



2025 TABLE GAMES FLOOR SUPERVISOR PROCEDURE MANUAL

Version 1.3



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INTRODUCTION

POSITION OVERVIEW

A Floor Supervisor (Floor) does exactly that – supervises the floor. Dealers are required to deal games based on procedure and systematic process. Supervising takes nuance, discretion, and assessment of situations. You are expected to build relationships with your guests, dealers, peers, and managers, while using your eyes and ears to maintain the integrity of the casino. You will be required to jump in and correct some situations, while waiting to resolve others. Judgment and common sense are your allies. In this manual, we hope to shed some light and guidance when it comes to Floor Supervision, however the details, and how you resolve particular situations, will develop with growth, and with questions. As it was when you were a dealer, never hesitate to reach out with questions, concerns, or feedback. We are excited to have you on this journey with us.

PRESENCE

Adjusting from dealing one game to supervising multiple can be a challenging. Your thought process will change from a single task to multi-tasking and prioritizing. It is important to consider the following when going on the Floor. Remember, the titles Floor Supervisor and Pit Boss are often interchangeable, especially to those not familiar with Table Games. You are a boss.

- You represent authority to our guests and dealers.
- Your decision will impact the game.
- Your demeanor can affect the mood of the pit.

These three guidelines combined show how much authority and influence you have over the operations of the games. You are trusted to make proper calls, and to create a fun environment, while maintaining the integrity of your tables.

BEING A BOSS

As stated above, although your title is Floor Supervisor, you will often be called the Pit Boss. Own this. Your section and your games are yours to supervise. You are the captain of your pit, and should run it as such. That being said, the environment Station Casinos promotes is one of Family, Support, and Growth. You are charged with spearheading this environment, and with making Smiles, Moments and Memories with your team and guests. Make the below part of your pit and your culture:

- Make Smiles, Moments and Memories.
 - Remember, our guests and our team is our lifeblood. Promote a fun environment, and focus on giving the best service possible.
- Respect everyone around you at all times.
 - You are expected to correct mistakes. Remember your dealers are human, and will make them. You will make them too. Respect your dealers. At the same time, decisions you make will sometimes not be the most popular with your guests, or even your team. Patience and



understanding are keys to making a proper decision on games. Finally, you will work side by side with other Floors, who will often have different methods. Respect these, and work symbiotically.

- **Communicate.**
 - Communicating with those around you keeps you protected and assists your fellow team members. There is no such thing as Too Much Information in the Casino world, and never hesitate to share what you have observed or dealt with.

There are many other details involved in being a Floor. These will be explored further in this manual. Focus on Service, Respect, and Communication and you will succeed.

WARM REGARDS,

LUXURY PROPERTY DIRECTORS

Durango – Tracy Niland

Green Valley Ranch – Brian Stanton

Red Rock Resort – Dustin Boshers

LEGACY PROPERTY DIRECTORS

Boulder Station – Tony Commisso

Palace Station – Nick Baerga

Santa Fe Station – Andrew Lanier

Sunset Station – Eric Sonju



HOW TO FLOOR

OVERVIEW

In the upcoming sections, we will cover Fills, Credits, Markers, Ratings, and the clerical aspects of being a Floor. Below are nuances and recommendations on how to supervise your section. You will find yourself having unique days and utilizing this manual in different ways every day. Supervising is not the same as dealing. There are no systematic instructions on how to have good floor presence and how to use common sense. We hope to set you on the proper path, and lay out everything that must be followed, but growing into the position will be your journey.

DAILY EXPECTATIONS

Although the work of supervision can be described with judgment, some things are expected every day. The below list includes, but is not limited to, daily expectations of a floor supervisor:

- Arrive to your section, at your scheduled start time, every day.
- Return from break on time every time.
 - Floor Supervisors will receive a minimum of two 30-minute breaks a day. These breaks, plus any more, can come at any time. Breaks are not guaranteed to be at preferred times.
- Respect all those around you.
 - Sometimes you will make decisions that are not popular. Respect others opinions, and listen, but stand your ground.
 - Sometimes you will have to correct your dealers. Do not embarrass them in front of guests or other dealers. If the correction is not an immediate financial mistake, focus on coaching your dealers away from others.
 - Understand the difference in personalities. You will be interacting with many different team members in many different ways on the casino floor. It will be imperative you understand not everyone has the same perspective or perception as you.
- Take pride in your appearance.
 - You are a member of leadership, and a boss. Dress accordingly and in adherence to the company appearance policy. Adhere to the company appearance policy when in the front of the house at all times.
 - Check with your home property for specific appearance standards. Luxury properties often have more detailed guidelines than Legacy properties. Your team and your guests will be looking to you as an example.
- Communicate.
 - Respond to alert and approval calls from your team. They cannot hear what you are thinking and your games will not operate without your approval when they are needed.
- Keep your bankrolls balanced.
 - All funds on the games assigned to you are your responsibility. You are to know where all cheques are, and which guests walk with them.
 - You are responsible for keeping all bankrolls full and workable. Your dealers should never struggle when paying or taking. Order fills and credits when needed.



- In that same vein, only order fills and credits when it is necessary. Being locked up at one table doing clerical work leaves your section vulnerable.
- Rate your guests accurately.
 - Refer to the Rating section for more detail.
 - Our guests expect their play be rated properly, and it is your responsibility to meet their expectations.
- Adhere to all Title 31 and Anti-Money Laundering procedures and laws.
 - Title 31 is federal law. All aspects of Anti-Money Laundering must be strictly enforced. You will take AML training every 6 months. It is required to follow all procedures regarding MTL, SAR, and CTR.

SUPERVISING

One of the challenges in being a Floor is doing the core function of the positions – supervising. Supervising – or Flooring – is done with all five senses, and taking an ownership of your section. You are responsible for your guests, their ratings, your dealers, your pit, and the integrity of your games. This can be overwhelming. Giving yourself plenty of observational berth, and using judgment and reasoning when correcting errors, will provide you with the confidence in flooring. Remember – you know these games, you are just operating them from afar now.

PRESENCE

We touched on presence earlier, but is an important topic to keep fresh in your mind. Presence is important for multiple reasons:

- Your dealers will be comfortable knowing you are behind them protecting them.
- Guests know you are present and available for concerns.
- Managers know you own your section and are your pit's boss.

Having proper presence will anchor a solid foundation when supervising. Being present will allow the details of flooring to come much easier, and you will notice the below to be a part of your routine with very little effort.

The nuance comes when you must be present for all aspects of your pit. Often times many situations will occur at once. You will want to assist a guest with a comp, your dealer will have a buy in, security will come with a fill, a spill will occur on a game, and the phone will be ringing. Being present, multi-tasking, and approaching everything with a calm, yet in charge demeanor, will set you up for success.

SEEING

Being able to see your games is crucial to being a successful floor supervisor. Of course, this should be understood, yet it is easy to put blinders on one's self, and fail to observe the entire area. The following is important when seeing an area:

- Do not stay in one place for too long. Often Floors will lean on or hang around the pit stand. This places you in a complacent situation and takes away from flexibility.



- Stay mobile and walk your pit at a good pace. You do not want to briskly walk around in circles, yet you do want to check every table frequently.
- Walk behind your games, on both sides. Observe if there are boarding pass cards for you to track, and get the feel for your games often.
- Refrain from lengthy conversations. You should absolutely develop relationships with your guests and dealers, yet remember all the individuals in your area deserve your attention.
- Actively Observe. Spend time watching an entire hand, spin, or roll from start to finish. Pay attention to how the game should be dealt and take any mental, or even physical, notes on anything that needs to be corrected.
- Attempt to anticipate. With good observation, you may be able to identify something you can attend to without being asked. Anticipating your guests and dealers needs will build confidence in those around you.
- When performing a clerical action do your best to put yourself in a position to observe the rest of the pit. Do not keep your face buried in a rating, computer, or even on one table.
- If one table does require your attention, do not ignore your hearing, and keep your ears open to other situations in your pit.

HEARING

When you are actively observing an area, you will have to rely on your hearing to identify areas that require your attention. Your dealers will not be able to look you in the eye when needing you, and your guests will often need your attention when you are focused elsewhere. The following is important when hearing an area:

- Keep your ear out for your team. You will often be in charge of 4 to 6 games on either side of you, and sometimes in a 360 degree pit. Knowing your team and recognizing their voice will be crucial.
- Assume to attend to everything. Many conversations in your pit will have nothing to do with you, yet if you assume everything is for you, you will rarely miss a request.
- Keep an ear out for irregularities. Get a feel for mood changes and elevation in tension. Knowing a team member or guest may be uncomfortable in your section may give you opportunity to anticipate needs.
- Sometimes you need to listen while hearing others. This may be one of the most difficult of tasks for some. Training your ears to multitask will exponentially help you succeed.

SPEAKING

Communicating effectively with your superiors, your team and your guests will never fail to set you up for success. Your voice, and knowing how others like to be communicated with, are your tools.

- Audibly respond to your dealers. Remember, your dealers often cannot see you and especially cannot read your thoughts. You will catch yourself thinking of an approval on their game, and realize you must communicate with your voice, and not with a head nod, no matter how quiet your pit may be.
- Know how your target likes to be communicated with. Some may like a soft tone, while others appreciate directness. Being able to talk with others how they like to be spoken to is key.
- Never keep anything to yourself. There is no such thing as Too Much Information, and your peers and superiors will appreciate the details you recognize.



RULES OF ENGAGEMENT

OVERVIEW

Communication is key in Table Games. Informing your Shift Manager and Surveillance is crucial to success. The more protection we have on our games the better service we can give our guests. Below are the Rules of Engagement in the Pit. Your particular property may require additional engagement. Be sure to check with your Shift Manager to ensure you are protecting your games the best as possible.

All informational calls to anyone should include as much information as possible. When relaying information about a guest be sure to include the guests first and last name as well as boarding pass. The position they are playing is very helpful to surveillance especially. If the communication involves any kind of surveillance review, instruct your dealer to pull the paddle to their drop box and lay it across the top. Remember there is no such thing as too much information.

