

Downstream Authority of the Quapaw Tribe of Oklahoma Regular Meeting
January 8, 2015

Meeting Called to Order: 10 am

| | | |
|-------------------|----------------------------|---------|
| ROLL CALL: | John Berrey, Chairman | Present |
| | Larry Ramsey, Secretary | Present |
| | Ranny McWatters, Treasurer | Present |
| | Marilyn Rogers, Member | Present |
| | Tamara Reeves, Member | Present |

DECLARATION OF QUORUM: announced by Larry Ramsey

Jani

- Mailbox at front desk
 - Requested to install a brass mailbox at the front desk for quests
 - Consensus of the DDA to proceed
- New hotel phones
 - 911 is outsourced (came programmed that way)
 - Have been programmed to ring to security dispatch
- Feb 2-8
 - Run Good Poker tournament
 - 9-10 employee tournament in ballroom (take advantage of set up)
 - Bounty on director's or DDA members that are able to participate
 - Run Good Gear used for prizes
- Player's club
 - Would like to have a dedicated window to new card sign ups during busy times
 - Consensus of the DDA to proceed
- Cage
 - Would like to have a dedicated window for gaming chips and slot tickets
 - Consensus of the DDA to proceed
- Slot Players
 - Would like to be able to deposit large amounts of money at the cage and get tito tickets to use at machines to reduce the amount of cash carrying.
 - Consensus of the DDA to proceed
- Bottom's Up beer program
 - Equipment will be on site by the first of February.

- Entertainment
 - Summer
 - Michael McDonald – Aug 22, confirmed
 - Alabama – end of July, offer out
 - Working on more options
- Donations

| | | | |
|--|--------------------|------------|------------|
| Neosho County 4-H Council | 40 at Spring River | Night stay | |
| Junior Women's Association | 40 at Spring River | Night stay | |
| Second Chance Pet Rescue of Grand Lake | 40 at Spring River | Night stay | Golf for 2 |
| Junior Auxiliary of Taney County | 40 at Spring River | Night stay | Golf for 2 |
| St. Agnes Cathedral | 40 at Spring River | Night stay | |
| McDonald County FFA Alumni/Booster | 40 at Spring River | Night stay | |

Policies

- 1105.03.05 – Poker

Motion by DDA Secretary Larry Ramsey to approve as presented. Seconded by DDA Treasurer Ranny Mcwatters VOTE: JB: yes; RM: yes; LR: yes; MR: yes; TR: yes (5 yes, 0 no, 0 absent)

Motion Carries

- 1500.08.02 – Soft Count EGM Processing

Motion by DDA Treasurer Ranny McWatters to approve as presented. Seconded by DDA Member Marilyn Rogers VOTE: JB: yes; RM: yes; LR: yes; MR: yes; TR: yes (5 yes, 0 no, 0 absent)

Motion Carries

- 1400.79.01 – Self Serve Coin Counter

Motion by DDA Member Marilyn Rogers to approve as presented. Seconded by DDA Member Tamara Reeves VOTE: JB: yes; RM: yes; LR: yes; MR: yes; TR: yes (5 yes, 0 no, 0 absent) Motion Carries

11:00am – Break

12:30 pm

Table Games Analysis

- John Fernandez, Bob Moritz, Sean Mathews, Bill Cornell
- See attached proposal
- Consensus of the DDA to proceed with plan.

Adjourn 1:14 pm

QUAPAW TRIBAL GAMING AGENCY



| | |
|---------------|----------------------------|
| DATE RECEIVED | 12/29/14 |
| COMMENTS | |
| REVIEWED BY | BM 12/30/14 JB 12/30/14 |
| APPROVED | TENTATIVE |
| NOT APPROVED | FINAL |

POLICY AND PROCEDURE SUBMISSION

| | | |
|--|---------------------------------|---|
| Procedure Name and Number: Poker Procedure #1105.03.05 | Department: Poker | Submission Date: 12/29/2014 |
| Narrative Description: To establish procedures for the conduct of Poker. This is a revision to version #1105.03.04. Procedures were changed for Table Fills to ensure that proper documentation existed for the Table Fills and appropriate signatures were provided. | | DCR/QTGA Tracking: |

DCR Compliance Authorization

Signature: Stephanie Hardy 2551

Date: 12/22/14

Department Director Authorization

Signature: Robert S. Mow 621

Date: 12/23/14

General Manager Authorization

Signature: Paul Cunningham 2298

Date: 12/28/14

QTGA Authorization

Signature: Barbara Collins

Date: 12/30/14

| | | |
|---|------------------------------------|------------------------------------|
| Poker | Procedure No: 1105.03.05 | Effective Date: 1/8/2015 |
| PURPOSE: To establish procedures for the conduct of Poker. | | |

| DCR Compliance – ITEM Tracking | Date |
|--|---------------------|
| Effective Date | 1/8/2015 |
| Compliance Review | 6/28/2010 |
| QTGA Submission | 7/1/2010 |
| QTGA Return | 7/26/2010 |
| Compliance Review | 7/26/2010 |
| QTGA Submission | 7/29/2010 |
| QTGA Return | 8/4/2010 |
| Compliance Review | 8/4/2010 |
| QTGA Submission | 8/5/2010 |
| GM Approval | 8/9/2010 |
| QTGA Final Approval | 8/13/2010 |
| DDA Final Approval | 9/7/2010 |
| Revisions to policy #1105.03.02 | 1/6/2012 |
| QTGA Submission | 1/12/2012 |
| GM Approval | 1/13/2012 |
| QTGA Approval | 1/24/2012 |
| DDA Approval | 1/31/2012 |
| Compliance Revisions to policy #1105.03.03 | 6/6/2013, 2/14/2014 |
| QTGA Submission | 2/19/2014 |
| QTGA Return | 4/9/2014 |
| Compliance Review | 4/22/2014 |
| QTGA Submission | 4/24/2014 |
| QTGA Return | 5/5/2014 |
| QTGA Submission | 5/9/2014 |
| GM Approval | 5/16/2014 |
| QTGA Approval | 5/20/2014 |
| DDA Approval | 6/4/2014 |
| Compliance Revisions to #1105.03.04 | 10/23/2014 |
| QTGA Submission | 11/6/2014 |
| QTGA Return | 11/20/2014 |
| Compliance Review | 12/2/2014 |
| QTGA Submission | 12/4/2014 |
| QTGA Return | 12/10/2014 |
| QTGA Submission | 12/29/2014 |
| GM Approval | 12/24/2014 |

| | |
|---------------|------------|
| QTGA Approval | 12/30/2014 |
| DDA Approval | 1/8/2015 |

Contents

| | |
|---|----|
| DEFINITIONS..... | 3 |
| CARDS: NUMBER OF DECKS | 6 |
| POKER RANKINGS..... | 6 |
| OPENING THE TABLE | 8 |
| TABLE FILLS..... | 8 |
| CLOSING THE TABLE | 9 |
| POKER OVERVIEW; GENERAL DEALING PROCEDURES..... | 10 |
| TIP PROCEDURES..... | 11 |
| WAGERS | 12 |
| BUTTON AND BLIND USE..... | 14 |
| HOLD 'EM PROCEDURES | 16 |
| OMAHA PROCEDURES..... | 17 |
| SEVEN STUD PROCEDURES..... | 19 |
| FIVE CARD DRAW PROCEDURES..... | 22 |
| FIVE CARD STUD PROCEDURES | 23 |
| TOURNAMENTS..... | 24 |
| HANDLING AND DISTRIBUTION OF TOURNAMENT TIPS..... | 25 |
| IRREGULARITIES | 26 |
| MINIMUM AND MAXIMUM WAGERS..... | 28 |

DEFINITIONS

The following words and terms shall have the following meanings unless the context clearly indicates otherwise:

1. "Add-on" Means the option to purchase an additional specified amount of chips at a specific time partway through a tournament. Unlike a re-buy, this option is granted to all remaining players regardless of stack size.
2. "All-in" Means a player who has no funds remaining on the poker table to continue betting in a round of play but who still retains the right to contend for that portion of the pot in which the player has already placed a bet.
3. "Ante" Means a predetermined wager which each player is required to make in some poker games prior to any cards being dealt in order to participate in the round of play.
4. "Bad Beat" Means one or more pre-designated high value poker hands which, when held by a player as a losing hand in a round of play, shall result in a Bad Beat payout if the casino has elected to offer a Bad Beat payout at that poker table.
5. "Bad Beat Payout" Means one or more awards that are payable to a player upon the occurrence of a bad beat.
6. "Bet" Means an action by which a player places gaming chips into the pot on any betting round.
7. "Betting Round" Means a complete wagering cycle in a hand of poker after all players have called, folded, or gone all-in.
8. "Blind Bet" Means a mandatory wager in some poker games which only players sitting in specific betting positions at the poker table shall be required to place prior to looking at any cards.
9. "Burn Card" Means a card taken from the top of a deck which is set aside face down, not in play, and the identity of which remains unknown.
10. "Button" Means a disc which is moved clockwise around the table to denote an imaginary dealer and thereby determine the betting and dealing sequence. Also, refers to the player who is in possession of the disc at that moment.
11. "Call" Means a wager made in an amount equal to the immediately preceding wager.
12. "Check" Means that a player waives the right to initiate the betting in a betting round but retains the right to act if another player initiates the betting.

13. "Chips" Means casino cheques (chips) used in lieu of currency in Casinos, representing actual cash that a player is risking and may cash out, as opposed to tournament chips.
14. "Common Card" Means, in any game of stud poker, a card which is dealt face upwards if there are insufficient cards left in the deck to deal each player a card individually and which can be used by all players at the showdown.
15. "Community Card" Means any card which is dealt face upward and which can be used by all players to form their best hand.
16. "Cut Card," also "Cover Card" Means a plastic card used after the cutting of the cards to conceal the bottom card of the deck.
17. "Draw" Means, in any game of draw poker, an exchange by a player of cards held in his or her hand, after the initial betting round, for an equal number of new cards from the deck.
18. "Fold" Means the withdrawal of a player from a round of play by discarding his or her hand of cards during a betting round and refusing to equal a wager.
19. "Forced Bet" Means a wager which is required to start the wagering on the first betting round.
20. "Fouled Hand" Means a hand that either has an improper number of cards or has come into contact with other cards in such a way as to render it impossible to determine accurately which cards are contained in the hand.
21. "Freeze-out" Means a tournament format in which the loss of all of one's chips permanently eliminates a player from the tournament; a tournament format that does not offer players the opportunity to re-enter once eliminated. Generally, all poker tournaments end in freeze-out fashion, whether or not they start that way.
22. "Half-Kill" Means when one player wins an entire qualifying pot, the betting limits are increased by one-half the posted table wagering limits for the next hand and remains in effect until a pot is won by a different player or until a pot does not qualify in amount.
23. "High" Means a game of Poker in which the highest ranking hand wins the pot.
24. "High-Low Split" Means a form of Poker in which there is a winner for both the highest and lowest ranking hands.
25. "Hole Card" Means any card dealt to a player face down.
26. "Kill" Means when one player wins an entire pot qualifying pot, the betting limits are twice the posted table wagering limits for the next hand and remain in effect until a pot is won by another player or until a pot does not qualify in amount.

