



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	AIRPLUS	ARDBON	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	380	\$38,000.00	-
\$25.00	173	\$4,275.00	-
\$5.00	273	\$1,365.00	-
\$2.00	-	-	-
\$1.00	20	\$20.00	-
\$0.50	-	-	-
\$0.25	-	-	-
TOTAL = \$64,200.00			

Working

12/3/2024 [Day]

Fill	Credit
Closer	Cover
Pin/Credit Status	Inventory
Roll Open Table	Run Down
Roll Closed Table	Chip Ledger

Supervisor	Buy In Read
<NONE>	
Dealer	
<NONE>	
Decision	
Min: \$15	Max Grid
Max: \$500	Back to Floor
Three Card Poker	

To initiate a rating on Pit Watch conduct the following:

1. Swipe the player's Boarding Pass.
 - 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. Place cash under "Cash in."
 - c. If the guest came with chips utilize "Chips in."
 - d. 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-KC1 Spot: 3 - Guest 16-23-3 ()]

Name:

Shift: Day

Force Keypad Checkout to Queue ☐

Add Manager Required ☐

Supervisor:

Dealer:

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	Send Active W/L		Walk With: \$0.00	
Other:	\$0	Session Casino Win/Loss:		\$200.00	

Session Note:

Bets

Time

Prop Hands

Date-Time

Bet

Bets:

Session Handle:

Calculated Avg:

Refresh Bets

There are no items to show.

Cancel Changes

Rate and Roll

Keypad Checkout

Update Rating

Betting 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		Pa
---	-------	------	---	---------	---------	-------	-----	-----	-----	----------	-----	--	----

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) Table P1-182 Spot 4 - 1

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	42	\$4,200.00	
\$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

\$400.00

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 is 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.



The screenshot shows the Station Casinos CMS interface. On the left, there are input fields for 'OVERSOLD BET' (\$10), 'CASH IN - \$100' (\$0), 'CASH IN - OTHER' (\$0), 'MARKERS IN' (\$0), 'CHECKS IN' (\$0), and 'TOTAL OUT' (\$0). In the center, there is a numeric keypad (1-9, 0, Clear) and two 'NOTES' sections: 'NOTES - CHECKS' (\$0) and 'NOTES - MARKERS' (\$0). On the right, there are buttons for 'Close Out', 'Open', 'Issue Comp', 'Decline Comp', and 'No Rating'. At the bottom, the player's name is 'Player, Uncarded' and the seat number is 'Seat Number: 4'. Below this, there are fields for 'Acct: 0', 'Points: 0', 'Total In: 0', 'Secondary: Host: Played: 00.00', and 'Last PC: #1.0.1.1.1'.

RATING GUESTS MANUALLY

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.

The handwritten manual rating slip is for John Sample. It includes the following information: Name (Last: Sample, First: John, Middle:), Player ID: 1234567, DOB: 01/02/80, Date: 12/8/24, Time In: 12:30p, Time Out: 2:40p, Game & Table # (Game: TX82, Table: 3), Credit Line: \$10,000, Front Money: \$6,000, Credit Requested: \$2,000, and a signature. The slip also shows a 'Total In' of \$2,000, a 'Total Out' of \$3,500, and a 'Win' of \$1,500. The slip is dated 12/8/24 and has a signature of the shift manager.



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 of Three Card Poker. 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) and the current date and time (Dec 03, 2024 12:10 PM).
- Table:** Shows the game name (Three Card Poker) and the current date and time (Dec 03, 2024 12:10 PM).
- Working:** A vertical bar indicating the current game status.
- Buttons:** Includes buttons for Fill, Credit, Closer, Opener, Roll Open Table, Roll Closed Table, Inventory, Run Down, and Chip Ledger.
- Min/Max:** Displays the minimum and maximum bet amounts (\$15 and \$500).
- Supervisor/Dealer:** Fields for the Supervisor and Dealer names, both currently set to <NONE>.
- Buy In Read:** A field for the Buy In Read amount.
- Decision:** A red button for making a decision.
- Max Grid:** A button for the Max Grid.
- Back to Floor:** A button for returning to the floor.

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

FLOOR/PERSON	SHIFT			DATE		
	GRAVE			11-12-24		
120-3	500	100	25	5	DROP	
57.3	42.0	90	45	16	1	
		72	48			
57.9						
15-16	500	100	25	5	DROP	
29.5	16.0	68	58	8	111	
10.0	26.0	69	58			
	25.0	108	58			
	24.5	109				
38.2	22.5	107				
	21.5	104				
	21.5	103				
51-24	500	100	25	5	DROP	
36.5	22.0	97	36	11	11	
1.1	20.0	117	36	12		
			45			
37.4						
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	11		
			46	12		
39.7						
PF-4	500	100	25	5	DROP	
36.3	20.5	10.4	43	9	11	
		132	45	11		
		103	44	10		
35.9		122				

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	
PALCOY		100	2000
UTL	03	25	1500
TCF		5	200
		2	
		1	20
		20	10
TOTAL			3730

ORDERED BY [Signature] 3044 FILLED BY _____

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.