It is not necessary for Surveillance or your Shift Manager to approve payouts. It is necessary to inform them of the large payouts listed below. Remember all bets that pay at least 300 to 1 and at least \$600 must be issued a W2G before payment.

For communication purposes, Palace Station is considered a Luxury property for its High Limit room and a Legacy property for its main floor.

CALLS TO SHIFT MANAGER AND SURVEILLANCE– LEGACY PROPERTIES (BOULDER STATION, SANTA FE STATION, SUNSET STATION, AND PALACE STATION MAIN FLOOR):

GENERAL GUIDELINES

- \$1,000 buy in, either immediately or cumulatively.
- \$1,000 marker issuances.
- All Marker redemptions.
- Missing cards or equipment malfunction.
- Any player winning \$5,000 or more on the main floor.
- Opening or Closing a game.
- Any unresolved gaming dispute (When necessary, instruct the dealer to remove the paddle from the drop box and place on top of the drop box slit. This will assist surveillance in the review process.)
- Any suspicious behavior (betting patterns, suspected advantage player, exposure of the hole card or hit cards by the dealer, etc. or any type of cheating). As stated above all dealers should remove the paddle and place on top of the drop box slit.
- All credits (when Security arrives at the game to remove the cheques).
- Micing dice and dice changes.
- Any payout requiring a W2G.



BLACKJACK

- Refused Name players with an average bet of \$50 or more.
- Anytime a player moving 5 or more units.
- \$100 average bettors.
- Consistent \$25 bets on Fortune Blackjack or Pot of Gold.

CRAPS

- Consistent \$500 action per roll.
- Any missing die. Include serial number when communicating.
- \$3,000 aggregate payout to a player on one bonus payout.
- 15 rolls on the Roll to Win table (Shift Manager only).
 - Shift Manager will notify surveillance at 25 rolls.
- Any Bet Review on the Roll to Win Table.
- Two numbers away from the Boom or Bust and the amount of action associated with it.
- Fifth point hit for the Fire Bet.

ROULETTE

- Consistent green (\$25) action on the inside (Not one spin only).
- Consistent black (\$100) action outside (Not one spin only).
- Missing ball(s) or non-value chips.
- Any errors on the game or any suspected past posting or pinching. Be sure to have the dealer pull the paddle.

MINI/MIDI/BIG BACCARAT

- Consistent \$100 average bet.
 - \$500 average bet at Palace Station.

CARNIVAL GAMES

- Table limit action.
- Bonus bet payouts of 300 to 1 or \$3,000 aggregate payout to a player on one bonus payout.

CALLS TO SHIFT MANAGER AND SURVEILLANCE– LUXURY PROPERTIES (GREEN VALLEY RANCH RESORT, RED ROCK RESORT, DURANGO CASINO RESORT, AND PALACE STATION HIGH LIMIT):

GENERAL GUIDELINES

- \$5,000 buy in, either immediately or cumulatively.
- \$5,000 marker issuances.
- All Marker redemptions.
- Missing cards or equipment malfunction.
- Any player winning \$5,000 or more.
- Refused Name players buying in for \$1,000 or more, either immediately or cumulatively.



- Opening or Closing a game.
- Any unresolved gaming dispute (When necessary, instruct the dealer to remove the paddle from the drop box and place on top of the drop box slit. This will assist surveillance in the review process).
- Any suspicious behavior (betting patterns, suspected advantage player, exposure of the hole card or hit cards by the dealer, etc. or any type of cheating). As stated above all dealers should remove the paddle and place on top of the drop box slit.
- All credits (when Security arrives at the game to remove the cheques).
- Micing dice and dice changes.
- Any payout requiring a W2G.

BLACKJACK

- Refused Name players with an average bet of \$100 or more.
- Anytime a player moving 5 or more units.
- \$500 average bettors on main floor.
- \$2,500 average bettors in High Limit.

CRAPS

- Consistent \$2,000 action per roll.
- Any missing die. Include serial number with communication.
- 15 rolls on the Aruze Roll to Win table (Shift Manager only).
 - Shift Manager will notify surveillance at 25 rolls.
- Any Bet Review on the Roll to Win Table.
- Two numbers away from the Boom or Bust and the amount of action associated with it.
- Fifth point hit for the Fire Bet.

ROULETTE

- Consistent black (\$100) action on the inside (Not one spin only).
- Consistent black action outside (Not one spin only).
- Missing ball(s) or non-value chips.
- Any errors on the game or any suspected past posting or pinching. Be sure to have the dealer pull the paddle.

MINI/MIDI/BIG BACCARAT

- Consistent \$5,000 average bet on the Main Floor.
- Consistent \$10,000 average bet in High Limit.

CARNIVAL GAMES

- Table limit action.
- Bonus bet payouts of 300 to 1 or \$5,000 aggregate payout to a player on one bonus payout.

RATING GUESTS

OVERVIEW



It is imperative we rate our guests accurately and efficiently no matter what game they are playing. All of the below categories factor in to the reinvestment of the guest, and their comp eligibility. Ratings are to be accurate in the following categories:

1. Buy in (Cash, Marker, AToM, or Chips).
2. Time Played.
3. Win/Loss.
4. Average Bet.

BUY IN:

To accurately record a guest's buy in, immediately enter the buy in into either the Bravo or DART system. Record all cash, markers, AToM transactions, or chips onto their play.

TIME PLAYED:

To accurately record a guest's time played, open and close their ratings promptly. If a guest's rating is not closed or open immediately, utilize the time adjustment in the rating to give the guest accurate time.

WIN/LOSS:

To accurately record a guest's win loss, place all cheques they walk away from the table with – including all cheques they toked the dealer with – in the “walk with” area when closing a rating. This accuracy is particularly necessary when a guest buys in with cheques, and will often take a detailed look at the games bankroll.

AVERAGE BET:

Average bets are an extremely large factor when it comes to reinvestment of our players. A \$100 average bet will weigh significantly higher than a \$15 average bet. Every game records average bets differently, and every game has a different house advantage. Guests will often bet different amounts on different hands every round. It is imperative to keep in mind an average bet is exactly that – an average. A guest should not be rated for their highest bet, nor should the guest's average be kept at the table minimum. It will take observation, but also knowing what standards to utilize on which game. Below is how to rate each player on each game. Take an average of the totals listed below to calculate a guests average bet:

BLACKJACK:

Average bet is the sum of the wager placed on the main hand, plus any wagers placed on the side bets, plus any progressive if applicable.

ROULETTE:

Average bet is the sum of all wagers placed on both the inside and the outside.



- If the guest is offsetting bets (betting both Black and Red/Odd and Even), then the lower of the two offset bets is ignored when adding all wagers together.
 - Example: A guest bets \$500 on black and \$600 on red. The average bet is \$600.

BACCARAT:

Average bet is the sum of all wagers placed on either Player or Banker plus any wagers placed on any side bets.

CRAPS:

Average bet is the sum of all wagers on the table, with odds only being rated at 2x the flat bet max.

- Craps is unique regarding the average bet. Many bets on the craps table are dynamic, and will often be pressed with winnings. These bets should be considered when calculating a guests average bet. If a guest experiences multiple long rolls in a day, they may have a large average bet due to their bets winning and being pressed. A guest's average bet in craps should initially be what he gives the dealer, and be adjusted for long hands.

PAI GOW POKER:

Average bet is a sum of the wager placed on the main hand, plus any wagers placed on the side bets, including the progressive.

ULTIMATE TEXAS HOLD'EM:

Average bet is a sum of the wagers placed on the Blind, Ante, Trips and Progressive, plus 2x the ante bet.

- Example: A Guest bets \$10 on the Blind, Ante, Trips and a \$1 progressive. Their average bet is \$51

THREE CARD POKER:

Average bet is a sum of the wagers placed on the Ante, Pair Plus, Six Card Bonus, Play (1x Ante), and Progressive.

CRAZY 4 POKER:

Average bet is the sum of the wagers placed on the Ante, Super Bonus, Queens Up, Play (1x Ante), and Progressive.

I LUV SUITS:

Average bet is the sum of the wagers placed on the Ante, Flush Rush, Super Flush Rush, Play (1x Ante), and Progressive.

MISSISSIPPI STUD:

Average bet is the sum of 4x the Ante plus the progressive.

GUESTS WITH NO BOARDING PASS

As important as it is to take care of our known guests, it is just as crucial to ensure our unknown guests are tracked as well. These unknown guests can potentially be signed up for a Boarding Pass. Ensuring we have all their play rated is a large selling point. They could also come into play regarding Title 31 and Anti Money Laundering. Not all unknown guests need to be tracked. It is important a description be created no later than when a guest hits the



\$1,000 mark (in \$1,000, up \$1,000, betting \$1,000). The MTL must be created once a guest is in \$3,000 cash and a CTR must be done once a guest is in over \$10,000 cash.

DESCRIPTION:

To accurately track an unknown guest's play, it is important to have a detailed description. This is used not only on the MTL log, but to also describe to other floor persons on the casino floor. Be sure to log the following when it comes to descriptions:

1. Race.
2. Sex.
3. Age.
4. Clothing.
 - a. Be sure to include both shirt and pants – these are required on an MTL log. Include the color on both.
 - b. Include any other distinctive articles of clothing (hat, glasses, jewelry, etc.)
5. Any distinctive characteristics
 - a. The purpose of a description is to distinguish the guest from others. Anything that sticks out (large tattoo, unique hairstyle, etc.) is always beneficial.

RATING GUESTS IN BRAVO

Palace Station and the Luxury Properties utilize BRAVO Pit Watch for rating guests. These ratings have particular and detailed areas to place the above. You are responsible for ensuring the proper information is placed in the ratings and the above is adhered to.