27. "Low" Means a game of Poker in which the highest ranking low hand wins the pot.
28. "Opening Bet" Means the first bet in any round of play.
29. "Pot" Means the amount which is awarded to the winning player or players at the conclusion of a round of play and is equal to the total amount anted or bet by the players during a round of play, less any rake extracted and any amount contributed to the Bad Beat Jackpot.
30. "Protected Hand" Means a hand of cards which the player is physically holding or has placed one or more gaming chips on top of the cards.
31. "Raise" Means a bet in an amount greater than the immediately preceding bet in the betting round.
32. "Rake" Means the amount of gaming chips collected by the dealer as poker revenue.
33. "Re-buy" Means in a tournament, to pay an additional entry fee and begin again or to purchase additional chips after falling below a certain amount of chips; to utilize a tournament's re-buy option.
34. "Round of Play" Means, for any game of Poker, the process by which cards are dealt, bets are placed and the winner of the pot is determined and paid in accordance with the rules.
35. "Showdown" Means the action of revealing the hands of each player in order to determine who shall win the pot.
36. "Side Pot" Means a separate pot formed when one or more players are all-in.
37. "Stub" Means the remaining portion of the deck after all cards in a round of play have been dealt.
38. "Suit" Means one of the four categories of cards, that is, diamond, spade, club, or heart.
39. "Table stakes" Means the currency, gaming chips on the table is in play and a player may not subtract from his or her currency, gaming chips at any time during ongoing play.
40. "Tournament" Means a series of games in which a fixed number of players attempt to eliminate one another by gaining all of their opponents' chips, and in which the order of elimination determines rankings that are the basis for awarding a prize or a number of prizes; as opposed to a ring game.
41. ADDITIONAL INFORMATION: The number of chips used in a tournament is not dependent upon the entrance fee because the chips have no cash value and are only used to determine elimination and rankings. Typically, the ante or blind required in each hand of a tournament shall

increase over a period of time in order to account for increased stack sizes as players are eliminated.

42. "Tournament Chips" Means chips with no cash value used to keep score in a tournament.

43. "Up-Card" Means, in a game of stud, any card dealt to a player face up.

CARDS: NUMBER OF DECKS

1. Poker shall be played with one deck of cards with backs of the same color and design and one additional cut card. The cut card shall be opaque and in a solid color, readily distinguishable from the color of the backs and edges of the playing cards. Two decks of cards shall be maintained for use at each poker table at all times. Each deck maintained at the poker table shall be visually distinguishable in some manner from the other deck. While one deck is in use, the other deck shall be stored in designated area, unless an automated card shuffling device is being used.
2. Each deck of cards maintained at the poker table may be rotated in and out of play; provided, however, that no deck of cards shall be used at the table for more than twenty-four hours.
3. If an automated card shuffling device is being used, a dealer shall use both decks of cards, and:
 - a. The backs of the cards of the two decks shall be different colors;
 - b. One deck shall be shuffled by the automated card shuffling device while the other deck is being dealt or used to play the game;
 - c. Both decks shall be continuously alternated in and out of play, with each deck being used for every other round of play; and
 - d. If the shuffler is not ready or malfunctions, the dealer may hand shuffle the same deck following house procedures to continue play. On a malfunction, the dealer shall alert the floor. If the shuffler is ready for the next hand, the dealer will continue to alternate decks.

POKER RANKINGS

1. The rank of the cards used in all types of poker other than low poker, for the determination of winning hands, in order of highest to lowest rank, shall be; Ace, King, Queen, Jack, Ten, Nine, Eight, Seven, Six, Five, Four, Three, and Deuce. All suits shall be considered equal in rank. Notwithstanding the foregoing, an Ace may be used to complete a "straight flush" or a "straight" formed with, as applicable, a deuce, three, four, and five.

2. The permissible high poker hands in poker games that result in a five card hand, in order of the highest to lowest rank, shall be:
- a. "Royal Flush" is a hand consisting of an Ace, King, Queen, Jack, and Ten of the same suit.
 - b. "Straight Flush" is a hand consisting of five cards of the same suit in consecutive ranking, with King, Queen, Jack, Ten, and Nine being the highest ranking straight flush and Ace, Deuce, Three, Four, and Five being the lowest ranking straight flush.
 - c. "Four-of-a-kind" is a hand consisting of four cards of the same rank regardless of suit, with four Aces being the highest ranking four-of-a-kind and four Deuces being the lowest ranking four-of-a-kind.
 - d. "Full House" is a hand consisting of "Three-of-a-kind" and a "Pair", with three Aces and two Kings being the highest ranking full house and three Deuces and two Threes being the lowest ranking full house.
 - e. "Flush" is a hand consisting of five cards, of non-consecutive rank, of the same suit.
 - f. "Straight" is a hand consisting of five cards of consecutive rank, of two or more suits, with an Ace, King, Queen, Jack, and Ten being the highest ranking straight and an Ace, Deuce, Three, Four, and Five being the lowest ranking straight; provided, however, that an Ace may not be combined with any other sequence of cards for purposes of determining a winning hand (e.g., Queen, King, Ace, Deuce, and Three).
 - g. "Three-of-a-kind" is a hand consisting of three cards of the same rank regardless of suit, with three Aces being the highest ranking three-of-a-kind and three Deuces being the lowest ranking three-of-a-kind.
 - h. "Two Pair" is a hand consisting of two "Pairs", with two Aces and two Kings being the highest ranking two pair and two Threes and two Deuces being the lowest ranking two pair.
 - i. "One Pair" is a hand consisting of two cards of the same rank regardless of suit, with two Aces being the highest ranking pair and two Deuces being the lowest ranking pair.
3. When comparing two hands which are of identical poker hand rank pursuant to the provisions of (2) above, as applicable, or which contain none or the poker hands authorized for that game, the hand which contains the highest ranking card provided in (1) above or (4) below, whichever is applicable, which is not contained in the other hand shall be considered the higher ranking hand. If the hands are of identical rank after the application of this subsection, the hands shall be considered tied and the pot shall be equally divided among the players with the tied hands.

4. The rank of the cards used in low poker, for the determination of winning hands, in order of the highest to lowest rank shall be: Ace, Deuce, Three, Four, Five, Six, Seven, Eight, Nine, Ten, Jack, Queen, and King. All suits shall be considered equal in rank.
5. The ranking of a low poker hand as determined by the holding of a five or three card hand shall be the inverse or the rankings for a high poker hand set forth in (2) and (3) above; provided, however, that straights and flushes shall not be considered for purpose of determining a winning hand at low poker.
6. In all games of poker, a hand shall be ranked according to the cards actually contained therein and not by the player's opinion or statement of its value.

OPENING THE TABLE

1. After the dealer arrives to open the game, the Poker Floor Supervisor shall unlock the rack lid.
2. The Poker Floor Supervisor shall instruct the dealer to pull the lid up from the chip rack and place it on the table. The lid shall be stored at or behind the poker podium.
3. The Poker Floor Supervisor shall take the Table Chip Inventory slip from the tray and along with the dealer verify that the number of chips in the rack matches what is on the inventory slip.
4. When both the Poker Floor Supervisor and dealer are satisfied that the counts match, they shall both sign the inventory slip with their name and badge number and the dealer shall drop the slip into the drop box. If the inventory slip does not match the table rack the Poker Floor Supervisor shall fill out an Error Notification Slip along with a corrected Table Chip Inventory slip. The proper copies of each shall be placed in the drop box by the dealer.
5. Upon receiving the cards from the Poker Floor Supervisor, the cards shall then be spread face up on the table in suit and in sequence for inspection by the dealer and Poker Floor Supervisor. Once the faces of the cards have been inspected they shall be turned face down and the backs shall be inspected for any irregularities.

TABLE FILLS

1. Exchanges between table banks and the Poker Cage in excess of \$100.00 shall be verbally authorized by a Poker Floor Supervisor. All exchanges shall be evidenced by the use of a lammer unless the exchange of chips, tokens, and/or cash takes place at the table.
2. Exchanges from the Poker Cage to the table banks shall be verified by the card room dealer, runner and cage. A fill slip will be kept with the cage to document the exchange. The fill slip

will have the date, time, and amount of the even exchange. The card room dealer, Poker Cage team member and the chip runner will all sign the fill slip during the exchange occurrence.

CLOSING THE TABLE

1. After it is apparent that a game is no longer viable, the Poker Floor Supervisor shall inform the dealer to “close the game.” The Poker Floor Supervisor shall retrieve the lid from the podium and place it in the middle of the table. The dealer shall drop in the drop box any rake collected that has not been dropped.
2. The dealer shall reorganize the cards in suit and in sequence for inspection by the Poker Floor Supervisor. The verified cards shall then be stored in the poker podium.
3. The Poker Floor Supervisor and dealer shall prepare a Table Chip Inventory slip by counting all of the chips in the table bank. The Poker Floor Supervisor shall mark on the inventory slip the value amount of each denomination of chips. The Poker Floor Supervisor and the dealer then shall sign the inventory slip with name and badge number.
4. The dealer shall drop one copy of the inventory slip into the drop box and a second copy shall be placed into the chip tray.
5. The Poker Floor Supervisor shall then lock the lid over the bank, thereby closing the table.

SHUFFLE AND THE CUT OF THE CARDS

1. Immediately prior to commencement of play and after the completion of each round of play, the dealer shall spread the entire deck of cards then shuffle the entire deck of cards, either manually or by use of an automated card shuffling device, so that they are randomly intermixed. Upon completion of the shuffle, the dealer or device shall place the deck of cards in a single stack.
2. The shuffle is as follows:
 - a. The deck shall be shuffled twice.
 - b. The deck shall be boxed once (3 strips).
 - c. The cards shall be shuffled once more.
3. After the cards have been shuffled, stacked, and placed on the table in front of the dealer, the dealer shall, using one hand, cut the deck by:
 - a. Placing the cut card on the table in front of the deck of cards;

- b. Taking a stack of at least 10 cards from the top of the deck and placing them on top of the cut card; and
 - c. Placing the cards remaining in the deck on top of the stack of cards that were cut and placed on the cut card previously.
- 4. After the cards have been cut and before any cards have been dealt, a Poker Floor Supervisor may require the cards to be reshuffled and/or re-cut if he or she determines that the cut was preformed improperly or in a way that might affect the integrity or fairness of the game.

