



# Dealer Guide

2022

June 7<sup>th</sup>, 2022



# Introduction

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Welcome to Casino Party Aces! Casino Party Aces has been hosting casino nights for over 20 years. A big part of our success is due to the caliber of our dealers. Reliable, skilled, friendly, polite, and professional are qualities we require of our dealers and staff. This guide will explain our policies and procedures and answer many common questions.

We look forward to having you as part of our team.

## Conduct

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1. The rules for the specific party are set by Michael Magee, the Pit Boss and the Customer Host. What they say goes.
2. Dealers must act professional towards the customer at all times.
3. Dealers are prohibited from drinking alcohol or using controlled substances before and during a casino party.
4. Dealers are prohibited from soliciting cash tips from the customers. **The ALE has made in clear that any cash on or around the table (including tips) will be considered breaking the law. Soliciting and/or accepting cash tips from the players is grounds for immediate dismissal.**
5. Do not eat the customer's food even if offered by a guest. If the HOST gives permission to the Casino Party Aces Pit Boss, the Pit Boss will inform the dealers if and when they can eat.
6. **If you are ever a "no-show", you will no longer be eligible to work.**
7. **Dealers that arrive late (at least 20 minutes before dealing time) will not be eligible for tips.**

## Dress Code

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For the majority of parties, dealers should wear:

### **Official Casino Party Aces Casino Attire (red)**

- Black slacks/skirt (not jeans)
- Black dress shoes. Avoid athletic sneakers.
- Red Banded Collar shirt. Go to: <https://www.waitstuff.com/wrinkle-free-casino-uniform/> choose **red**.
- **NO, YOU MAY NOT USE ANY RED SHIRT.**
- Casino Party Aces Logo Vest (supplied by CPA, No Charge)

Occasionally we will have casual (generally outside) parties. If the party invitation indicates "outdoor casual" you should wear:

- Casino Party Aces Polo Shirt (Provided no charge)
- Khaki shorts, skirt or slacks



## During Party Logistics

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- When you work a party you must show up by the designated time. The invitation will indicate the start (dealing start time). **Arrive 20 minutes before dealing starts.** Dealers must ensure that their tables are setup properly with all of the equipment for the table.
- The Pit Boss will have a meeting around 10-minutes before dealing starts to review any details of this night's event.
- During a slow start or break in play do not leave your table to socialize. During the party if you do not have anyone playing your table, do not leave it unattended. You must protect the chips and be ready for new players.
- No leaning on the table or using a mobile phone (except in event of an emergency) during dealing times.
- If you need to take a break or use the restroom, ask the Pit Boss to help you cover your table.
- During the party ensure that the players follow the rules for your table. **The standard limit is \$2000, unless otherwise stated by the Pit Boss at the beginning of the event.** However, at some point we will typically switch to no-limit. It will be announced by Michael Magee, the Pit Boss, DJ, or the Casino Host.
- If you get an unruly or drunk customer and need help get Michael Magee, the Pit Boss or the Customer Host.

## Prizes

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Most parties will have prizes as incentive to win lots of chips at the tables. Players use their chips to purchase raffle tickets. The prizes are then raffled off using the tickets. The standard rule is \$5,000 per ticket. Only round the last few hundred dollars (i.e. \$4500 is not enough for a ticket). Encourage those with change to help others that are short a few hundred to get their next ticket. Ticket are generally distributed to dealers by the Pit Boss near the end of the event to avoid ticket pilfering. Your pit boss should inform you whether the guests get both halves of the ticket (Chinese raffle) to just half (standard). If you are not sure, ask the Pit Boss.

# Wrapping up your table

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The Pit Boss will indicate when is OK to “strike”. At this time, is OK for dealers to wrap their tables. Dealers must wrap-up before leaving. Generally, do not remove the table skirts. The load-out crew will remove the skirts when appropriate.

## *Blackjack*

Dealers should place all cards in the shoe. **Place the cut card in the front of the shoe.** Place the shoe and the discard holder in the center of the table. Dealers should work together to designate one chip tray as the donor tray. Using that tray make sure all the other trays are full in the correct quantity of chips: 4-blue rows, 2-red rows, 3-green rows, a ½ a row of black and a few purple if available. Place tray in tray “bullet”.

## *Roulette*

Dealers should place all the chips back into the racks. Roulette checks (chips) should be racked with same color. They may have to visit other tables to retrieve roulette checks and fill their casino chip racks. Racks should be: 1 rack green, 1 rack blue, 4/5 of rack red with the last stack black. Place ball and marker in the “ball sack”.

## *Craps*

Dealers should place all chips back in to the racks. Racks should be: 4 racks blue, 2 racks red, 4 racks green, and one rack with two stacks red, two stacks black and one stacks purple.

## *Poker*

Dealers should place all chips back in to the tray. Each tray should have 3 tubes blue chips, 1 half tube of red, 2 half tubes of green and a half tube of black. Place the cards, cut card, and button in the card case. Place the card case in the tray above the half tubes. Place tray in the “bullet”.