Bravo PitWatch v: 2.2.131 © 1999-2024 ==> Pit: 6 Table: P1-TC1 (Three Card Poker) [Sonju, Eric]

Logout... Choose Casino Display Alarms Patron Rating Detail... Casino Run Down... Panels Exit... About

Spot	Tier	Name	Avg	Hands	PAIRPLUS	ARDBONI	Cash In	Chips In	Markers	Other	Time	AWL	Roll	Rate
1														
2														
3		Guest	\$15	0	0 / \$0	0 / \$0	\$200	\$0	\$0	\$0	00:21:41	200		
4														
5														
6														

General

Notes

Statistics

X-Ref

Game

Table

Dec 03, 2024 12:10 PM

Denom	Count	Value	Chips In
\$25,000.00	-	-	-
\$5,000.00	-	-	-
\$1,000.00	33	\$33,000.00	-
\$500.00	31	\$15,500.00	-
\$100.00	100	\$10,000.00	-
\$25.00	171	\$4,275.00	-
\$5.00	271	\$1,355.00	-
\$2.00	-	-	-
\$1.00	70	\$70.00	-
\$0.50	-	-	-
\$0.25	-	-	-
TOTAL = \$64,200.00			

Working

12/3/2024 [Day]

Fill

Credit

Closer

Opener

Fill/Credit Status

Inventory

Roll Open Table

Run Down

Roll Closed Table

Chip Ledger

Supervisor

<NONE>

Buy In Read

Dealer

<NONE>

Decision

Min: \$15

Max: \$500

Three Card Poker

Max Grid

Back to Floor

To initiate a rating on Pit Watch conduct the following:

- Swipe the player's Boarding Pass.
 - If a players card it not available click or touch on the spot they are playing.
 - If a card was swiped, press or click the spot they are playing.
- Enter the buy in (see above picture).
 - \$100 bills are large, everything else is considered small.
 - Place cash under "Cash in."
 - If the guest came with chips utilize "Chips in."
 - If the guest took out a marker utilize "Markers" and place a new marker on the game.



- e. If the guest purchased an AToM (PlayOn) voucher, utilize “Other.”
3. Enter the average bet.
 - a. Observe a few hands the guest plays to recognize their average bet.
 - i. Often guests will fluctuate their betting. It is your responsibility to be on top of their bets and to ensure our guests are given a proper rating.

Session Detail: [Pit: Pit 6 Table: P1-TC1 Spot: 3 - Guest 16-23-3 ()]

Name:

Shift: Day

Supervisor: <NONE>
Dealer: <NONE>

Force Keypad Checkout to Queue ☐
Add Manager Required ☐

Current

Cash In:	\$200	Large:	\$200	Avg Bet:	\$15
Chips In:	\$0	Small:	\$0	Hands:	0
Markers:	\$0			Session Handle:	\$0
Marker Redeemed:	\$0				
Cash Play:	\$0				
Other:	\$0				
Session Note:					

Bets	Time	Prop Hands
Date-Time	Bet	
There are no items to show.		
Bets:	0	
Session Handle:	\$0	
Calculated Avg:	\$0	
Refresh Bets		

Send Active W/L	Walk With:	\$0.00
Session Casino Win/Loss:		\$200.00

Footer Buttons: Cancel Changes | Rate and Roll | **Checkout** | Update Rating | Rating Refusal | Assign Patron | Lookup Patron | Move To Queue | Delete Rating

Allow the rating to stay on the game until the guest walks away. It will be in the position they are sitting in until you close them. They can be moved by simply dragging them to a new spot on the game. If they are playing multiple spots you can copy their rating to that spot:

[illegible]

To close a rating on Pit Watch conduct the following:

1. Press the “flag” icon on the furthest right column of the rating.



3	Guest	\$15	0	0 / \$0	0 / \$0	\$200	\$0	\$0	\$0	00:23:07	200		
---	-------	------	---	---------	---------	-------	-----	-----	-----	----------	-----	--	--

2. Walk the guest with the appropriate chips. You can complete this by placing the financial amount of chips in the Dollars column, or by placing the quantity of chips in the Chips Out column. Either one will work.

Walk With [Pit:3 Table:P1-FB2 Spot:4 -]

Denom	Dollars			Chips Out	Chips In
\$25,000.00					
\$5,000.00					
\$1,000.00					
\$500.00					
\$100.00					
\$25.00					
\$5.00					
\$2.00					
\$1.00					
\$0.50					
\$0.25					

Total: \$0.00

Accept Walk With Cancel Walk With and Transfer

Session Note

Working

Denom	Count	Value	Chips In
\$25,000.00	-	-	-
\$5,000.00	-	-	-
\$1,000.00	-	-	-
\$500.00	34	\$17,000.00	-
\$100.00	62	\$6,200.00	-
\$25.00	206	\$5,150.00	-
\$5.00	220	\$1,100.00	-
\$2.00	-	-	-
\$1.00	50	\$50.00	-
\$0.50	-	-	-
\$0.25	-	-	-

TOTAL = \$29,500.00

CASINO WIN / LOSS

Cash In: \$400.00

Chips In: \$0.00

Net Marker: \$0.00

RATING GUESTS IN DART

The Legacy properties utilize DART when rating guests. DART is not as detailed as BRAVO, and does not balance the bankroll. DART is solely for guest ratings. You are responsible for ensuring the proper information is placed in the ratings and the above is adhered to.



To initiate a rating on DART conduct the following:

1. Swipe the players card
 - a. If a players card it not available click or touch on the spot they are playing.
 - b. If a card was swiped, press or click the spot they are playing.
2. Enter the buy in (see above picture).
 - a. \$100 bills are large, everything else is considered small.
 - b. If the guest came with chips utilize "Chips in."
 - c. If the guest took out a marker utilize "Marker in."
3. Enter the average bet.
 - a. Observe a few hands the guest plays to recognize their average bet.
 - i. Often guests will fluctuate their betting. It is your responsibility to be on top of their bets and to ensure our guests are given a proper rating.

Allow the rating to stay on the game until the guest walks away. It will be in the position they are sitting in until you close them. They can be moved by simply dragging them to a new spot on the game.

To close a rating on DART conduct the following:

1. Walk the guest with the appropriate amount. DART does not have a bankroll. Simply placing the financial amount they walked with in DART will suffice. You will have to balance your bankroll on a manual float.



Sometimes a manual rating will be necessary to conduct. These are to be hand written and then entered into CMS. Below is a manual rating slip for reference. When finished with a manual rating, provide these ratings to your shift manager, or enter them in to CMS.

GEN-CS-002 (2/12)



BANKROLL MANAGEMENT

OVERVIEW

One of the core responsibilities of a Floor Supervisor is the management of the bankrolls. You are responsible for every chip that comes in and leaves your games. This is managed by rating your guests accurately (described in the prior section), and by ordering fills and credits (described in the following sections). Depending on the property you work at, you will either utilize Bravo or a manual Sweat Sheet to manage your bankrolls.

MANAGING WITH BRAVO PIT WATCH

Bravo Pit Watch is utilized at Red Rock, Durango, Green Valley Ranch and Palace Station. Bravo utilizes an electronic bankroll system. All adjustments are made on the tablet or PC, and are shown in the system. Below is an example of what you will see on your games:

The screenshot displays the Bravo Pit Watch interface for a game on December 03, 2024, at 12:10 PM. The interface is divided into several sections:

- General Tab:** Shows a digital bankroll table with columns for Denom, Count, Value, and Chips In. The total value is \$64,200.00.
- Game Tab:** Shows the game name (Three Card Poker), the current min/max bet (\$15/\$500), and the dealer's name (<NONE>).
- Table Tab:** Shows the game name (Three Card Poker), the current min/max bet (\$15/\$500), and the dealer's name (<NONE>).
- Working Tab:** Shows the game name (Three Card Poker), the current min/max bet (\$15/\$500), and the dealer's name (<NONE>).

Denom	Count	Value	Chips In
\$25,000.00	-	-	-
\$5,000.00	-	-	-
\$1,000.00	33	\$33,000.00	-
\$500.00	31	\$15,500.00	-
\$100.00	100	\$10,000.00	-
\$25.00	171	\$4,275.00	-
\$5.00	271	\$1,355.00	-
\$2.00	-	-	-
\$1.00	70	\$70.00	-
\$0.50	-	-	-
\$0.25	-	-	-
TOTAL =		\$64,200.00	

BANKROLL

On the left you will notice the digital bankroll of your game. This should match what is physically on your table. Of course some guests may walk with particular chips, or may be paid in those chips. Those should be on the table in front of the guests, or possibly in their pocket. It is your responsibility to know who has any missing chips.

DENOM

This is the breakdown of the value cheques in your bankroll down to 25 cent pieces.

COUNT

This is the physical count of how many cheques your bankroll has in a particular value.

VALUE

This is the financial amount of cheques per value.

CHIPS IN

On the right you will see a Chips In column. This has values when one of your guests has Chips In on their ratings.

FILL

Utilize this option when requesting a fill for your table. This must also be done in CMS. Bravo does not communicate outside the department. Once the fill arrives, accept the fill on the game.

CREDIT



Utilize this option when requesting a credit. This must also be done in CMS. Bravo does not communicate outside the department. Once the fill arrives, accept the fill on the game.

OPENER/CLOSER

Utilize this option when Opening and Closing games. Be sure to open and close games in a timely manner.

- Periodically you may encounter an incorrect bankroll when opening your table. Be sure to open your table first, then make any necessary adjustment. Inform your Shift Manager before adjusting your bankroll.

FILL/CREDIT STATUS

Utilize this option when a Fill/Credit arrives to your table. If the fill or credit is incorrect or no longer needed, utilize “cancel” or “void.”

INVENTORY

Utilize this option when adjustments need to be made. Sometimes you will walk a guest incorrectly or you will open a table and the inventory is off. Adjust the inventory through this option. Inform your Shift Manager before adjusting a bankroll.

- If the bankroll appears to be off a significant amount, inform your Shift Manager of the discrepancy. Your management team may need to investigate before an adjustment is made.

ROLL OPEN TABLE

This is done at every shift end. First the Guests must be “rated and rolled” with any cheques they possess at the time. These will be converted to “Chips in.” If your guests were rated properly, you should only have to press “Roll open table” and roll your game. Sometimes some lower denomination cheques will be absent. This is ok to adjust. Anything \$100 and above is to go to a guest at all times.