POKER OVERVIEW; GENERAL DEALING PROCEDURES

- 1. Poker shall be played by a minimum of two players and a maximum of eleven players. Poker shall be dealt by a dealer at a poker table. For all Poker games the dealer shall not participate in the playing or outcome of the game in any way except as otherwise authorized in the procedures.
- 2. A player shall wager on the cards that the player holds in his or her hand. All bets by a player shall be placed by the dealer in the designated area known as the pot. A player may be required to ante or place a blind bet prior to the receipt of any cards. After each round of cards is dealt, a betting round shall be conducted. Each player shall decide whether to continue contending for the pot by calling or raising the bet of the other players.
- 3. The object of the game shall be for a player to win the pot either by making a bet that no other player elects to call, or by having the hand of the highest rank at the showdown. If two or more players are still in contention for a pot after all cards have been dealt and the final betting round has been completed, there shall be a showdown among the players still in contention to determine which player has the hand of highest rank. Based on the type of poker being played, the winning player may be the player who holds the highest ranking high poker hand, the highest ranking low hand or both the highest ranking high and low poker hands.
- 4. The following procedures shall be utilized by the dealer when dealing the game of poker:
 - a. The dealer shall choose the hand in which he or she shall hold the cards. Once the dealer has chosen a hand, the dealer must use that hand whenever holding the cards. The cards held by the dealer shall, at all times, be held in front of the dealer, as level as possible and over the poker table.
 - b. As needed, the dealer shall verbalize or physically indicate the action which is occurring at the poker table with regard to the conduct of the game and instruct each player as to his or her various turns to act and options.
 - c. All burn cards shall be kept separate from the pile of discarded cards.

- d. The dealer shall be required to count the stub once every three to five hands, in order to determine that the correct number of cards is present. When dealing at a table with an automatic shuffling machine, the counting procedure shall be handled by the shuffle machine. If this count reveals an incorrect number of cards, the deck shall be removed from the table.
- e. At the completion of a round of play, the dealer shall award the pot to the winning player or players after a showdown or to the last remaining player if all other players have folded. Prior to pushing the pot to the winner and collecting the winning hand, the dealer shall first collect the cards from all losing players. Winning players shall be expected to maintain possession of their cards, as a receipt for the pot, until the dealer awards the pot.
- f. All side pots shall be awarded before the dealer awards the main pot.
- g. All discarded hands should be verified, if possible, by the dealer to determine that the proper number of cards has been returned.
- h. The dealer shall collect the rake in a timely manner and not wait until the end of the hand. All time charge collections shall be verified by the Poker Floor Supervisor before being dropped into the rake box.
- i. The dealer shall collect, if applicable, any amount required to be contributed to any jackpot.

TIP PROCEDURES

1. All Poker dealers shall be allowed to receive tips.
2. All tips received by Poker dealers shall be placed into a locking token box. All token box keys shall be controlled by the Cashier Cage.
3. Poker dealers shall proceed to the Cashier Cage at the end of their respective shifts.
4. Each Poker dealer shall hand his or her token box to the Cage Cashier to be opened and emptied by the Cashier.
5. All monies shall be verified by both the Poker dealer and the Cage Cashier and the amount shall then be entered onto the Tip Worksheet.
6. After verification of monies, the Poker dealer and the Cage Cashier shall sign the Tip Worksheet.

7. The Poker dealer shall retain the pink copy of the Tip Worksheet for his or her records. The white copy shall be forwarded to Accounting and the yellow copy shall be forwarded to Poker via Accounting so that all Poker dealers may have their tips credited to their paychecks.
8. At no time shall any Poker dealer retain any part of his or her tips as a form of take home pay.

WAGERS

1. Only players who are seated at the poker table may be permitted to receive cards and participate in each betting round.
2. Depending upon the particular type of poker game being dealt, a player may be required to:
 - a. Place an ante prior to receiving any cards;
 - b. Place a predetermined blind bet prior to receiving any cards; or
 - c. Place a forced bet to initiate a betting round based on that player's up-card.
3. Table stakes applies. Meaning that a player may only participate in the wagering during a round of play with the gaming chips which were already on the poker table and in front of the player when the round of play commenced.
4. A player may only add to his or her gaming chips between rounds of play and, except as provided in 5 below, may not remove any of his or her gaming chips from the poker table at any time during ongoing play pursuant to the definition of table stakes.
 - a. Cash does not play except when the table limits are \$5-\$10 or higher.
 - b. In order to participate in a round of play, a player shall be required to have an amount of gaming chips available on the poker table prior to the start of the round of play which is sufficient to make any bet required by 2 above and at least one bet at the posted table minimum.
 - c. A player who satisfies the requirements of b. above but who depletes his or her funds on the poker table prior to the completion of a round of play shall be deemed to be "all-in."
5. An "all-in" player shall retain financial interest in the outcome of the round of play, but shall only be eligible to win the amount of the pot to which he or she contributed.
 - a. An "all-in" player shall continue to receive any cards to which he or she would normally be entitled.

- b. Betting shall continue unimpeded among the other players by generating a separate secondary pot which only those players shall be eligible to win.
 - c. Whenever a player indicates intent to temporarily leave a poker table without relinquishing his or her seat at the table, the Poker Floor Person shall account for the amount of the player's table stake prior to the player's departure if that player insists on removing his stake from the table.
- 6. A verbal statement of "fold," "check," "call," "raise," or an announcement of a specific size wager by a player, assuming it is within the rules of the poker game being played and the minimum and maximum wager limits for the poker table, shall be binding on the player if it is that player's turn to act.
- 7. A player who announces a bet or raise of a certain amount but places a different amount of gaming chips in the pot shall be required to correct his or her bet or raise to the announced amount in accordance with the instructions of the dealer.
- 8. A player shall be considered to have placed a bet if the player releases the chips into the pot. Any chips moved forward of the acting player's cards and released shall be construed as a wager.
- 9. A player shall not be permitted to make a bet and thereafter attempt to increase the amount of that bet.
 - a. If the player wishes to add additional gaming chips to the bet, the player must indicate at the time the bet is being made that the bet is not yet complete.
 - b. A player who puts the proper amount of gaming chips into the pot to call a bet, without indicating his or her intention to raise, may not thereafter raise the previous bet.
 - c. Subject to the posted table wagering limits, a player who announces "raise" may continue to bet gaming chips until his or her hands come to rest while in the betting area. This does not mean that a player can go back and forth at will between his or her chips and the betting area.
- 10. It shall be the dealer's responsibility to ensure that no player touches any of the gaming chips once placed into the pot.
- 11. Unless a raise has been verbally announced by that player, a player who puts into the pot a single gaming chip that is larger than required is assumed to have only called the preceding bet, or have made a wager of that size if initiating the action.

12. Unless specifically posted to the contrary, a player shall be permitted to raise after he or she has previously checked in a betting round.

BUTTON AND BLIND USE

In button games, a non-playing dealer normally does the actual dealing. A round disc called the button is used to indicate which player has the dealer position. The player with the button is last to receive cards on the initial deal and has last action after the first betting round. The button moves clockwise after a deal ends to rotate the advantage of last action. One or more blind bets are usually used to stimulate action and initiate play. Blinds are posted before players look at their cards. Blinds are part of a player's bet, unless the structure of a game or the situation requires part or all of a particular blind to be "dead." Dead chips are not part of a player's bet. With two blinds, the small blind is posted by the player immediately clockwise from the button, and the big blind is posted by the player two positions clockwise from the button. With more than two blinds, the little blind is normally left of the button (not on it). Action is initiated on the first betting round by the first player to the left of the blinds. On all subsequent betting rounds, the action begins with first active player to the left of the button.

RULES FOR USING BLINDS

1. The minimum bring-in and allowable raise sizes for the opener is specified by the poker form used and blind amounts set for a game.
2. Each round every player must get an opportunity for the button, and meet the total blind obligations. Either of the following methods of button and blind placement may be designated to accomplish this.
 - a. Moving button: The button always moves forward to the next player and the blinds adjust accordingly. There may be more than one big blind. This method is used for cash poker.
 - b. Dead button: The big blind is posted by the player due for it, and the small blind and button are positioned accordingly, even if this means the small blind or the button is placed in front of an empty seat, giving the same player the privilege of last action on two or more hands. This method is used for tournament poker.
3. A player posting a blind in the game's regular structure has the option of raising the pot at the first turn to act. Although chips posted by the big blind are considered a bet, this option to raise is retained if someone goes all-in with a wager of less than the minimum raise.
4. In heads-up play with two blinds, the small blind is on the button.

5. A new player entering a game that has mandatory posting requirements has the following options:
 - a. Wait for the big blind.
 - b. Post an amount equal to the big blind and immediately be dealt a hand.
 - c. Buy the button.
 - d. Post a straddle (bet) when the big blind is on the new player's right.
6. A new player who elects to let the button go by once without posting is not treated as a player who has missed a blind, and must only post the big blind in mandatory post games.
7. A person playing over is considered a new player, and must post or wait in mandatory posting games.
8. A new player cannot be dealt in between the button and the blinds without buying the button or posting the amount of the big blind and letting the button pass.
9. When you post the big blind, it is your opening bet. When it is your turn to act, you have the option to raise.
10. A player who misses any or all of the blinds can resume play by either posting all the blinds missed, waiting for the big blind or buying the button. If the player chooses to post the total amount of the blinds or buy the button, an amount up to the size of the opening bet is live. The remainder is taken by the dealer to the center of the pot and is not part of any bets made by the player. When it is this player's turn to act, an option to raise shall be given.
11. If a player who owes a blind (as a result of a missed blind) is dealt in without posting, the hand is dead if the player looks at it before putting up the required chips, and has not yet acted. If the player acts on the hand and plays it, putting chips into the pot before the error is discovered, the hand is live, and the player is required to post on the next deal.
12. A player who goes all-in and loses is not obligated to make up the blinds if they are missed before a re-buy is made.
13. These rules about blinds apply to a newly started game:
 - a. Any player who drew for the button is considered active in the game and is required to make up any missed blinds.
 - b. A new player shall not be required to post a blind in mandatory post games until the button has made one complete revolution around the table, provided a blind has not yet passed that seat.

