CASINO DEALERS

POLICIES AND PROCEDURES

ROULETTE

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I. General

1. Customers are allowed to bet currency (on the outside only), slot tokens, silver or gaming checks.

2. Currency, slot tokens, silver or gaming checks will be accepted for conversion on a roulette table.

3. No transactions will be accepted or completed over the wheelhead.

4. When making change for currency:

   a. Count the currency in work area in front of you. Call out the amount to be changed in a clear, audible voice. Watch the layout. Do not turn around.

   b. Cut out the change in work area.

   c. Floor Supervisor must witness all color changes and buy – ins of $100.00 or more and approve.

   d. Place change on apron in front of player. Be sure to push checks completely off the layout.

   e. Place currency in drop box.

   f. Usually, money should be counted face up and dropped face down.

5. Check cutting:

   a. $1, $5, $100, and $1000 checks should be cut down in units of five (5), the only exceptions being 6, 7, 8 or 9 checks.

EXAMPLES:	1-5 checks	1 stack
	6	3 – 3
	7	3 –3 –1
	8	4 –4
	9	4 –4 –1
	10	2 stacks of 5

   When handling $100 and $1,000 checks, always prove the last stack of five (5) checks 2 –2 –1

   b. $25 and $500 checks should be cut down in groups of four (4), the only exception being 6 or 7 checks.

EXAMPLES:	1-4 checks	1 stack
	5	4 – 1
	6	3 –3
	7	3 –3 –1
	8	4 –4
	9	4 –4 –1

   When handling $500 checks, always prove the last stack of four (4) checks 2 – 2.

   c. Call out in a clear, audible voice: "CHECK CHANGE", before bring checks into the work area. Watch the layout. Do not turn around.

6. Players should purchase at least a full stack of non-value checks. The only exception will be after the original buy – in or if approval is given by a Floor Supervisor after being notified of the situation by the dealer.

7. Only one player should play a particular color.

8. When a customer purchases non-value checks, the VALUE of each should be INDICATED through the use of a lammer button placed above a check of the same color in the lammer rack attached to the rim of the wheelhead BEFORE giving the checks to the customer.

9. The dealer is responsible for MARKING the value of a color before giving checks to the customer.

10. Players using non-value checks should be seated.

11. Notify your Floor Supervisor before any change in price of stacks of non-value checks occurs. Example: Tan were $1.00, now they are $5.00. Never change the amount with the same color. Always reissue a NEW color.

12. When converting a player to a higher value non-value gaming check, a different color should be used, unless okayed by a Floor Supervisor.

13. Change should not be made while the ball is spinning unless instructed to do so by the Floor Supervisor. If value checks or currency have been accepted for change and there is insufficient time to complete the transaction before calling "NO MORE BETS", (place the checks to be changed on the wheel rim). If it is currency, place it on top of the value checks until change can be made. Advise the player, "NO ACTION THIS SPIN".

14. If value checks and non-value checks are given out for change, offset the value checks when placing them on top of the full stack of non-value checks closest to the dealer. Value checks are always stacked with the largest denomination on the bottom.

15. Value checks should be separated from non-value checks when placing checks in front of a player at the time of the buy-in.

16. All players should be encouraged to play non-value checks. One player means one color.

17. If two players want to play the same value money checks, an attempt should be made to get one of them to change to a color. If this is not possible, call your Floor Supervisor.

18. When value checks are being used for buy-ins, cash-outs or as money, they should be cut in the following manner:

    a. $1.00, $5.00, $100.00 & $1,000.00 value checks should be cut down in five check units. An odd amount of less than five checks should be offset so the Floor Supervisor may easily read them.

EXAMPLES:	1 thru 5	1 stack
	6	3 – 3
	7	3 –3 – 1
	8	4 – 4
	9	4 –4 –1
	10	5 –5
	11	5 –5 –1
	12	5 –5 –2

    Note: when handling $1,000.00 checks, always prove the last stack of five 2 –2 –1.

b. $25.00 and $500.00 checks should be cut down in four (4) check units.

EXAMPLES:	1 thru 4	1 stack
	5	4 –1
	6	3 –3
	7	3 –3 –1
	8	4 –4
	9	4 –4 –1

c. When working with $500.00 checks, any amount up to and including, $5,000.00 should be broken down in units of $1,000.00 (2 checks high).

d. When value checks are bet on winning number, they should be treated as non-value check for the purpose of paying the bet.
Example: $5.00 value checks, or a winning number should be staggered in units of five.

e. When dealing in value checks, one stack of each payoff should be proven unless otherwise indicated by your Floor Supervisor.

19. For the purpose of making payoffs, non-value checks should be broken down in units of five. Value checks should also be broken down and placed on top.