At the time of the Gaming Day Change, the bankroll on your Bravo tablet **MUST** be rolled to match the counted bankroll on the master gaming report done by the count team.

RUN DOWN

This tallies the table’s win/loss of the gaming day. This is not used often, but can be beneficial when calculating the win loss of your game.

CHIP LEDGER

This shows every cheques that entered and exited your table. If a guest walked with nothing and came with no chips then they will not appear on the ledger.

SUPERVISOR/DEALER

The Floor and Dealer logged in the game. Be sure to keep this current by logging into your games, and ensuring the proper dealer is logged in as well.

MIN/MAX

Sets the minimum and maximum for your games. The minimum will be the default average bet for every rating. If you attempt to rate a guest higher than the maximum bet, the system will require you to approve it.



MANAGING WITH A PHYSICAL SWEAT SHEET

Some properties do not use Bravo. Sunset Station, Santa Fe Station, and Boulder Station utilize DART to rate their guests. DART does not have a bankroll built in the system. Manual Bankrolls are not rolled in the system shift by shift. Floor Supervisors are expected to keep track of their bankrolls manually:

STATION CASINOS						
FLOORPERSON	SHIFT			DATE		
	GRAVE			11-12-24		
RO-3	500	100	25	5	DROP	
57.3	42.0	90 92	45 48	16	1	
57.9						
DS-15	500	100	25	5	DROP	
29.5	16.0	68	58	8	1111	
10.0	26.0	69	56			
	25.0	108	55			
38.2	24.5	109				
	23.5	107				
	21.5	104				
		103				
BT-29	500	100	25	5	DROP	
36.5	22.0	97	36	11	11	
1.1	20.0	117	35	12		
37.4			45			
			44			
FB-3	500	100	25	5	DROP	
TX-3	500	100	25	5	DROP	
37.1	23.5	86	40	9		
2.6	10.6		41	12		
39.7			46	11		
PF-4	500	100	25	5	DROP	
36.3	20.5	10.4	43	9	11	
		132	45	11		
		103	44	10		
35.9		152				

SWEAT SHEET SHORT HAND

The Sweat Sheet or Float is maintained via notations throughout the shift.

OPENER

The opener is placed on the left hand side of the game title.

FILLS

Fills are notated by the total of the fill circled under the opener.



CREDITS

Credits are notated like fills, except done with a negative in front of the amount.

CLOSER

The closer is written below all fills and credits notated for the day.

CHEQUE AMOUNTS

All cheques coming in and leaving the game are written on each column. All amounts are written from the perspective of 1,000. If a guest leaves with 2 \$100 chips and the bankroll was \$10,400, the opening amount is 10.4 and the next amount is 10.2.

DROP

All Large drop is notated with tally marks on the lower right hand of the game. Small drop is not notated.



FILLS

OVERVIEW

An integral part of dealing a game is ensuring there are enough cheques for our guests.

COMPUTER GENERATED FILLS

1. The Floor Supervisor will determine when a game is in need of more cheques.
2. The Floor Supervisor will fill a two part, carbon copy, "Order for Fill."

STATION CASINOS SHIFT DAY **ORDER FOR FILL** DATE 09/22/24

FILL NO. _____

GAME	NO.	FILL IN	AMOUNT
CRAPS		25000	
BLACKJACK		5000	
ROULETTE		1000	
MINI BACC.		500	
PAI GOW		100	2000
UTHI	03	25	1500
TCP		5	2.00
		2	
		1	20
		.50	10
TOTAL			3730

ORDERED BY [Signature] 3644 FILLED BY _____

CS809 (3/23) REC'D BY _____

3. The Floor Supervisor will notate:
 - a. Date.
 - b. Game.
 - c. Shift.
 - d. Value of chips per denomination (ex. \$2,000 in \$100 chips). All chips must be ordered in stacks of 20.
 - e. Total value of fill.
4. The Floor Supervisor will first enter the fill in CMS.
 - a. The Supervisor will log into CMS with their initials and password.
 - b. The Supervisor will choose option 2. Pit Menu, then option 11. Fill/Credit request.
 - c. Option "F" must be chosen above.
 - d. The Floor supervisor will place the game and game number on CMS.
 - e. The Supervisor will place the same amounts notated on the order for fill.



5. The Floor Supervisor will then enter the fill request exactly how the order for fill is completed on the electronic game terminal if working with Bravo.
6. The Floor Supervisor will place the original Order for Fill at the table next to the drop box, and place the carbon copy Order for Fill with the end of day paperwork.
7. Security will arrive to the game with the fill, and CMS generated Fill Slip.

*****	****	00	00
*****	****	00	00
00	00	00	00
*****	00	00	00
*****	00	00	00
00	*****	*****	*****
00	*****	*****	*****

USERID: SCR TF: 41012053
AREA: P01 Table: CR 2
DATE: 9/22/24
SHIFT: GRAVE Time: 04:06
DENOMINATION AMOUNT
\$ 100.00 2,000.00
\$ 25.00 5,000.00
\$ 5.00 900.00
\$ 1.00 100.00

TOTAL \$8,000.00

MEMO
CASHIER *[Signature]*
SECURITY *[Signature]* 5280
FLOOR
DEALER/BOX

CR-2

8000

2024 SEP 22 AM 4:29

DUPLICATE

8. When the current hand on the game is complete, security will place the fill on the game, and hand the Fill Slip to the Supervisor.
9. The Dealer will take out all stacks of chips for their game.
 - a. The stacks will be placed on in incoming side of the game (Left for card games, under value chips on roulette games, middle of game on Craps).
 - b. The stacks will be placed with the highest denomination closest to the dealer.
 - c. The Dealer will prove the highest denomination stack, showing that all stacks are accounted for.
 - d. The Floor Supervisor will verify the following on the fill:
 - i. Game.
 - ii. Date.
 - iii. Total Amount.
 - iv. Proper denomination of cheques.
 - v. Signatures from the Cage and Security.



- e. The Floor Supervisor will then sign the fill and hand the Fill Slip, and Order for Fill to the dealer.
- f. The Dealer will verify the following:
 - i. Game.
 - ii. Date.
 - iii. Total Amount.
 - iv. Proper denomination of cheques.
 - v. Signatures from the Cage, Security, and Floor supervisor.
- g. The Dealer will sign the fill slip and place it to the side.
- h. The Dealer will place all chips in the rack.
- i. The Dealer will drop the paperwork in the drop box.
- j. Security and the Floor Supervisor will leave the game once the paperwork is dropped.
- k. If any discrepancies are noticed, the dealer will not accept the fill and the Floor Supervisor will send the entire fill back to the cage. A fill is not to be accepted unless all aspects of the fill are exactly what was ordered.
- l. Once the fill is complete, the Floor supervisor will either accept it in the BRAVO terminal or log the fill on the manual sweat sheet.

MANUAL FILLS

Sometimes the computer system will go down, and a manual fill needs to be conducted. Below is how to conduct a manual fill:

1. The Floor Supervisor will determine when a game is in need of more cheques.
2. The Floor Supervisor will fill a two part, carbon copy, "Order for Fill" (see Example).
3. The Floor Supervisor will notate:
 - a. Date.
 - b. Game.
 - c. Shift.
 - d. Value of chips per denomination (ex. \$2,000 in \$100 chips). All chips must be ordered in stacks of 20.
 - e. Total value of fill.
4. The Floor Supervisor will call the cage and state they have a fill ready.
5. Security will arrive and sign the order for fill, as well as take the original order back to the cage.
6. The cage will print a manual fill, almost identical to a computer generated fill.
7. Security will arrive with the cage created fill slip, the fill, and the original order for fill.
8. When the current hand on the game is complete, security will place the fill on the game, and hand the Fill Slip to the Supervisor.
9. The Dealer will take out all stacks of chips for their game.
 - a. The stacks will be placed on in incoming side of the game (Left for card games, under value chips on roulette games, middle of game on Craps).
 - b. The stacks will be placed with the highest denomination closest to the dealer.
 - c. The Dealer will prove the highest denomination stack, showing that all stacks are accounted for.
 - d. The Floor Supervisor will verify the following on the fill:
 - i. Game.



- ii. Date.
 - iii. Total Amount.
 - iv. Proper denomination of cheques.
 - v. Signatures from the Cage and Security.
- e. The Floor Supervisor will then sign the fill and hand the Fill Slip, and Order for Fill to the dealer.
- f. The Dealer will verify the following:
 - i. Game.
 - ii. Date.
 - iii. Total Amount.
 - iv. Proper denomination of cheques.
 - v. Signatures from the Cage, Security, and Floor supervisor.
- g. The Dealer will sign the fill slip and place it to the side.
- h. The Dealer will place all chips in the rack.
- i. The Dealer will drop the paperwork in the drop box.
- j. Security and the Floor Supervisor will leave the game once the paperwork is dropped.
- k. If any discrepancies are noticed, the dealer will not accept the fill and the Floor Supervisor will send the entire fill back to the cage. A fill is not to be accepted unless all aspects of the fill are exactly what was ordered.
- l. Once the fill is complete, the Floor supervisor will either accept it in the BRAVO terminal or log the fill on the manual sweat sheet.



CREDITS

OVERVIEW

Periodically, Floor Supervisors will need to have chips removed from their table inventory.