- c. A player may change seats without penalty, provided a blind has not yet passed the new seat.
- 14. In all multiple blind games, a player who changes seats three more or active players away from the big blind must either wait for an amount of hands equal to the number of players jumped or post an amount equal to the big blind. Any player can move closer to the big blind without penalty.
- 15. A player who “deals-off” (by playing the button and immediately getting up to change seats) can allow the button to pass the new seat one time and reenter the game behind the button without having to post a blind.
- 16. A live straddle bet is allowed in all games, and only to the left of the big blind. In limit games, the straddle does not count against the three raise limit. In limit games with a kill, a straddle may not be posted on kill hands. In no-limit and pot-limit games, a straddle becomes the de facto big blind, meaning that the minimum bet or raise for the entire hand is the amount of the straddle.

HOLD 'EM PROCEDURES

1. Each poker table shall be restricted to a maximum of ten players. Each player who elects to participate in a round of play may be required to place an ante. The rule governing the placement of an ante and the amount of the ante, if any, shall be posted on a sign at each poker table.
2. The order in which the cards shall be dealt and the order in which players shall be required or have the option to bet shall be determined as documented below.
3. A flat disk called the "button" shall be used to indicate an imaginary dealer.
 - a. At the commencement of play, each player shall vie for possession of the button on the first hand by random draw of the cards.
 - b. Thereafter, the button shall rotate around the table in a clockwise manner after each round of play.
4. The player to the immediate left of the button shall be required to initiate the first betting round by placing a blind bet in accordance with the posted table requirements. A casino licensee may require additional blind bets to be made immediately subsequent to the initial blind bet. The amount and number of all blind bets required by the casino shall be posted on a sign.
5. Starting with the player to the immediate left of the button and continuing in a clockwise rotation around the poker table, the dealer shall deal two rounds of cards face down to each player, with the player with the button being the last player to receive a card each time.

6. Following the placement of the blind bet(s), each player shall in turn, in a clockwise rotation around the poker table, either fold, call or raise the bet. The option to raise shall also apply to the player who made the blind bet(s). After the last player has responded to the most recent bet, the betting round shall be considered complete.
7. The dealer shall then burn the top card of the deck and proceed to deal three community cards face up in the center of the table. The next betting round shall commence with the option to bet or check belonging to the first player to the left of the button who has not folded. Each subsequent player may, in clockwise rotation, fold, call, raise the bet or, if preceding players have not made a bet, make an opening bet or check. The betting round shall be considered complete when each player has either folded or called in response to the most recent bet.
8. Upon completion of the betting round required by 6 above, the dealer shall again burn the top card of the deck and then deal a fourth community card face up in the center of the table. The next betting round shall be commenced and completed in accordance with the requirements of 6 above.
9. Upon completion of the betting round required by 7 above, the dealer shall again burn the top card of the deck and then deal a fifth and final community card face up in the center of the table. The final betting round shall be commenced and completed in accordance with the requirements of 6 above.
10. If more than one player remains in the round of play after the final betting round has been completed, a showdown shall be used to determine the winner of the pot. Each player remaining in the game shall form his or her highest ranking five card high poker hand by using, in any combination, of his or her own two cards and the five community cards available on the table. The winner of the pot shall be the player with the highest ranking five card high poker hand. If the highest ranking five card high poker hand that each of the remaining players can form is comprised of the five community cards, all players remaining in the round of play shall share equally in the pot.

OMAHA PROCEDURES

1. Each poker table on which Omaha shall be played shall be restricted to a maximum of 10 players. Each player who elects to participate in a round of play may be required to place an ante. The rule governing the placement of an ante and the amount of the ante, if any, and the kill or half-kill option, if offered, shall be posted on a sign at each poker table.
 - a. The order in which the cards shall be dealt and the order in which players shall be required or have the option to bet shall be determined in accordance with the procedures governing the use of a button.

- b. Starting with the player to the immediate left of the button and continuing in a clockwise rotation around the poker table, the dealer shall deal four rounds of cards face down to each player with the player with the button being the last player to receive a card each time.
 - c. After each player is dealt four cards face down, an initial blind bet and all subsequent dealing and betting rounds shall be completed in accordance with 4 and 6 through 9 from above.
- 2. If more than one player remains in the round of play after the final betting round has been completed, a showdown shall be used to determine the winner of the pot. Each player remaining in the game shall form a five card poker hand by using two of the four cards dealt to the player and three of the five community cards. This five card hand shall constitute the poker hand of the player at the showdown. The winner of the pot shall be:
 - a. In high poker, the player with the highest ranking five card high poker hand; or
 - b. In high-low split eight or better poker, the player with the highest ranking five card high poker hand and the player with the highest ranking five card low poker hand, subject to the provisions of 6 below, who shall divide the pot equally.
 - c. If a pot cannot be divided equally, the excess amount, which shall not exceed the minimum betting unit for the game, shall be given to the player with the highest ranking high hand.
 - i. If a tie exists between two or more players for the highest ranking high hand, the high hand share of the pot shall be divided equally among the tied players. If the high hand share of the pot cannot be divided equally among the tied players, the excess, which shall not exceed \$1.00, shall be given to the player with the highest ranking high poker card by suit.
 - ii. If a tie exists between two or more players for the highest ranking low hand, the low hand share of the pot shall be divided equally among the tied players. If the low hand share of the pot cannot be divided equally among the tied players, the excess, which shall not exceed \$1.00, shall be given to the player with the lowest ranking low poker card by suit.
 - iii. For purposes of this subsection, the cards shall be ranked by suit with the highest to lowest rank suit in order as follows: spades, hearts, diamonds and clubs.
- 3. In Omaha high-low split eight or better poker, the eligibility requirements must be satisfied. In the event that none of the hands of the remaining players satisfies this requirement, the entire pot shall be awarded to the player with the highest ranking high poker hand.

4. The following rules shall only apply in Omaha high-low split eight or better poker:
 - a. A player may form two different hands of five cards each, enabling that player to contend for both the high hand and low hand share of the pot;
 - b. A player may use the same five card grouping to make a high hand and a low hand; and
 - c. An ace may be used concurrently as a low card to satisfy a low hand and as a high card to satisfy a high hand.
5. In Omaha high-low split eight or better poker, an optional kill or half-kill may be offered. A kill button, indicating the kill or half-kill is in effect, shall be placed in front of the player who wins the entire pot in the hand, provided that the amount of the pot is an established dollar amount or multiple of the minimum permissible wager for the hand, as determined by the casino licensee. In the succeeding hand, the player shall be required to place no more than one blind bet in the amount of the increased permissible minimum wager for the hand, notwithstanding that the player may be required to place a blind bet to initiate the first round of betting. Any other player required to place a blind bet to initiate the first round of betting shall be required to place a blind bet in accordance with the posted table requirements. If, in the succeeding hand, a qualifying pot is not split between one player winning the high hand and another player winning the low hand, the kill button shall be moved in front the player who wins the entire pot for that hand. The kill or half-kill shall remain in effect until a pot does not qualify in amount or a pot is split between a player winning the high hand and a player winning the low hand. Once a pot does not qualify in amount or is split between two or more players, the dealer shall collect the kill button.

SEVEN STUD PROCEDURES

1. Each poker table shall be restricted to a maximum of eight players. Each player who elects to participate in a round of play may be required to place an ante. The rule governing the placement of an ante and the amount of the ante, if any, shall be posted on a sign at each poker table.
2. Starting with the first player to the left of the dealer and continuing in a clockwise rotation around the poker table, the dealer shall deal two rounds of cards face down and one round of cards face up to each player.
3. Once each player has received three cards in accordance with 2 above, the first betting round shall commence by comparing the up-card of each player. For the purposes of this subsection only, in the event that two or more up-cards are of the same rank, the up-cards shall then be ranked by suit, with the highest to lowest ranked suits in order as follows: spades, hearts, diamonds, and clubs. Betting shall be commenced by:

- a. For high poker, the player with the lowest ranked up-card;
 - b. For low poker and high-low split poker, the player with the highest ranked up- card. For this purpose, an ace shall be considered ranked below a deuce; and
 - c. For high-low split eight or better poker, the player with the lowest ranked up- card. For this purpose, an ace shall be considered the highest ranking card.
4. Following the placement of the forced bet required by 3 above, each subsequent player may, proceeding in a clockwise rotation from the player who placed the forced bet, fold, call or raise the bet. After the last player has responded to the most recent bet, the betting round shall be considered complete.
5. Upon completion of the first betting round, the dealer shall burn the top card of the deck and then, starting with the first remaining player to his or her left, deal a fourth card face up to each player who made or called the last wager. The next betting round shall commence as follows:
 - a. The player with the highest ranking poker hand showing shall be required to bet or check; or
 - b. If the highest ranking poker hand showing is held by two or more players, the player closest to the left of the dealer shall be required to bet or check.
6. Following the initial bet or check required by 5 above, each subsequent player, proceeding in a clockwise rotation, may fold, call, raise or, if the preceding players have not made a bet, check. Each player may check until a bet has been made. Once a bet has been made, the next player in a clockwise rotation may fold, call or raise. After the last player has responded to the most recent bet, the betting round shall be considered complete.
7. The dealer shall then deal two additional rounds of cards face up and one round of cards face down to each player who made or called the last wager. Prior to each round of cards being dealt, the dealer shall burn the top card of the deck. Notwithstanding the foregoing, if insufficient cards remain in the deck to give each remaining player either a sixth or seventh card, the top card of the deck shall be burned and a common card shall be dealt face up in the center of the table. If there is either one or no card remaining in the deck when a common card is to be dealt, the dealer shall shuffle the burn cards, burn a card and then deal the common card. The dealing of each round of cards or, if applicable, each common card pursuant to this subsection shall be followed by a betting round conducted in accordance with the provisions of 5 and 6 above.
8. If more than one player remains in the round of play after the final betting round has been completed, a showdown shall be used to determine the winner of the pot. Each player remaining in the game shall form a five card poker hand from the seven cards he or she was dealt. This five card hand shall constitute the poker hand of that player at the showdown. The winner of the pot shall be:

- a. In high poker, the player with the highest ranking five card high hand.
 - b. In high-low split poker or high-low split eight or better poker, the player with the highest ranking five card high hand and the player with the highest ranking five card low poker hand, subject to the provisions of 9 below, who shall divide the pot equally.
 - c. If a pot cannot be divided equally, the excess amount, which shall not exceed the minimum betting unit for that game, shall be given to the player with the highest ranking high hand.
 - i. If a tie exists between two or more players for the highest ranking high hand, the high hand share of the pot shall be divided equally among the tied players. If the high hand share of the pot cannot be divided equally among the tied players, the excess, which shall not exceed \$1.00, shall be given to the player with the highest ranking high poker card by suit.
 - ii. If a tie exists between two or more players for the highest ranking low hand, the low hand share of the pot shall be divided equally among the tied players. If the low hand share of the pot cannot be divided equally among the tied players, the excess, which shall not exceed \$1.00, shall be given to the player with the lowest ranking low poker card by suit.
 - iii. For purposes of this subsection, the cards shall be ranked by suit with the highest to lowest ranked suit in order as follows: spades, hearts, diamonds and clubs.
9. In seven-card stud high-low split eight or better poker, a winning low hand may not contain any pairs or a Nine, Ten, Jack, Queen or King. This defines the qualifying clause known as "eight or better." In the event that none of the hands of the remaining players satisfies this requirement, the entire pot shall be awarded to the player with the highest ranking high hand.
10. In seven-card stud high-low split poker and seven card stud high-low split eight or better poker, the player may form two different hands of five cards each out of the player's seven available cards, enabling that player to contend for both the high hand and low hand share of the pot. A player may use the same five card grouping to make a high poker hand and a low poker hand. For example:
- a. A hand consisting of a Deuce, Three, Four, Five and Six would qualify as a straight for purposes of the high hand and as a high ranking low hand; or
 - b. A hand consisting of five cards of the same suit, none higher than an eight, would qualify as a flush for purposes of the high hand and as a high ranking low hand.