20. For purposes of cashing out, $1.00, $5.00 and $25.00 non-value checks should be broken down in units of five.

21. For purposes of cashing out, $25.00 checks should be broken down in units of four.

II. Dealing the Game

DUTIES WHILE SPINNING THE BALL

1. Allow players sufficient time to make their bets before spinning the ball.

2. Do not look into the wheel to spin the ball. Dealer should be watching the layout at all times. (GAMES PROTECTION)

3. The wheel should be spun at a rate fast enough to make the ball bounce when it hits the wheelhead, but at a rate slow enough for players and dealer to read the numbers on the wheel.

4. If the ball appears to be hung up (floater), call a Floor Supervisor and abide by his/her decision.

5. If the ball slips or does not make four revolutions around the track of the wheel announce: "NO SPIN", and attempt to remove the ball from the wheel before it enters a compartment of the wheel.

6. If a foreign object enters the wheel while the ball is spinning, announce "NO SPIN" and attempt to remove the ball from the wheel before it enters a compartment of the wheel. Once "NO SPIN" has been announced, it will be an invalid spin regardless of whether or not the ball enters a compartment.

7. If the ball bounced out of the wheel, call "BALL OUT", so that your Floor Supervisor is alerted.

8. The speed of spinning the ball should be varied to avoid repetition of numbers and maintain game pace depending on volume of bets.

9. Call "NO MORE BETS", while waving your hand over the layout approximately three spins before the ball drops unless instructed by your Floor Supervisor. Loud enough for ALL players to hear.

10. The roulette ball should be spun by the dealer in a direction opposite to the rotation of the wheel and should complete at least four revolutions around the track of the wheel to constitute a valid spin.

11. On a "dead" game, the wheel should be spinning at all times. Ball should be placed in the wheelhead.

12. All folded money is no bet unless it can be unfolded in time before the ball drops.

13. If no checkracker is present, the dealer will rack checks, always leaving enough time to watch the layout and adjust any uncertain bets, under the minimum or over the limit bets.

14. Case the layout. Stand in the hook of the table facing the layout even if there is a checkracker so that the layout may be scanned and easily protected.

15. If a seated player is not betting every spin, discretely notify your Floor Supervisor.

16. Bets on columns, the third dozen and the 19 – 36 bet should be placed in a manner that will prevent past – posting, i.e., high stacks all the way to the back, short stacks in front.

17. First, second, and third dozen bets should be placed so that they will not be confused with three or six number combination bets, courtesy or even money bets.

18. When placing bets for a player, repeat the bet to avoid any misunderstanding. If not sure, ask again. If you are unable to determine the bet desired, call "NO BET", and hand the checks politely back to the player. Attempt to place all bets before the ball is spun.

19. Straight up bets of $5.00 or more and outside action of $100.00 or more should be called out and acknowledged by your Floor Supervisor.

20. Call "NO MORE BETS" and wave your hand over the layout approximately three revolutions before the ball drops. At this time, give your attention to the layout, paying special attention to bets on the columns, third twelve, and 19 –36. Do not make change, rack or allow your attention to be diverted from the layout.

21. Do not allow players to place or remove bets from the layout after you call "NO MORE BETS". Use discretion of a bet being placed when you are in the process of making this call. Remember, COMMON SENSE COUNTS.

22. A dealer or checkracker will not be relieved while the ball is spinning. All transactions must be completed by the dealer before going on break. Please leave the layout clean.

23. There will be no unnecessary talking between the dealer and the checkracker. Any conversation should pertain strictly to the game at hand.

24. Do not PLAY with non-value checks at any time.

25. Each player should be responsible for the correct positioning of his/her bets on the roulette layout, regardless of whether he/she is assisted by the dealer. Each player must ensure that any instructions he/she give to the dealer regarding the placement of their bets are correctly carried out.

DUTIES WHEN BALL DROPS

1. Do not turn your head completely in the direction of the wheel to see what number the ball has dropped into. By taking a half step back towards the checkrack position and using a slight movement of the head, you will be able to see where the ball has fallen and still detect any false moves made by the players. Do not look to see what number the ball has fallen into until the ball has stopped bouncing.

2. While the dealer is glancing at the number, the checkracker should watch the layout for any late bets. Very IMPORTANT!

3. Learn to know when the ball is due to drop so you can detect if the ball has been tripped by an outside object.

4. Persons standing near the wheelhead should be watched closely.

DUTIES AFTER THE BALL DROPS/PAYOFFS

1. All the players in the front row should be seated when the ball drops.

2. Announce the winning number, color and odd or even loud enough for players to hear.

3. Place the marker on the winning number with your outside hand, holding the marker with your PALM UP. NO other objects should be in your hand at this time.

