table where they can give a Dealer the gratuity. The tip will be deposited in the tip box.
3. All cash gratuities will be changed into gaming cheques and dropped into the appropriate tip box.

4. A patron is permitted to place a wager for a Dealer. The patron will place a separate wager directly beside theirs for the Dealer if they wish to do so.
5. Dealer's token bet must be collected after reconciliation. Winning token bets may not be bet again. If the result of the hand is a push, the Dealer wager will remain in the same spot and be played again, if the patron chooses to do so. The bet may not be picked up by the Dealer in this situation unless the patron instructs them to do so. If a patron gives a gratuity (a hand in) to a Dealer, the Dealer is permitted to allow the patron to bet the tip as a token bet one time.
6. A patron may split or double down on a Dealer wager. All standard procedures apply to this situation.
7. Blackjack employees are not permitted to solicit tips in any fashion. If a patron inquires how to place a wager for a Dealer, the Dealer can inform them of the appropriate place for the wager to be set.
8. All tokens must be colored up and dropped prior to a dealer exiting a table. Tokens less than \$5 may be left behind the discard rack on an open table.
9. All \$25 cheques wagered for a Dealer will be immediately dropped as each bet is won.
10. When the \$.50 & \$1 cheques behind the discard rack are colored up to \$5 red checks and deposited in the tip box, the transaction is to be performed as any other color up.
11. A Dealer is not to drop \$100 cheques (black) in the tip box without Floor approval.
12. Token bets will be tapped on the side of the chip rack prior to dropping them in the tip box, and the customer is to be thanked for the tip at this time. ~~Tips collected and~~
13. A patron may bet as little as they wish for a Dealer, regardless of the table minimum. All dealer bets will be in the form of gaming cheques.

No Peek

1. The Dealer will inspect any Dealer hand that has a ten (10) value or Ace as an up card in the no peek device.
2. The Dealer must square the cards and slide into the no peek.
3. The dealer will not cover the back of the cards during the no peek check process.
4. If there is a malfunction of the no peek device and it does not indicate the hole card, the Floor supervisor will be informed prior to any action taken.

Chip Rack Maintenance

1. Rack Maintenance may be done at any time during, before, or after a hand is dealt.
2. \$500, \$25 and \$.50 partial inactive stacks of cheques will be broken down in 4's, all other cheques will be broken down in 5's
3. The largest denominations of cheques will be located in the middle of the rack. The lower denominations the farther out they are located, in order of value.

4. Dealers can have multiple working tubes of the same denomination. Dealers must work the outside tubes in. An empty tube can be used as a neutral tube during the take and pay sequence. It may contain mixed value cheques during this process, but will be cleaned out at the conclusion of each hand.
5. All full inactive tubes will be properly spaced and capped.
6. All purple, black and green tubes should be capped when not in use.

Signatures

1. The dealer and Floor Person will verify the accuracy of all fields on any document prior to signing.
2. The Dealer and Floor Person will sign all required paperwork and with their badge number.

Reporting for Duty

1. Dealers are required to enter and exit the Blackjack pit using the designated area, unless specifically directed to do otherwise by departmental management.
2. Dealers will not bring personal items into the pit. Cell phones, wallets, purses, money, wide wrist bands etc. are not permitted on the casino floor.
3. Dealers will conduct their work on the table(s) assigned to them by management.
4. Dealers will be in full uniform at all times when in the Blackjack pit. Pockets are not allowed. If a dealer's slacks have pockets, they must be glued or sewn shut.
5. Dealers are required to display their OMGC Gaming Licenses, which will be worn above the waist, at all times while on property.
6. A Dealers hair must not obstruct the visibility of their gaming badge.