11. In seven-card stud high-low split poker and seven-card stud high-low split eight or better poker, an Ace may be used as both a low card to satisfy a low hand and as a high card to satisfy a high hand.

FIVE CARD DRAW PROCEDURES

1. Each poker table shall be restricted to a maximum of eight players. Each player who elects to participate in a round of play may be required to place an ante. The rule governing the placement of an ante and the amount of the ante, if any, shall be posted on a sign at each poker table.
2. The order in which the cards shall be dealt and the order in which players shall be required or have the option to bet shall be determined in accordance with the procedures governing the use of a button and blinds as described in the Hold'em section.
3. Starting with the player to the immediate left of the button and continuing in a clockwise rotation around the poker table, the dealer shall deal five rounds of cards face down to each player with the player with the button being the last player to receive a card each time.
4. After each player has been dealt five cards face down, an initial betting round shall be completed.
5. After completion of the initial betting round, each player remaining in the round of play, starting with the player to the immediate left of the button and continuing in a clockwise rotation around the poker table, shall have an opportunity to draw new cards. This process shall be accomplished one player at a time. Each player may keep his or her original hand or discard as many cards as he or she chooses. Each discarded card shall be replaced by the dealer with a new card dealt from the deck as follows:
 - a. Prior to the first player receiving any new cards, the dealer shall burn the top card of the deck.
 - b. If insufficient cards remain in the deck for each player remaining in the round of play to draw new cards, the discard pile shall be reshuffled and used for this purpose; provided, however, that the cards to be discarded by a player who has not yet requested new cards shall not be included as part of the reshuffled cards.
 - c. If a player wants to draw five cards, four cards shall be given, all players remaining shall be given their draw cards, then the dealer shall return to the player drawing five and give him or her their fifth draw card. If the player drawing five cards is the last to receive cards, the dealer shall give four cards, burn a card and then give the player his or her fifth card. Under no circumstances is a player to ever receive five consecutive cards.
6. The final betting round shall commence with the option to bet or check belonging to the first

player to the left of the button who has not folded. Each subsequent player may, in clockwise rotation, fold, call, raise the bet or, if preceding players have not made a bet, make an opening bet or check. The final betting round shall be considered complete when the last player has responded to the most recent bet.

7. Draw games may be played triple-draw in addition to single-draw. If triple-draw is being played, the procedures from 4 and 5 above shall be repeated as necessary.
8. If more than one player remains in the round of play after the final betting round has been completed, a showdown shall be used to determine the winner of the pot. The winner of the pot shall be:
 - a. In high poker, the player with the highest ranking five card high hand; and
 - b. In low poker, the player with the highest ranking five card low hand.

FIVE CARD STUD PROCEDURES

1. Each poker table shall be restricted to a maximum of nine players. Each player who elects to participate in a round of play may be required to place an ante. The rule governing the placement of an ante and the amount of the ante, if any, shall be posted on a sign at each poker table.
2. Starting with the first player to the left of the dealer and continuing in a clockwise rotation around the poker table, the dealer shall deal one round of cards face down and one round of cards face up to each player.
3. Once each player has received two cards in accordance with 3 above, the first betting round shall commence by comparing the up-card of each player. The player with the lowest ranked up-card, which shall be determined by suit if two or more players have an up-card of the same rank, shall be required to make a forced bet.
4. Following the forced bet, each subsequent player may, proceeding in a clockwise rotation from the player who placed the forced bet, fold, call, or raise the bet. After the last player has responded to the most recent bet, the betting round shall be considered complete.
5. Upon completion of the first betting round, the dealer shall burn the top card of the deck and then deal another round of cards face up to each player who made or called the last wager. The next betting round shall be commenced by the player with the highest ranking high poker hand showing. If two or more hands are of equal rank, the player closest to the left of the dealer shall be required to bet. The betting round shall be completed in accordance with the procedures in 5 above.
6. The dealer shall then deal two additional rounds of cards face up to each player who made or

called the last wager, with each such round followed by a betting round conducted in accordance with the provisions of 6 above. Prior to each round of cards being dealt, the dealer shall burn the top card of the deck.

7. If more than one player remains in the round of play after the final betting round has been completed, a showdown shall be used to determine the winner of the pot. The winner of the pot shall be the player with the highest ranking five card high poker hand.

TOURNAMENTS

All previously explained definitions and procedures apply to tournament play with the following additions and exceptions:

1. The player buy-in procedure is as follows:
 - a. Each individual player pays for his or her tournament entry at the Cashier Cage.
 - b. The Cage Cashier then issues the player a cash/coin receipt.
 - c. The player then brings the cash/coin receipt to the Tournament Director/Poker Floor Supervisor and exchanges the receipt for a tournament seat assignment.
2. When the entry period to any tournament is closed, the Tournament Director/Poker Floor Supervisor and the Cage Cashier that accepted player buy-ins shall confirm for each other the following:
 - a. How many players are in that tournament
 - b. How much money should be in the prize pool
 - c. How many tournament chips are in play
3. Cage Cashier shall prepare a tournament summary report to confirm and verify these numbers this summary shall be included in the paperwork turned into Audit
4. After the prize pool numbers are verified, the Tournament Director/Poker Floor Supervisor shall furnish the Cashier Cage with a Tournament Payout sheet (pg.29), which list of places paid and corresponding prizes for those places. The Cage Cashier shall verify that the individual prizes totaled together exactly match the total prize pool. The Cage Cashier as well as the Tournament Director/Poker Floor Supervisor shall provide signature, badge number, and date verifying all amounts on the Tournament Payout sheet. The Tournament Director/Poker Floor Supervisor shall then announce to the tournament entrants the total prize pool and each individual prize.

5. Upon completion of the previous steps, the Cashier Cage shall prepare, in casino cash value chips or cash, which shall be indicated by the Tournament Director/Poker Floor Supervisor, the individual prizes that were agreed upon and confirmed. The Tournament Payout sheet shall then be signed by the Tournament Director/Poker Floor Supervisor, a Cage Cashier, and a Cage Supervisor (for amount(s) in excess of \$2,999).
6. Surveillance shall then be notified and the prize amounts (monies) shall be released to the Tournament Director/Poker Floor Supervisor for distribution to the tournament winners at the final tournament table.
7. All tournament winners shall sign the Tournament Payout sheet before receiving any prizes.
8. After all prizes have been signed for and distributed, the Tournament Payout sheet shall be returned to the Cashier Cage to be forwarded to the Compliance Department.

HANDLING AND DISTRIBUTION OF TOURNAMENT TIPS

1. The Tournament Director/Poker Floor Supervisor shall turn in to the Cashier Cage all tips from each poker tournament. A locking token box may be used to accumulate and store tips during poker tournaments. All token box keys shall be controlled by the Cashier Cage.
2. The Cage Cashier shall count and total these funds and issue a Paid-In slip to the Tournament Director/Poker Floor Supervisor.
3. All Poker dealers shall sign, including badge numbers, the Tournament Down Card upon pushing into a tournament table.
4. The Tournament Director/Poker Floor Supervisor shall collect the Tournament Down Card from each tournament table as it breaks. Upon completion of the tournament, the Tournament Director/Poker Floor Supervisor shall tally the shares that each Poker dealer has earned. The Tournament Director/Poker Floor Supervisor shall have the discretion to credit the Poker Room Chip Runner/Host and the Cage Cashiers with shares, as they are eligible to receive tips and contribute to the tournament process and production.
5. The list of shares shall then be turned in to the Cashier Cage. Dividing the total tournament tip pool by the amount of shares shall yield the value of each share.
6. The shares shall be paid on each dealer's paycheck and a Tip Worksheet shall be prepared for each dealer. The pink copies of the Tip Worksheet shall then be given, when completed by the Cashier Cage, to the Tournament Director/Poker Floor Supervisor for distribution to the Poker dealers. The white copies shall be forwarded to Accounting and the yellow copies shall be forwarded to Poker via Accounting so that all dealers shall have their tournament shares credited to their paychecks.

IRREGULARITIES

1. It shall be the responsibility of each player to ensure that his or her hand has lost to the other hands at the table before discarding their hand face down.
2. In all disputes in which a ruling, interpretation, clarification or intervention is required, the decision of the Poker Floor Supervisor shall be final.
3. Each player shall be required to keep all cards dealt to the player in full view of the dealer at all times. The dealer shall ensure compliance with this requirement.
4. At the showdown, a winning hand must be clearly displayed in its entirety and properly identified. The player initiating the final wager shall be the first player to show his or her hand at the showdown; all other players who have not folded shall then reveal their hands in a clockwise rotation. Any player holding a losing hand may concede his or her rights to the pot and discard the hand; provided, however, that the Poker Floor Supervisor may require the disclosure of any discarded hands.
5. Misdeals shall cause all the cards to be returned to the dealer for a reshuffle. The following errors shall be cause for a misdeal:
 - a. Failure to shuffle and cut the cards;
 - b. Dealing to an incorrect starting position;
 - c. If more than one card is found face-up in the deck; and
 - d. Failure to deal to an eligible seated player.
6. If one or more cards are mistakenly dealt to an ineligible player, only those cards dealt to that player shall be discarded and the round of play shall be continued.
7. If at any time during a round of play, missing cards are discovered or additional cards are found, the round of play shall be called dead, all gaming chips in the pot shall be returned and the deck shall be replaced.
8. A card found face upwards in the deck shall not be used in the game and shall be placed with the pile of discarded cards.
9. A player who fails to take reasonable means to protect his or her hand shall have no redress if his or her hand becomes a fouled hand or the dealer accidentally collects the hand.
10. Up cards in a game of stud poker shall be considered protected for purposes of fouling a hand.