COMPUTER GENERATED CREDITS

1. The Floor Supervisor will determine when a game requires removal of cheques.
2. The Floor Supervisor will fill out a two-part, carbon copy, "Order for Credit" (see Example).
3. The Floor Supervisor will notate:
 - a. Date.
 - b. Game.
 - c. Shift.
 - d. Value of chips per denomination (ex. \$2,000 in \$100 chips). Credits can be placed for any amount of chips, unlike fills.
 - e. Total value of credit.
4. The Floor Supervisor will first enter the credit in CMS.
 - a. The Supervisor will log into CMS with their initials and password.
 - b. The Supervisor will choose option 2. Pit Menu, then option 11. Fill/Credit request.
 - c. Option "C" must be chosen above.
 - d. The Floor supervisor will place the game and game number on CMS.
 - e. The Supervisor will place the same amounts notated on the order for credit.
5. The Floor Supervisor will then enter the credit request exactly how the order for credit is completed on the electronic game terminal.
6. Security will arrive at the game with empty racks and bird cage.
 - a. Security may arrive with a cart and many racks depending on the size of the credit.
7. When the current hand on the game is complete, security will place the cage and racks on the game.
8. The Dealer will remove chips from the game.
 - a. The stacks will be placed on the outgoing side of the game (Right for card games, under the value chips on roulette games, middle of game on Craps).
 - b. The stacks will be placed with the highest denomination closest to the dealer.
 - c. The Dealer will prove the highest denomination stack and splash any short stacks.
 - d. The Dealer and Floor Supervisor will verify the following on the order for credit slip:
 - i. Game.
 - ii. Date.
 - iii. Total Amount.
 - iv. Proper amount and denomination of cheques.
 - e. The Dealer will place all chips in the racks provided by security.
 - f. The Floor Supervisor will then sign and hand the Credit Slip to Security.
 - g. Security will sign "Rec'd by" and leave a copy of the Order for Credit at the table. The original Order for Credit goes with the chips
 - h. The Dealer will keep the Order for Credit at the game as security takes the chips and Credit Slip to the cage.
 - i. Security will arrive with a computer-generated Credit Slip signed by both Security and the Cage.



- j. The Dealer and Floor Supervisor will verify the computer-generated credit slip matches the order for credit exactly.
- k. The Dealer and Floor Supervisor will sign the computer-generated Credit Slip, and the Dealer will drop in the drop box.
 - i. A copy of the Order for Credit does not get dropped, the Original goes to the cage and the carbon copy stays with the pit paperwork.
- l. If any discrepancies are noticed, at any point, the dealer will not perform the Credit and the Floor Supervisor will send the unfulfilled credit back to the cage. A credit is not to be completed unless all aspects of the credit are exactly what was ordered.

MANUAL CREDITS

Sometimes the computer system will go down, and a manual credit needs to be conducted. Below is how to conduct a manual credit:

1. The Floor Supervisor will determine when a game requires removal of cheques.
2. The Floor Supervisor will fill out a two-part, carbon copy, "Order for Credit" (see Example).
3. The Floor Supervisor will notate:
 - a. Date.
 - b. Game.
 - c. Shift.
 - d. Value of chips per denomination (ex. \$2,000 in \$100 chips). Credits can be placed for any amount of chips, unlike fills.
 - e. Total value of credit.
4. The Floor Supervisor will call Security to inform them the Pit has a credit
5. The Floor Supervisor will then enter the credit request exactly how the order for credit is completed on the electronic game terminal if available (this step may be skipped if all systems are down)
6. Security will arrive at the game with empty racks and bird cage.
 - a. Security may arrive with a cart and many racks depending on the size of the credit.
7. When the current hand on the game is complete, security will place the cage and racks on the game.
8. The Dealer will remove chips from the game.
 - a. The stacks will be placed on the outgoing side of the game (Right for card games, under the value chips on roulette games, middle of game on Craps).
 - b. The stacks will be placed with the highest denomination closest to the dealer.
 - c. The Dealer will prove the highest denomination stack and splash any short stacks.
 - d. The Dealer and Floor Supervisor will verify the following on the order for credit slip:
 - i. Game.
 - ii. Date.
 - iii. Total Amount.
 - iv. Proper amount and denomination of cheques.
 - e. The Dealer will place all chips in the racks provided by security.
 - f. The Floor Supervisor will then sign and hand the Credit Slip to Security.



- g. Security will sign "Rec'd by" and leave a copy of the Order for Credit at the table. The original Order for Credit goes with the chips
- h. The Dealer will keep the Order for Credit at the game as security takes the chips and Credit Slip to the cage.
- i. Security will arrive with a manual Credit Slip signed by both Security and the Cage.
- j. The Dealer and Floor Supervisor will verify the manual credit slip matches the order for credit exactly.
- k. The Dealer and Floor Supervisor will sign the manual Credit Slip and the Dealer will drop the yellow copy in the drop box, as well as the pink order for credit..
 - i. Order for Credits are dropped with Manual credits, but not computer generated ones.
- l. If any discrepancies are noticed, at any point, the dealer will not perform the Credit and the Floor Supervisor will send the unfulfilled credit back to the cage. A credit is not to be completed unless all aspects of the credit are exactly what was ordered.



MARKERS

OVERVIEW

Often we have guests that have a Credit line or Front Money account. This allows our guests to withdraw chips directly at the table game:

COMPUTER GENERATED (CMS) MARKER

1. When a guest requests a marker, the dealer will call out Marker Requested if necessary.
2. The floor supervisor will check credit availability on CMS.
 - a. 2. Pit Menu.
 - b. 1. Customer Status Inquiry.
 - i. Enter Credit account number.
 - ii. If credit account number is unknown enter Boarding Pass number.
 - iii. If Boarding Pass number was entered, press F11.
3. The Floor Supervisor will place the precise amount of the marker request in lammers at the table close to the drop box.
4. The Dealer will then cut the amount requested and provide them to the player.
5. The Floor Supervisor will then generate the marker:
 - a. 2 Pit Menu.
 - b. 5 Print Customer Marker.
 - i. Enter Credit account number.
6. The Marker will be printed on legal paper in 4 parts.

STATION CASINOS

ACCOUNT # 129 TIME 13:14 30-SEP-24 G P01 SH 83

CASH CHIPS SIGNATURE [Signature] CUSTOMER NAME TEST, CREDIT

TO: NAME OF BANK **Negotiable Check** CHECK NO. 00466892
BRANCH  DATE 9/30/24
CITY AND STATE ZIP GREEN VALLEY RANCH
PAY TO THE ORDER OF GREEN VALLEY RANCH STATION U.S. \$ \$1.00
ONE & NO/100 U.S. DOLLARS

A credit instrument is identical to a personal check. Willfully drawing or passing a credit instrument knowing there are insufficient funds in an account upon which it may be drawn, or with the intent to defraud, is a crime in the State of Nevada which may result in criminal prosecution.

SIGNATURE [Signature]
PRINT NAME TEST, CREDIT

ACCOUNT NO. _____

ACCOUNT # 129 TIME 13:14 30-SEP-24 G P01 SH 83

CASH CHIPS SIGNATURE _____ CUSTOMER NAME TEST, CREDIT

PAID BY: (AMOUNT) DATE PAID _____ PAYMENT STUB MARKER 00466892

CHIPS _____

CHECK _____

U.S. \$ \$1.00

CASH _____

CREDIT SLIP # _____

DEALER/BOXMAN _____

PARTIAL PAYMENT \$ _____

FLOORMAN _____

CASHIER _____

ACCOUNT # 129 TIME 13:14 30-SEP-24 G P01 SH 83

CASH CHIPS SIGNATURE _____ CUSTOMER NAME TEST, CREDIT

PAID BY: (AMOUNT) DATE PAID _____ POSTING STUB MARKER 00466892

CHIPS _____

CHECK _____

U.S. \$ \$1.00

CASH _____

CREDIT SLIP # _____

DEALER/BOXMAN _____

PARTIAL PAYMENT \$ _____

FLOORMAN _____

CASHIER _____

ACCOUNT # 129 TIME 13:14 30-SEP-24 G P01 SH 83

CASH CHIPS SIGNATURE [Signature] CUSTOMER NAME TEST, CREDIT

MARKER 00466892

ISSUE STUB

U.S. \$ \$1.00

DEALER/BOXMAN [Signature] 0783

CREDIT SLIP # _____

SH 83
\$1.00



7. Fold the marker so the top is the check portion, the bottom is the "Issue Stub"
8. On the issue stub:
 - a. Sign the top line and circle "Chips."
 - b. Write the amount of the marker requested on the top "Chips" line.
 - c. Sign the bottom left line.
 - d. In black permanent marker write:
 - i. Game.
 - ii. Game number.
 - iii. Amount.
9. Place the marker on a clip board with the check portion on the top.
 - a. Circle "Chips" and sign.
10. At the end of the current hand, hand the clip board to the guest to sign.
11. Once the guest signs the marker, tear off the bottom issue stub and place on the clipboard for the dealer
12. The Dealer will sign the issue stub, drop the paperwork, and place the lammers in the tube of \$1 chips.

MARKER REDEMPTIONS

Our guests will have an opportunity to redeem their markers at any time.

1. When a guest states they want to redeem their marker the dealer will announce "Marker Redemption" if necessary.
2. The Floor Supervisor will notify surveillance for every marker redemption.
3. The dealer will prove the amount of the marker, provided by the guest.
 - a. The Dealer will color up to the highest denomination if necessary.
 - b. If the marker was withdrawn on another table the following steps will commence.
 - i. The floor will call surveillance and report a marker was paid back on another table.
 - ii. The floor will provide surveillance:
 1. The guests name.
 2. The amount of the marker.
 3. The table it was withdrawn on.
 4. The table it was redeemed on.
 - iii. The floor will bring a clip board to the table for the dealer to put the funds on.
 - iv. The floor will walk the funds to the table the marker was withdrawn and follow the below steps.
4. The dealer will remove the amount of lammers from the \$1 denominations, place it on top of the cheques, and move it right above the drop box.
5. The Floor Supervisor will retrieve the Marker from the marker drawer, tear off the check portion of the marker, and provide that portion to the guest.
6. The guest has satisfied their obligation and may leave the game.
7. The Floor Supervisor will fill out the Payment Stub and Posting stub in the following ways:

STATION CASINOS

ACCOUNT # 129 TIME 13:14 30-SEP-24 G P01 SH 83
CASH CHIPS SIGNATURE ES 9102 CUSTOMER NAME TEST, CREDIT

TO: _____
NAME OF BANK _____
BRANCH _____
CITY AND STATE _____ ZIP _____
Negotiable Check CHECK NO. 00466892
DATE 9/30/24
PAY TO THE ORDER OF GREEN VALLEY RANCH STATION U.S.\$ \$1.00
ONE & NO/100 U.S. DOLLARS

A credit instrument is identical to a personal check. Willfully drawing or passing a credit instrument knowing there are insufficient funds in an account upon which it may be drawn, or with the intent to defraud, is a crime in the State of Nevada which may result in criminal prosecution.