## Eligibility

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- NC law prohibits anyone working for a casino vendor that meets any of the following disqualifying conditions:
  - i) Has a conviction for any violation of State or Federal gambling laws within the five years prior to the date of employment.
  - ii) Has pending charges for any violation of State or Federal gambling laws.
  - iii) Is subject to an active criminal or civil court order prohibiting involvement in gambling activities.
  - iv) Has a conviction for any felony.
- North Carolina requires all dealers be vetted for legal eligibility. You must provide complete the [www.partyaces.com/dealer](http://www.partyaces.com/dealer) form.

## Opportunity to Work

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- Casino Party Aces' dealers are *independent contractors*. Dealers choose which events they would like to work. Dealing spots are on a first-come first-serve basis.
- Casino Party Aces is hired for parties of varying sizes. Casino Party Aces has parties on average about twice a month. Not all dealers will work all parties. How often you are invited to work is based on the following criteria:
  - Your dependability.
    - Do you show up at the designated dealer arrive time, NOT just before the dealing time?
      - Habitually late dealers will be removed from the roster.
    - Do you keep your invite status up to date?
      - If your status changes, update your RSVP ASAP.
    - Do you RSVP "no" versus just ignore events you are unable to work.
      - RSVP'ing "NO" helps us know you are unavailable. Just ignoring the invite makes it unclear on whether you are not available, or just haven't responded yet.
    - Do you frequently accept dates then, change to no just before the event?
      - This can block other dealers from being able to sign up, and when you change your RSVP leave us short a dealer, which is very bad for our business. If you must change your RSVP within 24 hours of an event, CALL Michael.
  - The frequency you accept work.
    - The more frequently you accept work, the more opportunities you will get. If you rarely sign up for parties or are particularly selective in which parties you sign up for, you will receive invites less often.
    - The first two weekends of December are the most important dates of the year for Casino Party Aces. **Dealers that did not work most of those dates will not be invited to future events.**
  - Willingness to work a variety of games including other games like Craps, Poker or Roulette.
    - The more games you know, the more utility you have as a dealer. One-game dealers with receive fewer opportunities.
    - Are you willing to be flexible on your table assignment?
  - Ability and willingness to follow the rules.
    - Do you enforce table limits until told "No Limit"?
    - Do your excessively bend the rules to gain favor with the players?
  - Your attitude. We only want friendly, polite and professional dealers that enjoy dealing. If you don't want to be here; don't sign up.

## Scheduling

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- Casino Party Aces uses NOWSTA to notify dealers of work opportunities. You will receive an email with a link to create your account. For each event, you will receive an email with an option to reply “yes” or “no” for an event. The dashboard has a list of upcoming events you are invited to work and shows your current RSVP status. You must have an email address you check regularly. **You must reply Yes or No. If you cannot or don’t want to work an event, be sure to indicate a “No”.**
- If for any reason your availability changes, **call the CASINO MANAGER (Karen Lewis 919-244-7631) immediately. YOU MUST CALL TO CANCEL YOUR SLOT.**
- Keep in mind, emails may not have the latest information. ALWAYS visit the site for the latest information. Check the site before leaving for an event for any last-minute updates which might include important information.

## Pay Logistics

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Casino Party Aces dealers are 1099 independent contractors. You must have a Social Security Number and Driver’s License Number on file with Casino Party Aces. **Failure to do so may delay your paycheck.**

You must provide complete the [www.partyaces.com/dealer](http://www.partyaces.com/dealer) form.

Your gigs for payroll purposed are calculated by your NOWSTA check-in. BE SURE TO CHECK IN AND OUT of EACH EVENT.

Casino Party Aces pays dealers a fixed rate for up to 5 hours of work starting at the designated arrival time. Based on the customer’s program, you make work less. If so, good for you. If we run longer than 5 hours or there is extra travel outside your local territory (Triangle/Triad/Greater Charlotte/Wilmington) then additional pay may be included. Travel pay is calculated by using the following formula. Distance from your assigned metro city (i.e. Raleigh) to venue city according to Google minus 35 miles, times \$0.50, times 2 (both ways). This is **NOT** the distance from your home or from where you are leaving. Example: event is 50 miles from assigned metro to venue city, minus 35 miles equals 15 miles times 2 (both ways), times \$0.50 equals \$15. Casino Party Aces processes payroll twice monthly. The **reporting** deadline is on the 7<sup>th</sup> and on the 21<sup>st</sup>, or first business day thereafter. Your check will be mailed to the address on file, typically within a **few business days** of the deadline. Time entries posted late will be process the next billing cycle.