11. If a protected hand comes into contact with discarded cards, every effort shall be made to reconstruct the hand and complete the round of play.
12. A player who has a protected hand collected by the dealer or fouled by discarded cards shall be entitled to a refund from the pot of all monies that he or she put in the pot if the player has been a victim of and not a contributor to the error.
13. A player who leaves the table without comment and has an unprotected hand shall be assumed to have no interest in the pot, and his or her cards shall be collected and discarded.
14. Verbal statements which are clearly audible by and directed to the dealer shall always have precedence over actions and gestures and are considered binding on the player whose turn it is to act.
15. A player shall be deemed to have folded if, when faced with making or calling a wager, he or she:
 - a. Discards his or her hand face-down towards the pile of discarded cards or the pot; or
 - b. Turns face-down his or her up-cards in a game of stud poker.
16. If a player is obligated to place a wager by virtue of a verbal statement or forced betting situation, throwing away his or her cards does not relieve the player of that obligation.
17. In seven-card stud, if a player's first or second hole card is accidentally turned face-up in the dealing process; the third card shall be dealt face-down. If both hole cards are accidentally turned face-up, the dealer shall collect the two cards, call the player's hand dead and return the player's ante, if applicable. If a player's third hole card (last card) is accidentally turned face-up in the dealing process, the player shall be afforded the option to either:
 - a. End his or her obligation to make additional wagers and contend only for that part of the pot formed prior to any additional wagering; or
 - b. Continue to contend for the entire pot.
 - c. If the exposed card is the first card dealt on the last round of cards, all of the remaining cards shall be face-up and the betting would continue as normal.
18. In five-card stud, if a player's hole card is accidentally turned face-up in the dealing process; the second card shall be dealt face-down.
19. In the games of Hold'em and Omaha, if one of the cards normally dealt face down to the players are accidentally dealt face up, the dealer shall finish dealing as normal then exchange the exposed card with the card from the top of the deck, the first burn card, and use the exposed card as an exposed burn card before the flop.

20. If a card is accidentally dealt off the table, it shall be treated as an exposed card for its respective game. All cards dealt off the table shall be retrieved by the Poker Floor Supervisor and returned face up to the table.
21. If an automated card shuffling device is being used and the device jams, stops shuffling during a shuffle, or fails to complete a shuffle cycle, the cards shall be reshuffled using the previously described manual shuffling procedure.
22. Nothing herein shall preclude a Poker Floor Supervisor from clarifying and supplementing the above irregularities through its internal control procedures, as submitted to the QTGA for review and approval.

MINIMUM AND MAXIMUM WAGERS

Each table may inform players and personnel of the minimum and maximum wagers in effect at each poker table. Such signage shall also include any restrictions with regard to the maximum number of raises that may be permitted for any round of betting.

Tournament Payouts

[illegible]

POKER SUPERVISOR _____

DATE _____

CASHIER _____

DATE _____

CAGE SUPERVISOR _____
(prize pool exceeds \$2,999)

DATE _____

| | | | | |
|-------------|---------------|-------------------------|-----------------------|------------------------------|
| Table Fills | | | Date: _____ | |
| <u>Time</u> | <u>Amount</u> | <u>Dealer Signature</u> | <u>Cage Signature</u> | <u>Chip Runner Signature</u> |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

QUAPAW TRIBAL GAMING AGENCY



| | |
|---------------|----------------------------|
| DATE RECEIVED | 12/31/14 |
| COMMENTS | |
| REVIEWED BY | Bm 12/31/14 JB 12/31/14 |
| APPROVED | TENTATIVE |
| NOT APPROVED | FINAL |

POLICY AND PROCEDURE SUBMISSION

| | | |
|--|--------------------------------|---|
| Procedure Name and Number: Self-Service Coin Counter Procedure #1400.79.01 | Department: Cage | Submission Date: 12/31/2014 |
| Narrative Description: To establish procedures for the Magner CDS 909 Coin Counter provided for use by patrons and Team Members while at Downstream Casino Resort. | | DCR/QTGA Tracking: |

DCR Compliance Authorization

Signature: Stephanie Hardy 2551

Date: 12/30/14

Department Director Authorization

Signature: [Signature]

Date: 12/30/14

General Manager Authorization

Signature: Jane Cummings 2298

Date: 12/31/14

QTGA Authorization

Signature: [Signature]

Date: 12/31/14

| | | |
|---|------------------------------------|------------------------------------|
| Self-Service Coin Counter | Procedure No: 1400.79.01 | Effective Date: 1/8/2015 |
| PURPOSE: To establish procedures for the Magner CDS 909 Coin Counter provided for use by patrons and team members while at Downstream Casino Resort. | | |

| DCR Compliance – ITEM Tracking | Date |
|---------------------------------------|-------------|
| Effective Date | 1/8/2015 |
| Compliance Review | 10/16/2014 |
| QTGA Submission | 10/23/2014 |
| QTGA Return | 10/27/2014 |
| Compliance Review | 10/27/2014 |
| QTGA Submission | 11/19/2014 |
| QTGA Return | 11/26/2014 |
| QTGA Submission | 12/5/2014 |
| QTGA Approval | 12/31/2014 |
| GM Approval | 12/31/2014 |
| DDA Approval | 1/8/2015 |

PROCEDURE

1. In order for Downstream Casino Resort (DCR) to provide a better customer service environment for its patrons, a self-service coin counter has been provided.
2. This self-service coin counter will speed up the processing time for coin and eliminate any doubt the patron has as to how much coin was brought in.
3. See the Magner CDS 909 User's Manual and Operating Procedures for detailed instructions on how to perform the following:
 - a. Maintenance
 - b. Error codes and how to repair error
 - c. How to perform a drop
 - d. Machine program settings

SETTINGS

1. The coin counter will be programmed to charge a fee to the patron based on whether they are a member of the Q-club. (see the Redemption section below)

- a. The fee that is charged will be on display, on or near the coin counter, for the public to view before utilizing the coin counter.
 - b. The fee is also located on the receipt that is taken to the Main Banker/Cashier for redemption.
 - c. If the fee changes for any reason, the CFO or above will authorize the change. The change will be communicated between Cage Management and the CFO.
 - d. Once the change has been authorized, the coin counter will be changed to reflect the new fee.
 - e. All necessary departments will be notified of the fee change, as well as QTGA.
 - f. See the Magner CDS 909 User's Manual and Operating Procedures for instructions on how to change the fee on the coin counter.
2. The coin counter will not be able to accept any foreign coin.

REDEMPTION

1. The patron will follow the display for instructions on how to deposit, process, and receive a receipt for their coins.
2. The patron will take the receipt to the Cage for redemption
3. The Main Banker/Cashier will ask the patron to see their Q club card to verify whether they are a member of the Q club.
4. The Main Banker/Cashier will write the patron's Q club number on the receipt.
5. If the patron is a member of the Q club the Main Banker/Cashier will circle the transaction that contains Fee 1 then pay the patron the Net Total.
6. If the patron is not a member of the Q club the Main Banker/Cashier will circle the transaction that contains Fee 2 then pay the patron the Net Total.
7. The Main Banker/Cashier will place the receipt in their drawer to use for balancing at the end of their shift.
8. If a team member of DCR utilizes the coin counter:
 - a. The Main Banker/Cashier will ask to see the team member's badge.

- b. The Main Banker/Cashier will write "Team Member" on the receipt with the team member's badge number.
- c. The Main Banker/Cashier will circle the transaction that contains Fee 1 then pay the Net Total to the DCR team member.

DROP

1. At least once a month a drop will be performed on the coin counter.
2. The following steps will be followed to complete the drop:
 - a. The Main Banker/Cashier will obtain a lockable cart and call Security dispatch for a Security Officer
 - b. Once the Security Officer arrives, they will notify Surveillance
 - c. The Security Officer will escort the Main Banker/Cashier or above to the coin counter
 - d. The Main Banker/Cashier will print the balancing report by following the Magner 909 Operating Procedures handout.
 - e. The coin from the coin counter will be placed in the cart then locked for transporting.
 - f. Once the drop is complete the Main Banker/Cashier will close and lock the coin counter/
 - g. Once the Balancing Procedures have been completed the Security Officer will escort the Main Banker/Cashier to their next destination or to the Main Bank.
 - h. The Main Banker/Cashier will start to run the coin through the coin sorter and/or coin roller in the Main Bank to verify the coins in each bag.
 - i. Once the coins have been verified the totals will be entered into the computerized Main Bank software for balancing purposes.
 - j. All paperwork will be forwarded to Income Audit at the end of the shift.
3. If a variance is found the bags of coin shall be ran again to verify totals.
4. If the variance is not found then a Cage Supervisor shall be notified and additional review will be performed. See Variance Procedures, #1400.45 for detailed information on procedures followed by the Cage Department for variances.

MAINTENANCE

1. Preventative maintenance shall be made on the coin counter when necessary.
2. The following steps shall be followed when completing maintenance:
 - a. The Main Banker/Cashier will call Security dispatch for a Security Officer
 - b. The Security Officer will either escort or meet the Main Banker/Cashier at the coin counter.
 - c. Once the Security Officer arrives they will notify Surveillance
 - d. The Main Banker/Cashier will open the coin counter and follow the Magner 909 User's Manual and Operating Procedures on how to complete Cleaning
 - e. Once the maintenance is completed the Main Banker/Cashier will close and lock the coin counter
 - f. The Security Officer will notify Surveillance of the completion.
3. A list of error codes is located in the Magner 909 User's Manual and Operating Procedures.
4. The vendor will be contacted for any issues that cannot be resolved by the Cage department.

PATRON DISPUTE

1. The following steps shall be followed to resolve a patron dispute:
 - a. The Main Banker/Cashier will call Security dispatch for a Security Officer
 - b. The Security Officer will escort or meet the Main Banker/Cashier at the coin counter.
 - c. Once the Security Officer arrives they will notify Surveillance
 - d. The Main Banker/Cashier will open the coin counter and look at the display to see if any errors are displayed.
 - e. The Main Banker/Cashier will follow the Magner 909 User's Manual and Operating Procedures to resolve the error.
 - f. The Main Banker/Cashier will place the coin counter back into service after the error is resolved.