4. Clear the layout in the following order:

    a. Take outside bets first, starting at columns and working toward the wheelhead and place the checks next to the first color in the bankroll. Use outside hand only to courtesy line.

    b. Clear checks away from winning number.

c. Sweep the layout from the bottom toward the wheelhead, and not into the winning number. Checks should be cleared from around winning number, then sweep the rest of the layout.

d. Stack checks only if you have a heavy game where players are stacking checks 10 or higher.

5. Pay the winner in the following manner:

   a. Pay the outside: Start from the bottom of the layout and continue toward the wheelhead.

   b. Pay 2 to 1 bets next.

   c. Pay the inside: Bets on winning numbers will be counted down. If bets are more than five units high, stagger in units of five. ($25.00 value or non-valued checks will be staggered in units of five.)

6. Similar bets may not consolidated for counting purposes. Dealer should not pay more than TWO payouts on heavy action.

7. The dealer may total inside bets if able, but do not hold up the game to figure out a payoff. Be sure the player knows what you are doing. Verbalize to the player each payout amount and the total. IF ANY CONFUSION OCCURS, PAY EACH BET SEPARATELY.

8. All payoffs of $100.00 or 100 checks or more will be called out by the dealer before they are ready to send and must be VERIFIED by a Floor Supervisor.

9. Any payoff using value checks must be called out and verified. $100.00 or $500.00 checks are NEVER to be used unless instructed to do so by a Floor Supervisor – not at a player's request, unless okayed by a Floor Supervisor.

10. NO player is allowed to remove or make a bet until the dealer removes the marker from the last winning number and announces, "PLACE YOUR BETS PLEASE".

11. When not totaling, always start paying the checks that are on top and work your way down in the following order:

    a. 5 to 1
    b. 6 to 1
    c. 11 to 1
    d. 8 to 1
    e. 17 to 1
    f. 35 to 1
    g. Pay the courtesy line before regular 17 to 1 or 35 when 0 to 00 hits.

12. If an occasion occurs when you need to pay out of normal order, announce what you are doing to your Floor Supervisor.

13. On a heavy game, your Floor Supervisor may require you to deviate from the above and to continue to pay one customer at a time until al bets have been paid.

14. Any payoff involving more than fifteen checks should be treated as a separate stack; i.e. payoff of 53 checks should be a three-stack push.

15. Make the payout with the outside hand if possible. Players next to the wheelhead may be paid with either hand.

16. Winning payoffs for inside bets should be pushed completely off the layout and placed in front of the player using that color. The payoff should be separate from his/her existing bankroll.

17. Dealer should try to make sure that customers are aware that they have been paid.

18. Do not reach into the player's bankroll if a mistake has been made.

19. When there are not enough checks in a color to make a payoff, use as many color checks as is practical and make up what the payoff is short by using value checks. Try to stay in units of $50.00 or $100.00 unless told otherwise by their Floor Supervisor. Avoid three color payoffs. Your Floor Supervisor should be notified in all cases before the payoff is made. Dealer should call out the amount of checks being paid in value.

20. Keep the player well supplied with the non-value checks or units he/she is betting. The only exception should be when the player requests value checks and with the Floor Supervisor's approval.

21. Avoid partial cash outs of non-value checks. Encourage players to cash out their non-value checks at the end of their play. If a problem arises, notify your Floor Supervisor.

CASHING OUT

1. Be alert to the possibility of a player walking with non-value checks. Non-value checks should remain on the table at all times and should be redeemed before the player leaves the game.

    a. If you are unable to recall the player, notify your Floor Supervisor and tell him/her the color value and amount of checks.

    b. Do not resell the remainder of the non-value color that is missing unless instructed otherwise by your Floor Supervisor.

    c. When missing checks are returned, they should be cashed out for minimum value unless instructed otherwise by your Floor Supervisor.

    d. The dealer should be alert to the return of missing checks.

    e. Inexperienced players should be advised that non-value checks should be redeemed before leaving the table.

2. Call "COLOR COMING IN", in a clear, audible voice before bringing any checks across the layout. After verification is received from a Floor Supervisor, clean hands, then reach for the checks.

3. All stacks should be visible to your Floor Supervisor.

4. Break down and prove a full stack in the presence of your Floor Supervisor, restack and prove the remaining stacks by sizing into the proven stack. Any checks less than a full stack should be broken down and left cut down. Do not spread checks out.

5. Stacks should be arranged in a push formation.

6. After cash outs of non-value checks whose value is different from the table minimum, i.e. $5.00 blue checks, remove the color check and lammer from the lammer rack and return all the color checks to the rack. Only the dealer will place or remove lammers.

7. Make sure all of the color has been cashed out.

8. The Floor Supervisor must approve any color for color changes of non-value checks by a customer before bringing them into the work area.