ACCOUNT NO. _____ SIGNATURE Test
PRINT NAME TEST, CREDIT

ACCOUNT # 129 TIME 13:14 30-SEP-24 G P01 SH 83
CASH CHIPS SIGNATURE ES 9102 CUSTOMER NAME TEST, CREDIT

PAID BY: (AMOUNT) DATE PAID 9/30/24 PAYMENT STUB MARKER 00466892

CHIPS 1.00

CHECK _____

CASH _____

CREDIT SLIP # _____

PARTIAL PAYMENT \$ _____

ES 9102
CASHIER

SH 83
\$1.00

2024 SEP 30 PM 1:27
U.S. \$1.00

ES 9102
DEALER/BOXMAN
FLOORMAN

ACCOUNT # 129 TIME 13:14 30-SEP-24 G P01 SH 83
CASH CHIPS SIGNATURE ES 9102 CUSTOMER NAME TEST, CREDIT

PAID BY: (AMOUNT) DATE PAID 9/30/24 POSTING STUB MARKER 00466892

CHIPS 1.00

CHECK _____

CASH _____

CREDIT SLIP # _____

PARTIAL PAYMENT \$ _____

ES 9102
CASHIER

paid

2024 SEP 30 PM 1:27
U.S. \$1.00

ES 9102
DEALER/BOXMAN
FLOORMAN



- a. Sign the top line and circle Chips.
 - b. Fill the amount of the marker in the first line on the left titled Chips.
 - c. Sign the bottom right line.
 - d. Time Stamp both the payment and posting stub in a visible area on front of the parts.
 - e. On the Payment stub the Floor Supervisor will write in black permanent marker:
 - i. Game.
 - ii. Game number.
 - iii. Amount.
 - f. On the Posting stub the Floor Supervisor will write in pen "PAID."
8. On a clip board, the Floor Supervisor will bring both copies to the game.
 9. The dealer will review all information and sign the blank line in the lower right hand side.
 10. The Dealer will drop the Payment stub and the supervisor will take the Posting stub.
 11. The Dealer will place the chips in the rack and the supervisor will remove the lammer.
 12. On CMS the Floor Supervisor will redeem the marker to keep the guests account up to date.

```

1. Customer Status Inquiry          13.
2. Average Bet Exception Inquiry    14.
3. Print a Customer Comp            15. Update Existing Customer
4. Update Customer Credit Limits    16.
5.                                  17. Display In-house Customer List
6.                                  18. Display Shift Summary
7. Pay Customer Marker              19.
8. Display Customer Account Info     20. Disp/Trnsfr Customer Markers
9. Display Marker by Number          21. Display/Transfer All Markers
10. Correct Customer Transactions    22.
11. Print Chip Fill/Credit           23.
12. Display Table Transactions       24. Table/Game Reports
                                   90. Signoff

                                Option: █
                                Input Data: _____
                                Customer#: 129
                                Pit Id: 01

```

2. Pit Menu.
7. Pay customer transactions.
- "F" for pay in full.
 - We do not accept partial payments in the pit.
- Place the amount in "Chips."
- Game.
- Game number.
- Enter.

MANUAL MARKERS



Often we have guests that have a Credit line or Front Money account. When the system is down, we are required to issue a Manual Marker to our guests:

1. When a guest requests a marker, the dealer will call out Marker Requested if necessary.
2. The floor supervisor will call the cage to check credit availability and obtain the guests account number.
3. The Floor Supervisor will place the precise amount of the marker request in lammers at the table close to the drop box.
4. The Dealer will then cut the amount requested and provide them to the player.
5. The Floor Supervisor will then create the Manual marker:
 - a. Although the Manual Marker is on carbon paper, the floor supervisor will fill out the top and bottom portion individually.
 - i. Manual Markers have four pieces reflective of computer-generated markers.
6. The Floor will fill out the following on the top (Check) piece:
 - i. Date.
 - ii. Guest Name.
 - iii. Account number.
 - iv. Game/Game number.
 - v. Amount.
 - vi. Table number.
 - vii. Time Stamp.
7. On the issue stub:
 - a. Sign the top line and circle "Chips."
 - b. Write the amount of the marker requested on the top "Chips" line.
 - c. Sign the bottom left line.
 - d. In black permanent marker write:
 - i. Game.
 - ii. Game number.
 - iii. Amount.
 - iv. Time Stamp.
8. Place the marker on a clip board with the check portion on the top.
 - a. Circle "Chips" and sign.
9. At the end of the current hand, hand the clip board to the guest to sign.
10. Once the guest signs the marker, tear off the bottom issue stub and place on the clipboard for the dealer.
11. The Dealer will sign the issue stub, drop the paperwork, and place the lammers in the tube of \$1 chips.
12. When able the marker needs to be entered into CMS.
 - a. The floor will select option 2 Pit Menu.
 - b. The next option is option 6 Enter Marker.
 - c. Enter the credit account number and provide the necessary information.
 - i. The marker number will be (M###). The number must start with M for a manual marker.

MANUAL MARKER REDEMPTION



Manual Marker redemptions are conducted the exact same way as computer generated. Refer to the section above.

MARKER VOIDS

When issuing a marker the information on said marker must be correct. When it is not, a marker void is necessary. If a void is necessary, it must be completed 30 minutes from the issuance per our MICS. This is proven via a time stamp on the marker void (necessary on all four sections) and the computer time stamp in CMS.

1. Stamp all four copies of the marker to be voided with a "Void Marker" stamp.
 - a. This stamp must have a reason and an area for two signatures.
2. Write a reason in all four areas (did not print properly, customer did not want, Etc.).
3. Sign all four areas.
4. Have another floor or manager sign all four areas.
5. Time stamp all four areas.

STATION CASINOS

ACCOUNT # 129 TIME 13:14 30-SEP-24 G P01 SH 83
CASH CHIPS SIGNATURE ES 9102 CUSTOMER NAME TEST, CREDIT
Negotiable Check
TO: NAME OF BANK MARKER VOID CHECK NO. 00466892
BRANCH MARKER VOID DATE 9/30/24
CITY AND STATE REASON Test Print GREEN VALLEY RANCH
PAY TO THE ORDER OF GREEN VALLEY RANCH STATION U.S. \$ \$1.00
ONE & NO/100 1ST SIGNATURE ES 9102 U.S. DOLLARS
2ND SIGNATURE ES 0793
SIGNATURE Test
ACCOUNT NO. PRINT NAME TEST, CREDIT

ACCOUNT # 129 TIME 13:14 30-SEP-24 G P01 SH 83
CASH CHIPS SIGNATURE ES 9102 CUSTOMER NAME TEST, CREDIT
PAID BY: (AMOUNT) DATE PAID 9/30/24 PAYMENT STUB MARKER 00466892
CHIPS 1.00 **MARKER VOID**
CHECK REASON Test Print U.S. \$ \$1.00
CASH 1ST SIGNATURE ES 9102 DEALER/BOXMAN ES 0793
CREDIT SLIP # 2ND SIGNATURE ES 0793 FLOORMAN ES 9102
PARTIAL PAYMENT \$ ES 9102
CASHIER

ACCOUNT # 129 TIME 13:14 30-SEP-24 G P01 SH 83
CASH CHIPS SIGNATURE ES 9102 CUSTOMER NAME TEST, CREDIT
PAID BY: (AMOUNT) DATE PAID 9/30/24 POSTING STUB MARKER 00466892
CHIPS 1.00 **MARKER VOID**
CHECK REASON Test Print U.S. \$ \$1.00
CASH 1ST SIGNATURE ES 9102 DEALER/BOXMAN ES 0793
CREDIT SLIP # 2ND SIGNATURE ES 0793 FLOORMAN ES 9102
PARTIAL PAYMENT \$ ES 9102
CASHIER

ACCOUNT # 129 TIME 13:14 30-SEP-24 G P01 SH 83
CASH CHIPS SIGNATURE ES 9102 CUSTOMER NAME TEST, CREDIT
MARKER 00466892
MARKER VOID
SH 83
\$1.00
REASON Test Print U.S. \$ \$1.00
1ST SIGNATURE ES 9102
2ND SIGNATURE ES 0793 DEALER/BOXMAN ES 0793
FLOORMAN ES 9102
CREDIT SLIP #



6. In CMS open option 2 Pit Menu.
7. Select option 10 Correct Customer Transactions.
8. Find the marker in the customer transactions and select "U" for update.
9. Press F9 to void.
10. Enter CMS initials to confirm.

```
TEST, CREDIT                                Cust #:      129

Marker Type: MK-MRK          Current Bal:      1.00
Tran Status: A  ACTIVE      Last Pymt:      0/00/00
Location: P01              Transferred:      0/00/00
                          Trnsfr#:

Item #: 00466892
Date/Shft: 9/30/24  1
Cash$: _____ Log: _____
Chip$: _____ 1.00
Gm/Tbl: SH 83
Issued By: MWB
Approver: _____

Entered      Voided
User Init: MWB
System Date: 9/30/24
Time: 13:14
Workstn: GVTG0019A
Refresh F9=Void Marker F12=Cancel
```



EQUIPMENT CHANGES

OVERVIEW

During the course of the gaming day, it will be necessary to change the equipment on the gaming tables. Below is a guideline on when to change equipment to operate your tables.

The below are guidelines and minimums. When in doubt, conduct an equipment change on your table to ensure your games run smoothly and efficiently.

CARD GAMES

BLACKJACK AND POKER CARD CHANGES:

At a minimum, on six deck shoe games, change the decks of cards at the start of the gaming day.

At a minimum, on single or double deck games, including the poker derivatives, change the decks of cards every eight hours.