- g. If the error still persists then the coin counter will be placed in “Temporary Out of Order” status.
 - h. Once the dispute has been resolved the Main Banker/Cashier will close and lock the coin counter.
- 2. A reprint of a transaction can also be used to resolve any dispute with a patron.
 - a. Follow the Magner 909 User’s Manual for steps to reprint a transaction.

QUAPAW TRIBAL GAMING AGENCY



| | |
|---------------|----------------------------|
| DATE RECEIVED | 12/29/14 |
| COMMENTS | |
| REVIEWED BY | Jm 12/30/14 JB 12/30/14 |
| APPROVED | TENTATIVE |
| NOT APPROVED | FINAL |

POLICY AND PROCEDURE SUBMISSION

| | | |
|--|--|---|
| Procedure Name and Number: Soft Count EGM Processing Procedure #1500.08.02 | Department: Drop & Count | Submission Date: 12/29/2014 |
| Narrative Description: To establish procedures for the counting of currency and other items that may be placed into Electronic Gaming Machine (EGM) Cash Storage Boxes. This is a revision to version #1500.08.01 to better reflect current operating procedures as well as comply with the Minimum Internal Control Standards. | | DCR/QTGA Tracking: |

DCR Compliance Authorization

Signature: Stephanie Hardy 2551

Date: 12/22/14

Department Director Authorization

Signature: [Signature]

Date: 12/22/14

General Manager Authorization

Signature: [Signature] 2298

Date: 12/24/14

QTGA Authorization

Signature: [Signature]

Date: 12/30/14

| | | |
|--|------------------------------------|------------------------------------|
| SOFT COUNT EGM PROCESSING | Procedure No: 1500.08.02 | Effective Date: 1/8/2015 |
| PURPOSE: To establish procedures for the counting of currency and other items that may be placed into Electronic Gaming Machine (EGM) Cash Storage Boxes. | | |

| | |
|-------------------------------------|-------------|
| DCR Compliance – | Date |
| Effective Date: | 1/8/2015 |
| Compliance Review | 3/8/2011 |
| QTGA Submission | 3/11/2011 |
| GM Approval | 3/11/2011 |
| QTGA Final Approval | 3/25/2011 |
| DDA Final Approval | 3/30/2011 |
| Compliance Revisions to #1500.08.01 | 10/30/2014 |
| QTGA Submission | 10/31/2014 |
| QTGA Return | 11/20/2014 |
| Compliance Review | 12/2/2014 |
| QTGA Submission | 12/4/2014 |
| QTGA Return | 12/10/2014 |
| QTGA Submission | 12/29/2014 |
| GM Approval | 12/24/2014 |
| QTGA Approval | 12/30/2014 |
| DDA Approval | 1/8/2015 |

POLICY

The Soft Count Team shall count all monies dropped in EGM Bill Validator (BV) cans. The monies may consist of a combination of loose currency and Ticket In Ticket Out (TITO) vouchers.

PROCEDURES

1. Each team member shall be logged, with his or her corresponding time, upon entering and exiting the Soft Count room.
2. Surveillance shall be notified when EGM processing is to begin.
3. All EGM BV Cans required to be processed shall be placed on the scanner base so that a footer ticket will be printed. As the contents of each EGM BV Can are placed in a clear bin on the Count Table, the footer ticket will be placed behind that box's contents.
4. The inside of the EGM BV Can shall then be verified by a second Count Team Member and placed in full view of a surveillance camera. This is to assure that all contents of the EGM BV Can have been removed. The EGM BV Can shall then be locked and placed in the secured cart.

5. The currency shall be processed by Count Team Members utilizing a multi-pocket currency counter that automatically counts, sorts, and records currency totals by each EGM BV Can.
6. In the event of multi-pocket currency counter unavailability, a Count Team Member will count and record the currency total by each EGM BV Can. A second Count Team Member will verify this count. These counts may be done by a hand count or by use of a 2-pocket currency counter. Both Count Team Members will sign, with their name and badge number, on the document used for recording individual box content data for the count.
7. Prior to the transfer to the Main Bank, a final verification of the total drop proceeds shall be performed by at least two Count Team members, one of whom is a supervisory Count Team member. The verification shall include a comparison of currency counted totals against the multi-pocket currency counter totals.
8. Should a variance be discovered, Count Team members shall take the necessary steps to determine the cause or origin of the variance. These steps may include verifying currency counter machines have been emptied of all currency and/or verifying the loose money. Notation of the variance shall be turned in to Income Audit. Following the transfer of monies to the Main Bank, all strapped and bundled money is re-strapped and verified. Should a variance be found in any straps, the variance shall be recorded and sent to Income Audit.
9. The Soft Count Currency Drop Report (page 3) shall be prepared. All Count Team members performing the counting functions shall sign and record his or her badge number on the report attesting to the accuracy of the information recorded thereon, and as evidence of their participation in the count. If a Count Team Member is unable to sign the document, the Count Room Supervisor or designee shall record the Team Member's name and badge number.
10. Any corrections to information originally recorded by a Soft Count Team Member on the Soft Count Currency Drop Report shall be made by drawing a single line through the error, writing the correct figure above the original figure, and then obtain the initials and badge number of another Count Team Member who verified the change.
11. Upon completion of the count, a Cage Verifier shall independently count the monies and transfer them to the Main Bank following the Soft Count Drop Verification Procedures stated in Policy #1500.03.01.



SOFT COUNT - CURRENCY DROP REPORT

ATTACH TAPE:

SLOT DROP

☐

TABLE GAMES DROP

☐

TRU KIOSK DROP

☐

OTHER: _____

☐

CIRCLE ONE: AM / PM

COUNT DATE: _____

GAMING DATE: _____

TRANSFER TIME: _____

| DENOM | \$100. | \$ 50. | \$ 20. | \$ 10. | \$ 5. | \$ 2. | \$ 1. |
|---------------|----------------------|--------|------------------|--------|-------|-------|-------|
| BUNDLED | | | | | | | |
| STRAPPED | | | | | | | |
| LOOSE | | | | | | | |
| OTHER | | | | | | | |
| TOTAL DROP | | | | | | | |
| TOTAL REPORTS | | | | | | | |
| VARIANCE | | | | | | | |
| | TOTAL - # OF TICKETS | | TOTAL - \$ VALUE | | | | |
| TICKETS | | | | | | | |

Count Team Signature/LIC #

Recorder Signature /LIC #

Main Bank /LIC #

Income Audit /LIC #

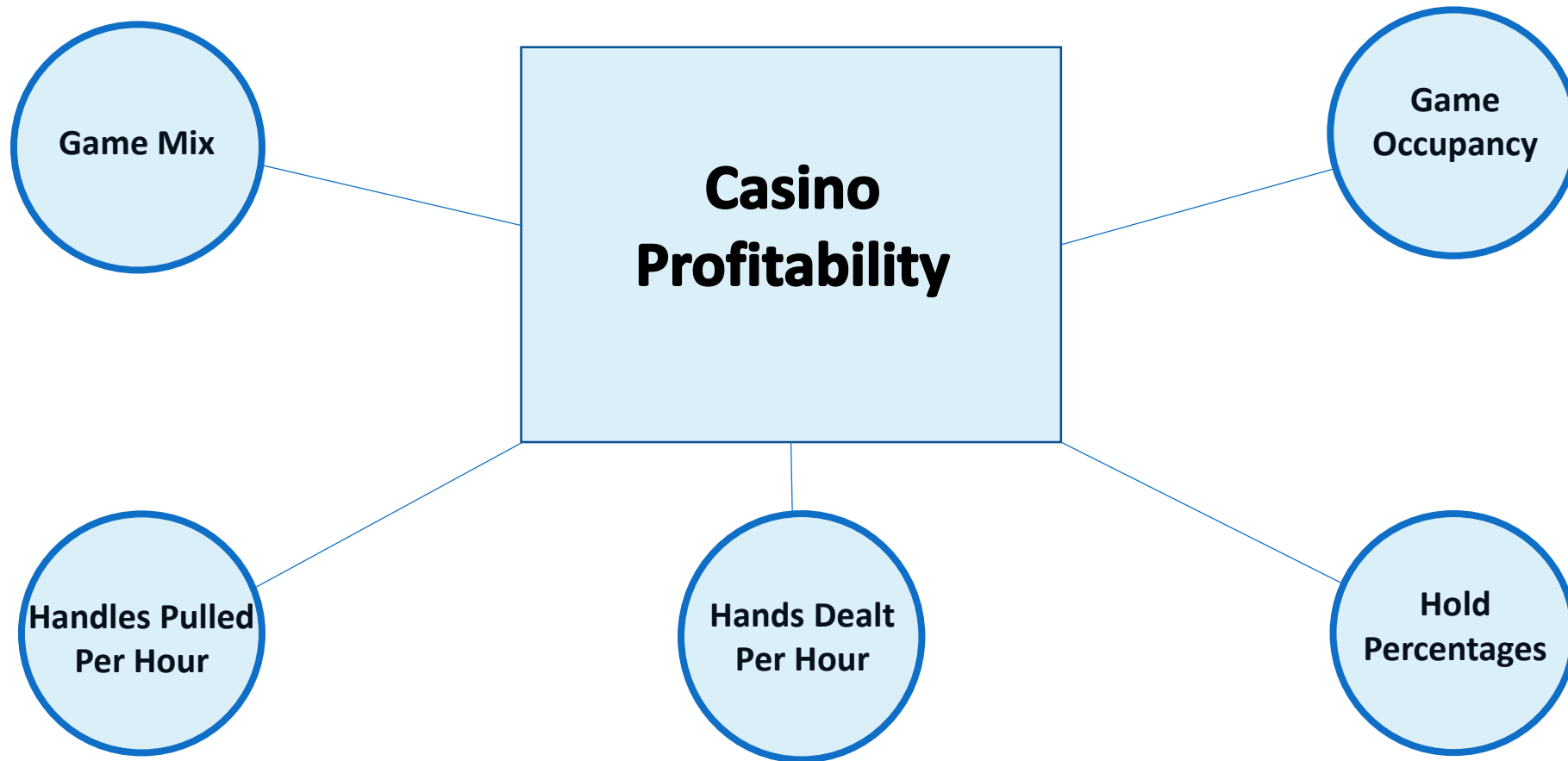
SP 20075

Table Games Analysis

A New Beginning

Transitioning to a Culture of “*Guest Service*”

Increase Our Profit



Casino Statistics Over 5 Years

| Fiscal Year | Total Hands Dealt | TG Drop | Table Games Payroll | Casino Head Count |
|-------------------|-------------------|-------------|---------------------|-------------------|
| FY 2010 | 18,620,304 | 52,249,357 | 2,606,420 | 2,070,727 |
| FY 2011 | 18,404,630 | 57,129,158 | 2,509,104 | 1,996,787 |
| FY 2012 | 17,072,842 | 48,485,405 | 2,441,637 | 2,036,662 |
| FY 2013 | 16,449,466 | 49,895,791 | 2,632,353 | 2,150,071 |
| FY 2014 | 15,049,482 | 46,127,982 | 2,497,574 | 2,115,925 |
| Total Difference | (3,570,822) | (6,121,375) | (108,846) | 45,198 |
| Percentage Change | (19.18%) | (11.20%) | (4.18%) | 2.18% |

What Does This Mean for Downstream?