# Dealing Blackjack

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## The Shuffle

1. Separate the cards into 2-6 piles and shuffle them together into a single pile.
2. Offer the cut card to a player to cut the deck.
3. After the deck is cut put the cut card approximately one deck from the back of the cards. Use the shoe to get the cards straight and then drop the cards into the shoe.
4. Always burn the first card in the shoe (put it in the discard holder).

## The Deal

1. Players place their bets.
  - a. Verify that the players have met the table minimum and maximum for the bet.
  - b. The bets should be in the center of the betting space.
  - c. Player's chips should be in a single stack. The chips should be arranged from the smallest denominations on top to the largest denomination chips on the bottom.
  - d. Correct any of the errors above, then let the player know.
2. Deal the cards from the first player on the left to the last player on the right.
  - a. Players may not change their bets after the first card is dealt to the first player on the table. See splits and doubles for exceptions.
3. Does the dealer have Blackjack?
  - a. If the dealer's up card is an Ace, Ten or Face card you must check to see if the dealer has blackjack.
  - b. If the dealer does have Blackjack, turn it over. Take everyone's money (right to left) except for players that also have Blackjack (they push).

*We do not offer Insurance bets. Most players will not know what Insurance is. Notice Insurance bet is not printed on the table layout.*
4. Does a player have Blackjack?
  - a. Pay off Blackjacks from left to right at 3-2 (1.5 times bet).
  - b. Make sure you collect their cards after you pay the win.
  - c. Round down to nearest \$100 if necessary. For example, if the player bets \$300 pay them \$400 since you can't pay \$450. Encourage players to bet in multiples of \$200. Do not round up.
5. Players make their decisions.
  - a. Decisions are always made from dealer's left to right.
  - b. Players should indicate if they want to hit, stand, split or double down. Make sure the players use the proper signals for their decisions. They are:
    - i. Hit: Player should tap on or scratch the table.
    - ii. Stand: Player should wave their hand side-to-side over their cards.
    - iii. Split: If player has 2 equal value (including 10, J, Q, K) cards they can split. They should put a bet equal to or lower than their initial bet next to their initial bet. Verify with the player their intentions.
    - iv. Double Down: Player should put a bet equal to or lower than their initial bet next to their initial bet. Verify with the player their intentions.
  - c. As the player takes cards, announce their total. i.e. "14, 16, bust". If a player busts take their money and then take their cards and put them in the discard tray.

6. Dealer completes their hand.
  - a. Turn over the dealer's down card. Announce your starting total. "Dealer has x"
  - b. Draw cards until the dealer has 17 or more. This includes soft 17 or more. Announce the dealer's (your) total as you take cards. i.e. "Dealer has 12, 15, 20".
7. Pay/Collect player's bets.
  - a. Always pay bets from dealer's right to left.
  - b. Pay or collect all of the remaining player's bets before collecting any cards.
  - c. If the dealer busted, pay every hand that still has cards.
  - d. If the dealer didn't bust, pay the winning bets and collect the losing bets. We call this a mixed bag. Take your time and recalculate each hand to be sure of the player's total.
  - e. Tied hands are a push. Do not pay pushes, take the cards and leave the money.
8. Collect the cards
  - a. Collect the cards on the table from right to left, collecting the dealer's cards last.

If the cut card was dealt during the round it's time to shuffle the cards. Otherwise start the process over from Step 1.

## Splitting Cards

If player has 2 identical value cards(including 10, J, Q, K), they can split. The player should put a bet equal to their initial bet next to their initial bet.

1. The dealer should separate the cards into 2 hands. Deal a card to the first hand and allow the player to complete their action on the first hand before dealing a card to the second hand.
2. If the player receives another identical value card they may re-split up to a total of 4 hands.
3. Players may double down after splitting if they desire.
4. If the player splits Aces the dealer should deal exactly one card diagonal on each Ace. The player may not draw cards on hands after splitting Aces. However, if the player is dealt another Ace they may re-split the hand up to a total of 4 hands.

## Doubling Down

A player may double down (double their bet) on their first 2 cards. To double down the player should put a bet equal to or lower than their initial bet next to their initial bet.

1. After the player makes their double down bet the dealer should deal the player exactly one card sideways to the player. The player may not take any more cards after they've doubled down.
2. A player may not double down after they have drawn a card on the hand.

## Miscellaneous Rules

- Players may not touch the cards. If they do politely tell them not to.
- If the dealer makes a mistake always correct it as best as possible. Do your best to be fair to the players.

## Things to Remember

- Dealer draws to 16, stands on ALL 17's
- Blackjack pays 3-2 or 1.5 times the original bet
- When the dealer and player tie, including dealer-blackjack vs. player-blackjack, it is a push.



- There is no Five Card Monty, Five or Six Card Charlie.
- Players may double-down for less than the original bet, splits must be equal.
- Double-down after split allowed.
- Split Aces get one card each.
- Split up to 4 hands, including Aces.
- We do not offer Insurance, allow if insisted.
- No surrender
- Enforce table limits until party is declared no limit!!
- ***Smile!***