When ready to place new cards on the game conduct the following:

1. Bring all sealed decks to the table at once.
 - a. Cellophane on blackjack cards may be removed prior to arrival at the table.
2. The Floor Supervisor will remove the jokers and the instructional cards, and place off to the side.
3. The Floor Supervisor will inspect the front of the cards to ensure all values of cards are present.
4. The Dealer will inspect both the front and the back of the cards by spreading them on the table.
 - a. The dealer will first spread the cards face up.
 - b. The dealer will then pick up the cards and spread them face down.
 - c. The dealer will then rotate the deck in their hand, spreading the cards face down once more in order to inspect all sides of the deck.
 - d. The dealer will then place the deck of cards in the discard rack, begin the opening shuffle, or place the deck directly in the iDeal shuffler, whichever is appropriate for the game.
 - e. If on a double or six deck game, the dealer will place an inspected deck in the discard rack and repeat the above process for a second deck.
 - f. Once two decks are inspected, the dealer will either place both decks in the automatic or continuous shuffler, wash two decks if on a 6 deck hand shuffle game, or place in the discard rack if on a 6 deck game with an automatic or continuous shuffler.
 - g. If on a 6 deck hand shuffle game, the dealer will repeat the opening inspection and two deck wash until all 6 decks have been inspected. The dealer will then complete the 6 deck shuffle
 - h. If on a 6 deck game with an automatic shuffler, the dealer will inspect the remaining decks and place all 6 decks directly in the shuffler.
5. The Floor supervisor will remove all used decks from the table.
6. The floor supervisor will verify all decks have been removed from the game by counting them down.
 - a. If the floor supervisor removed the decks directly from an automatic shuffler, and that shuffler confirmed all cards are present, the decks do not have to be counted down.
7. The floor supervisor will mark all used cards with a black permanent marker on both upper left corners (when the card is face up) of each card.
8. The floor supervisor will place a toe tag (small piece of paper with information) on the removed decks of cards to verify their origin. The toe tag will contain this information:



- a. Date.
 - b. Time Removed.
 - c. Table.
 - d. Floor Initials and last 4.
9. The floor supervisor will lock the used cards up with the card inventory.

BACCARAT:

At a minimum, on Mini Baccarat games change the vaults of cards at the start of the gaming day.

Change the vaults as follows on Midi Baccarat games.

1. At the end of the shoe the dealer will notify the floor supervisor the shoe is complete.
2. The Floor Supervisor will provide the dealer with rubber bands to bind up all cards in the bin or discard rack.
3. The floor supervisor will remove the bound cards from the table.
4. On a game with a shuffler, the following will commence:
 - a. The dealer will load the shoe with the shuffled vault.
 - b. The dealer will start the new shoe.
 - c. The floor supervisor will bring a vault of the removed color and place the vault directly in the shuffler.
5. On a game without a shuffler, refer to the baccarat section on opening the game.
6. The floor supervisor will mark the vault with a black permanent marker. The floor will mark two black lines lengthwise on all four sides of the vault.
7. The floor supervisor will place a toe tag (small piece of paper with information) on the removed decks of cards to verify their origin. The toe tag will contain this information:
 - a. Date.
 - b. Time Removed.
 - c. Table.
 - d. Floor Initials and last 4.
8. The floor supervisor will lock the used cards up with the card inventory.

CRAPS:

“MICING” THE DICE

1. The Floor Supervisor will remove one stick of dice from the drawer and place it on the podium.
2. The Floor Supervisor will notify surveillance of the color, dice number, and game name and number.
3. The Floor Supervisor will write the following on the wrapper of the stick:
 - a. Date.
 - b. Time.



- c. Game.
- d. Dice color and number.
- 4. The Floor Supervisor will remove the micrometer, and rotation tool to “mic” the dice.
- 5. The Floor Supervisor will take one die and place it in the micrometer with the “1” on the left and the “6” on the right.
- 6. The Floor Supervisor will adjust the micrometer to balance or “zero out” the die.
- 7. The Floor Supervisor will then press the release on the micrometer and measure the die with the “4” on the left and the “3” on the right, as well as the “5” on the left and the “2” on the right.
 - a. A die must not be any more than five micrometers (.005 mm) thicker or thinner on either side. If the dice measure any thicker or thinner, then the shift manager must be notified for any potential defective dice.
- 8. The Floor Supervisor will repeat this for the remaining four dice in the stick.
- 9. The Floor Supervisor will then place each die in the rotation tool.
- 10. The Floor Supervisor will gently press down on the die, starting a rotation.
 - a. Allow the die to come to a complete stop. A balanced die will rotate slightly backwards.
- 11. The Floor Supervisor will repeat this for the remaining four dice in the stick.
- 12. The Floor Supervisor will hand the dice to “Stick Person” to place in the “Bowl” to start the game.

DAILY DICE CHANGE

At a minimum, change the stick of dice on a craps table at the beginning of the gaming day.

- 1. The floor supervisor will bring five mic’ed dice to the craps table.
 - a. Refer to the Craps section on how to mic dice.
 - b. The dice wrapper will stay in the locked drawer with the remaining dice inventory.
- 2. At the end of the current hand (shooter seven out), the floor supervisor will swap out all five dice.
- 3. The floor supervisor will bring them to the podium and “cancel” all five dice.
 - a. The floor supervisor will place the dice in the canceller, and tighten it until it makes a mark on the four.
 - i. The canceller should catch one of the pips on the four. If it does not inform your shift manager.
- 4. The floor supervisor will take the original wrapper for the dice, time stamp and sign the inside.
- 5. The floor supervisor will wrap the cancelled dice in their original wrapper inside out.

ROULETTE:

There is not a need to change equipment regularly on the Roulette table. Change any equipment as needed if it is worn or broken.

AUTOMATIC SHUFFLERS:



Often times a red light or jam will occur on the automatic shuffler on the games. Sometimes this is remedied by changing the cards on the game. Other times these machines need to be swapped out and replaced. Contact your shift manager if a card change does not remedy the issue

ALL OTHER EQUIPMENT:

When any other piece of equipment on the table needs to be replaced (shoe, stick, lamms), do so with any available equipment. If that equipment is not readily available, contact your shift manager and ask for a replacement. Before disposal, inform your shift manager equipment has been changed. The MOD will determine what to do with the removed equipment.



ADVANTAGE PLAY

OVERVIEW

Most individuals who partake in casino amenities are looking for entertainment. Gaming is a source of fun and excitement. There are those who will attempt to take advantage of the casino either with mathematics or with poor procedure. These individuals are not doing anything “wrong” (that will be covered in a following chapter), yet the casino does not desire their business. It will be your responsibility to do your best to observe potential threats to integrity and to report it to Surveillance and your Shift Manager.

BLACKJACK ADVANTAGE PLAY

One of the most common ways an individual will gain an advantage over the house is to utilize advantage play on Blackjack. This is commonly known as “Card Counting.” Card Counting is an archaic phrase. The term more used nowadays is Advantage Player. There are a few guidelines to be aware of when observing a potential advantage player:

- Do not approach or back off a suspected advantage player without consent from your Assistant Shift Manager or above.
- Advantage play, or card counting, is not illegal.
- Guests are not cheating, but using a mathematical system to place the odds in their favor.
- Station Casinos will often make a business decision to ask individuals not to play Blackjack if they are suspected of Blackjack Advantage Play. They are welcome to play other games, or partake in other amenities, at management’s discretion.
- Using electronic devices to perform mathematical functions at Table Games is illegal.

PLUS/MINUS COUNTING METHOD

Most Blackjack Advantage players will conduct a Plus/Minus counting system. Low cards (2-6) are considered +1, while high cards (10-A) are considered -1. 7-9 are neutral. The concept is simple: The more low cards are counted, the better chances of receiving a high hand. A high positive count would suggest multiple 10-A are remaining, and would warrant a larger bet. A high negative count would suggest many 2-6 remain and would warrant a smaller bet.

RUNNING COUNT

The Advantage Player will keep a “Running Count” of the decks plus/minus value by simply counting the cards they see on the table. They mentally keep note of the positives and negatives, and adjust to the “True Count” listed below. A count of the deck – also known as “running it down” – is possible no matter the amount of decks are used. The running count will always end up at zero (there are twenty (20) +1 cards and twenty (20) -1 cards in each deck).

TRUE COUNT

The True Count is somewhat of a simple formula. It is the Running Count divided by the amount of decks left. The True Count is attainable no matter the amount of decks on a game. Below is an example:



A player playing two hands on a Double Deck game sees 12 cards (4 each for him and 4 for the dealer). All cards are “low” cards (+1). The deck now has a running count of +12. The True Count is 12 divided by the amount of decks left. The true amount of decks left here is 1.75 or 7/4. The True Count is 12 times 4 (48) divided by 7 (6.9).

This is of course a quite complicated mathematical formula to utilize on the fly. It is perfectly acceptable to round the amount of decks left. Even though you may have to round, keep in mind very talented advantage player will understand and utilize the difference between a +7 and +8 true count. This can be recognized in their betting patterns, or their deviations to basic strategy.

BETTING PATTERNS

One of the biggest tools an Advantage Player utilizes is their bankroll and betting strategy. Advantage Players are systematic. They increase and decrease their bets reflective of the true count. A general rule of thumb is to increase their wagers one unit per positive true count increase, and decrease down to the starting unit on negative decreases. The unit the Advantage Player plays with is typically defined at the start of the shoe. If the advantage player's starting unit is above table minimum, it is possible they will drop to the table minimum or even sit out on negative shoes. Remember – two hands is two units, or the combination is one unit. An example would be a guest betting 2 hands at \$25 each. The unit here is \$50.

BASIC STRATEGY

Knowing Basic Strategy – also called “The Book” – is one of the most important tools in understanding the game of Blackjack. The same applies to the Advantage Player. The Advantage Player will only deviate from Basic Strategy if the remaining cards in the deck dictate that he/she does so. Borderline plays and the reluctance to insure blackjack (take even-money) are all indications of an educated player. At the same time, an individual who takes insurance and even money on their large bets is a telltale sign of an Advantage Player. Always remember, the Advantage Player is more aggressive than a Novice Player. It is impossible to detect Advantage Play without a basic understanding of Basic Blackjack Playing Strategy. Each Floor Supervisor should know double-deck basic strategy and understand how that strategy might be affected by high and low card count values. Notify Surveillance or a Shift Manager if significant bet variations or odd play is observed. Below is the chart for Double Deck Basic Strategy. The rules are a guest can Resplit Aces, and the dealer hits on soft 17 (typical Station Casinos' High Limit room rules). You will notice variations in parentheses. Those will be explored in a later section.