III. Checkrackers Duties

1. Assist the dealer in checking the layout for bets under and over the table minimum and maximum and for misplaced bets. If you think you see a mistake, do not be afraid to let the dealer know.

2. Watch the layout while the dealer is glancing at the wheel.

3. Quickly GLANCE into the wheel to verify that the dealer has marked the correct number.

4. Stand in a position with a good view of the layout, not next to the dealer, and watch the layout until it is swept clean. Pay particular attention to the bottom end of the layout.

5. Help the dealer check payoffs for accuracy. Make certain the dealer does not take winning bets or pay losing bets.

6. When pushing payoffs to the dealer and only part of a stack is needed:

   a. Push the dealer a full stack if 11-20 checks are needed.

   b. Push the dealer the exact amount if less than 11 checks are needed.

      Example: 32-40 check payoff: Push two (2) full stacks to the dealer.
      43-check payoff: Push two (2) full stacks plus 3 checks.

   c. Exact payoffs may be given if approved by your Floor Supervisor to expedite the game.

7. Do not start mucking checks until all payoffs are made and the marker is removed from the winning number. After the layout has been swept, the checkracker may have to rack checks to finish paying off winners if instructed to do so by the Floor Supervisor.

8. Be able to verify that all bets have been paid.

9. Only the dealer will be allowed to muck value checks.

10. Place value checks or first color checks in front of the bank. The dealer will return them to the bank. The checkracker should not touch the bank.

11. Advise the dealer when all color is in or if any are missing from the table.

12. Do not change games unless instructed to do so by a Floor Supervisor

13. Do not argue with players. In case of a problem, call your Floor Supervisor and abide by his/her decision.

IV. Game Protection

1. Game protection cannot be OVERSTRESSED.

2. Do not allow any transaction to take place over the wheelhead.

3. Walk your game.

4. Be careful not to turn your back to the bankroll. It should be in view at all times. Try to memorize your bank.

5. Any talking between the dealer and the checkracker should pertain to the game. Both the dealer and the checkracker should face the game at all times. The game demands concentration.

6. Past posters generally take advantage of distractions. Pay particular attention to the wheelhead and the bottom of the layout. If you think you have been past posted, notify your Floor Supervisor immediately.

7. If two players claim the same bet, call your Floor Supervisor and abide by his/her design. Keep a close watch to avoid a recurrence. Refrain from taking sides between players and AVOID ALL ARGUMENTS.

8. If you have any doubts or suspicions of any moves that are being made by the player, bring it to the attention of your Floor Supervisor immediately. Be alert for distractions such as spilled drinks, late bets or any individual wanting a change of color or blocking your view of the layout.

9. Know your game procedures.

10. Take a second after cleaning the layout for any changes or missed checks.

11. Be particularly aware of the player at the separating stick.

12. When placing a player's bet, call it out so there is no mistake as to where it is placed.

13. Dealer and checkracker should keep hands on or over the table.

14. If the dealer drops a check on the floor, call out "CHECK DOWN", either the checkracker or the Floor Supervisor should pick up the check.

15. Dealers should try to remember their players' normal betting patterns.

16. Politely ask players to remove purses, bags, newspapers, slot cups, etc. from the table.

17. Outgoing dealers should inform incoming dealer of all information pertaining to the game such as:

    a. Table Minimum.

    b. Any player allowed to bet over the stated table maximum and maximum bet he/she is allowed.

    c. Any player allowed to bet under the stated minimum.

    d. Problem players.

    e. Incoming dealer should take special note of lammer rack for color marked up above table minimum.

    f. Any missing non-value checks.

18. [redacted] shift change. Outgoing dealers should make a special effort to relay all pertinent information completely and thoroughly to incoming dealer.

V. Tokes

1. SOLICITING TOKES IS STRICTLY PROHIBITED.

2. Both the bet and the payoff on all winning toke bets must be taken down.

3. Color changes for tokes should be made by the dealer with verification by the Floor Supervisor.

4. Always pay the toke bet after all customer bets have been paid.

5. Toke bets must be placed on non-valued checks before spinning the ball.

   a. On winning value check payoffs, cut out the appropriate payoff in value checks and place it on the rim of the wheel.

   b. Take the non-value check from the winning number and place it next to the payoff on the wheel rim. Convert the non-value check to a value check.

   c. All toke payoffs should be witnessed by the Floor Supervisor.

6. Do not make toke changes for cocktail waitresses, this will be done by your Floor Supervisor. Make sure the toke came from your table and is redeemed for the proper amount.

7. If a customer throws in a toke and does not specify that the dealer bet the toke or gives the dealer the option to bet or keep the toke, the toke must be locked up and not bet.

8. Maximum toke bets:

   Outside - $100.00

   2 to 1 - $50.00

   Anyway to a number - $5.00

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