



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.

USERID: SCR	TF: 41012053
AREA: P01	Table: CR 2
DATE: 9/22/24	Time: 04:06
SHIFT: GRAVE	
DENOMINATION	AMOUNT
100.00	100.00
25.00	25.00
5.00	5.00
1.00	1.00
TOTAL	\$5,000.00
MEMO	
CASHIER	<i>[Signature]</i>
SECURITY	<i>[Signature]</i>
FLOOR	
DEALER/BOX	

CR-2

8000

GREEN VALLEY RESORT / SPA LAS VEGAS

SEP 22 11 45 AM '24

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

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 9/10 CUSTOMER NAME TEST, CREDIT

TO: _____ Negotiable Check CHECK NO. 00466892
 NAME OF BANK _____
 BRANCH _____
 CITY AND STATE _____ ZIP _____
 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 9/10 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 \$ _____
 U.S. \$1.00

CASHIER ES 9/10
 DEALER/BOXMAN ES 9/10
 FLOORMAN 0283

ACCOUNT # 129 TIME 13:14 30-SEP-24 G P01 SH 83
 CASH CHIPS SIGNATURE ES 9/10 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 \$ _____
 U.S. \$1.00

CASHIER ES 9/10
 DEALER/BOXMAN ES 9/10
 FLOORMAN 0283



- 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 9/12 CUSTOMER NAME TEST, CREDIT
 TO: NAME OF BANK **MARKER VOID** BRANCH CITY AND STATE REASON Test Print GREEN VALLEY RANCH DATE 9/30/24
 PAY TO THE ORDER OF GREEN VALLEY RANCH STATION U.S. \$ \$1.00
 ONE & NO/100 1ST SIGNATURE ES 9/12 U.S. DOLLARS
 2ND SIGNATURE ES 0293
 SIGNATURE ES 9/12
 ACCOUNT NO. PRINT NAME TEST, CREDIT

ACCOUNT # 129 TIME 13:14 30-SEP-24 G P01 SH 83
 CASH CHIPS SIGNATURE ES 9/12 CUSTOMER NAME TEST, CREDIT
 PAID BY: (AMOUNT) DATE PAID 9/30/24 PAYMENT STUB MARKER 00466892
 CHIPS 1.00 **MARKER VOID** REASON Test Print U.S. \$ \$1.00
 CHECK 1ST SIGNATURE ES 9/12 DEALER ES 0293
 CREDIT SLIP # 2ND SIGNATURE ES 9/12 FLOORMAN
 PARTIAL PAYMENT \$ ES 9/12
 CASHIER

ACCOUNT # 129 TIME 13:14 30-SEP-24 G P01 SH 83
 CASH CHIPS SIGNATURE ES 9/12 CUSTOMER NAME TEST, CREDIT
 PAID BY: (AMOUNT) DATE PAID 9/30/24 POSTING STUB MARKER 00466892
 CHIPS 1.00 **MARKER VOID** REASON Test Print U.S. \$ \$1.00
 CHECK 1ST SIGNATURE ES 9/12 DEALER ES 0293
 CREDIT SLIP # 2ND SIGNATURE ES 9/12 FLOORMAN
 PARTIAL PAYMENT \$ ES 9/12
 CASHIER

ACCOUNT # 129 TIME 13:14 30-SEP-24 G P01 SH 83
 CASH CHIPS SIGNATURE ES 9/12 CUSTOMER NAME TEST, CREDIT
MARKER VOID REASON Test Print U.S. \$ \$1.00
 1ST SIGNATURE ES 9/12 DEALER ES 0293
 2ND SIGNATURE ES 9/12 FLOORMAN
 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 #:	<u>00466892</u>		
Date/Shft:	<u>9/30/24</u> <u>1</u>		
Cash\$:	_____	Log:	_____
Chip\$:	<u>1.00</u>		
Gm/Tbl:	<u>SH</u> <u>83</u>		
Issued By:	<u>MWB</u>		
Approver:	_____		
	<u>Entered</u>	<u>Voided</u>	
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, lammers), 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.