DOUBLE DECK BASIC STRATEGY CHART

	2	3	4	5	6	7	8	9	10	A	
5-7	H	H	H	H	H	H	H	H	H	H	5-7
8	H	H	H	H	H	H	H	H	H	H	8
9	D	D	D	D	D	H (D+3)	H	H	H	H	9
10	D	D	D	D	D	D	D	D	H (D+4)	H (D+4)	10
11	D	D	D	D	D	D	D	D	D	D	11
12	H (S+3)	H (S+2)	S (H 0)	S (H-2)	S (H-1)	H	H	H	H	H	12
13	S (H -1)	S (H-2)	S	S	S	H	H	H	H	H	13
14	S	S	S	S	S	H	H	H	H	H	14
15	S	S	S	S	S	H	H	H	H (S+4)	H	15
16	S	S	S	S	S	H	H	H (S+5)	H (S 0)	H	16

	2	3	4	5	6	7	8	9	10	A	
A,2	H	H	H	D	D	H	H	H	H	H	A,2
A,3	H	H	D	D	D	H	H	H	H	H	A,3
A,4	H	H	D	D	D	H	H	H	H	H	A,4
A,5	H	H	D	D	D	H	H	H	H	H	A,5
A,6	H	D	D	D	D	H	H	H	H	H	A,6
A,7	D	D	D	D	D	S	S	H	H	H	A,7
A,8	S	S	S	S	D	S	S	S	S	S	A,8
A,9	S	S	S	S	S	S	S	S	S	S	A,9

	2	3	4	5	6	7	8	9	10	A	
2,2	P	P	P	P	P	P	H	H	H	H	2,2
3,3	P	P	P	P	P	P	H	H	H	H	3,3
4,4	H	H	H	P	P	H	H	H	H	H	4,4
5,5	D	D	D	D	D	D	D	D	H	H	5,5
6,6	P	P	P	P	P	P	H	H	H	H	6,6
7,7	P	P	P	P	P	P	P	H	H	H	7,7
8,8	P	P	P	P	P	P	P	P	P	P	8,8
9,9	P	P	P	P	P	S	P	P	S	S	9,9
T,T	S	S	S	S (P+5)	S (P+4)	S	S	S	S	S	T,T
A,A	P	P	P	P	P	P	P	P	P	P	A,A

**Take Insurance at Plus 3 (See Below)*

Indices Numbers to Deviate from Basic Strategy are in

S: Stand

D: Double

P: Split

H: Hit

ILLUSTRIOUS 18 VARIATIONS



Above you will notice the proper plays to make in every situation on a Double Deck Blackjack game. Advantage Players will make variations to the above strategy to maximize their wins and minimize their losses. These variations are only valid when a deck is at a particular count or above (positive) or below (negative). These deviations are dead giveaways to Advantage Play. Memorizing all of the deviations can be difficult, so start from the top and work your way down. If you notice these deviations, notice structured fluctuations in bets, and suspect one of your players may be an Advantage Player, it is imperative you contact surveillance and your shift manager.

ILLUSTRIOUS 18 TABLE

Order of Value	Player v. Dealer Hand	Basic Strategy Play	Basic Strategy Deviation	When to Make Deviation
1	Any v. Ace	Do Not Take Insurance	Take Insurance	+3
2	Hard 16 v. 10	Hit	Stand	0
3	Hard 15 v. 10	Hit	Stand	+4
4	Two 10s v. 5	Stand	Split	+5
5	Two 10s v. 6	Stand	Split	+4
6	10 v. 10	Hit	Double	+4
7	12 v. 3	Hit	Stand	+2
8	12 v. 2	Hit	Stand	+3
9	11 V. A	Hit	Double	+1
10	9 V. 2	Hit	Double	+1
11	10 V. A	Hit	Double	+1
12	9 V. 7	Hit	Double	+3
13	16 V. 9	Hit	Stand	+5
14	13 v. 2	Stand	Hit	-1
15	12 v. 4	Stand	Hit	0
16	12 v. 5	Stand	Hit	-2
17	12 v. 6	Stand	Hit	-1
18	13 v. 3	Stand	Hit	-2

OTHER ADVANTAGE PLAY

Although Blackjack is the most common game you will see Advantage Players on, it is not the only one. Blackjack Advantage play is unique, because it is implemented solely by the player. Most other forms of Advantage Play is simply noticing a break in procedure, and capitalizing on it. As stated earlier, this is not a guest taking malicious action – that will be covered later. These are areas to be mindful of, and procedure you may need to correct.

BACCARAT

Baccarat falls under the Blackjack portion of Advantage Play. Baccarat is technically a countable game, yet is extremely difficult to do. Most Baccarat advantage play will occur at the end of a shoe, and a guest has a count on the side bets. If you notice a guest refraining from wagering until the end of the shoe, then betting close to table max on your side bets, inform your Shift Manager. Other forms would include getting a view of the back of the next card in play – by the dealer not covering the shoe. These guests often sit in seats 5 and 6.

POKER DERIVATIVE GAMES



Most Advantage Play comes from Dealers flashing cards. This is not the intentional moves, but a lapse in procedure, and carelessness. This could be as simple as when the dealer moves the community cards in UTH from the shuffler to the layout. It also occurs when the dealer moves their hands from the back of the shuffler to the front. Keep in mind the guest that have a direct view from their seat to the shuffler. This is either seat 2 or 4 depending on where the shuffler is on the game. If these guests make strange decisions, like folding a K in TCP or checking a pair because they know the dealer has a higher one in UTH, observe how your dealers are removing the cards, and correct the procedure.

CRAPS AND ROULETTE

The Craps and Roulette Advantage Play comes when the dealers do not pick up losing bets. Guests will allow their losing bet to stay on the layout and not say anything, letting it ride for the next hand. Best way to avoid this is to pay and take in order. If your dealers are not following procedure, correct it.

RECAP

Keep in mind, the above is not malicious or a direct action to defraud the casino. In the case of Blackjack it is simply taking advantage of the mathematics in the game. In the case of the others, its taking advantage of poor procedure. The best way to alleviate this, is to stay active in your area, supervise and correct improper procedure, and communicate any irregularities to your manager and surveillance. Do not approach any guests. Allow your management team to make the final decision.



DISHONEST PLAY

OVERVIEW

Primarily your pit will be filled with guests and team members having as much fun as possible. Unfortunately there will be those that come with nefarious intentions. These bad actors are not simply taking advantage of a situation, but actively and purposively cheating the game and the casino. These individuals are dangerous, since they do not value others hard work, or an honest game. The best protection against these characters is observation and communication. Below are some, but not all, of the dishonest play you may encounter. If you find yourself suspecting any kind of cheating, call surveillance primarily. If you are able to have the dealer pull the paddle and place it on the game, do so, but as you will read below, that is not always an option. Contact your Shift Manager as well. Do not approach anyone engaging in dishonest behavior yourself.

GUEST DISHONESTY

BET CAPPING/PAST POSTING

This will often transpire on the first or last hand on blackjack, on the columns or larger numbers on roulette (away from the wheel head), or the don't pass on craps. This involves a guest placing funds on an empty betting area after the hand is complete, or putting more funds on an area the guest has bet on (ex. a blackjack hand or side bet).

BET PINCHING

This is the opposite of capping. The guest will remove funds off a contract bet. This is typically a little more difficult to do, since the operation of the game will often require the bet. This is often seen on the side bets on blackjack, and on the pass line in craps.

CARD SWITCHING

On the poker derivative games, some guests enjoy playing two hands. A very small margin of these guests will switch cards between their hands to improve one or both of their hands. This is highly illegal and is to be quelled immediately. Follow the procedures above if you believe a guest was switching cards.

SOCIAL ENGINEERING

Many times cheaters will attempt to manipulate the dealers and floors into giving in to a claim. They will appeal to goodwill, or become aggressive when it comes to a prior bet. These claims are often made after the round of play is decided, and a fresh round will start. The claim will be for an unpaid or underpaid bet. The best way to settle a potentially socially engineered claim is to refer to the process above. Since the claim was not a direct disruption to the integrity of the game, illegal activity did not occur. Inform your Shift Manager of any guest continuing to make false claims.

ELECTRONIC DEVICES

In the age of information, it has become more and more acceptable to have electronic devices at the games. Quite a few years ago, this was a hard no. Nowadays you will see someone texting, and see phones on the game, since everyone has one in their pocket. The use of an electronic device to manipulate a casino game, or even to count cards, is illegal in the state of Nevada. If you recognize this, contact surveillance and your Shift Manager.



INTERNAL DISHONESTY

Unfortunately, it is possible you will witness dishonesty from your peers, and even your superiors. This can be a very difficult position to be in. Keep in mind; it is your job to protect company assets, and theirs as well. If they decide to defraud your place of business, then they have decided on the consequences as well. Below are a few moves former casinos employees have attempted. Some are done on their own, others done with guests or team members:

DIRECT THEFT

- Placing chips in pockets.
- Placing money in pockets (this is done by a slight of hand from the drop box paddle).
- Not reporting found money or chips to security.

COLLUSION

Collusion can be more common than thieves working on their own. Keep in mind dealers that make mistakes often, or make the same mistakes that would the below.

- Intentionally paying or pushing losing bets. This is known as “dumping the game.”
- Setting up guests with bets out of the working stacks on craps.
- Dealing out of the second or bottom of the deck.
- Flashing dealers’ cards intentionally.
- Mismarking or sliding wagers to the winning number on Roulette.

RECAP

After reading the above, the answer on how to protect your casino and yourself is simple: Enforce procedure. Theft occurs when procedure is lax, and dealers and guests are not doing what they are supposed to do. If you enforce procedure in your pit, you will remain protected. If you see something that may be dishonest, call surveillance and your Shift Manager immediately. Do not confront the individual yourselves. They will handle all the processes that involves confrontation.