Less Hands Dealt

Average Bet

$$3,570,822 \times \$10 = \$35,708,220$$

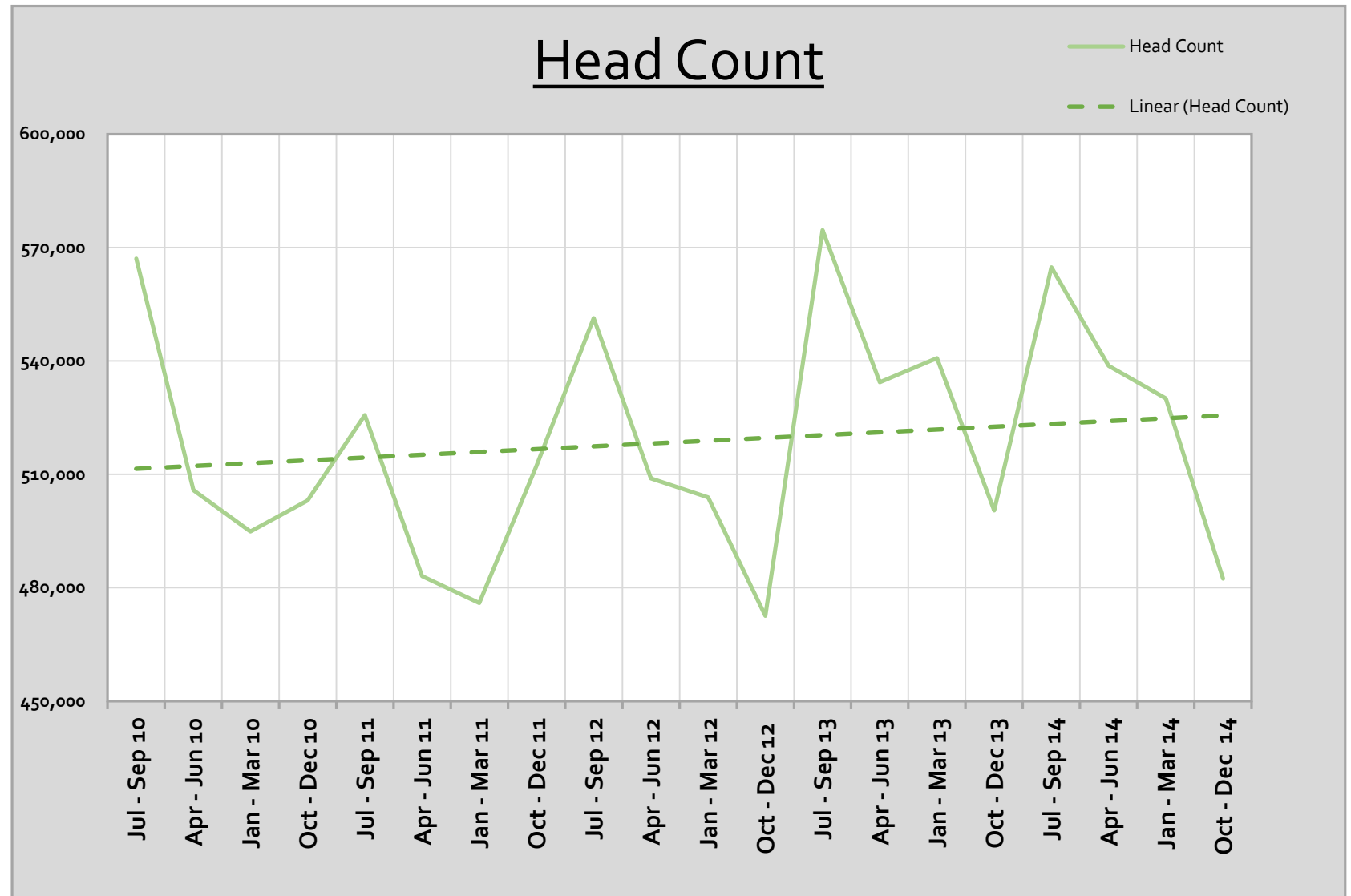
$\$35,708,220 \times 18\% = \underline{\$6,427,480}$ in less revenue from Table Games

Average Daily
Hold Percentage

What is the reason for this Decline?

Not Head Count!

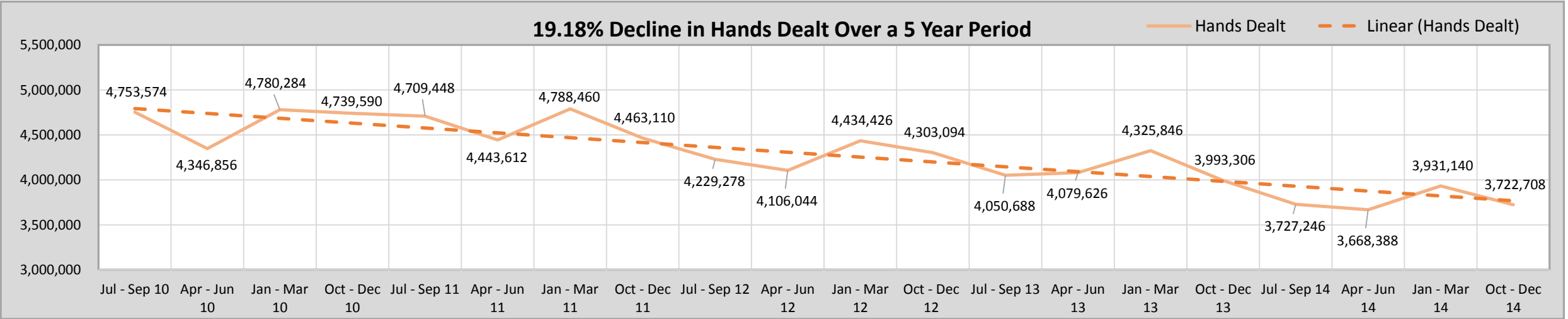
Casino Head Counts have been trending upwards over the past 5 years with a 2.18% increase.

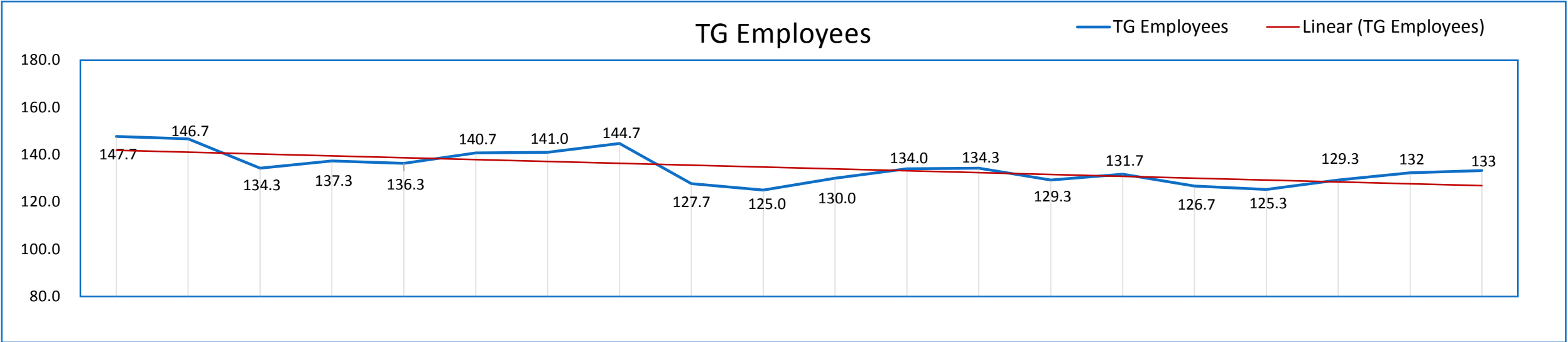


Could it be Hands Per Hour In BlackJack?

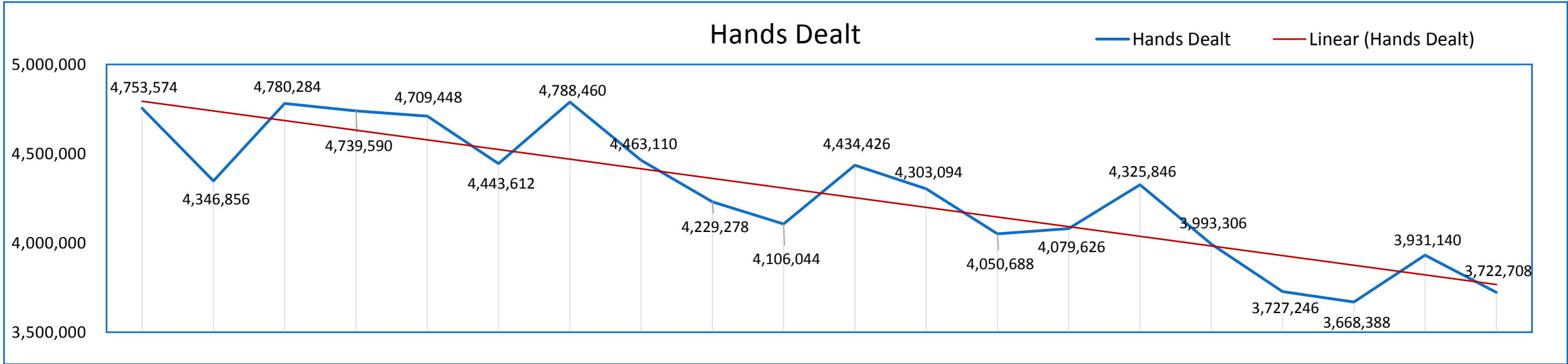
According to the book: Casino Operations Management by Jim Kilby, the following tables show the number of hands per hour in blackjack. Listed are the average for Downstream Casino from a surveillance report done in April of 2013

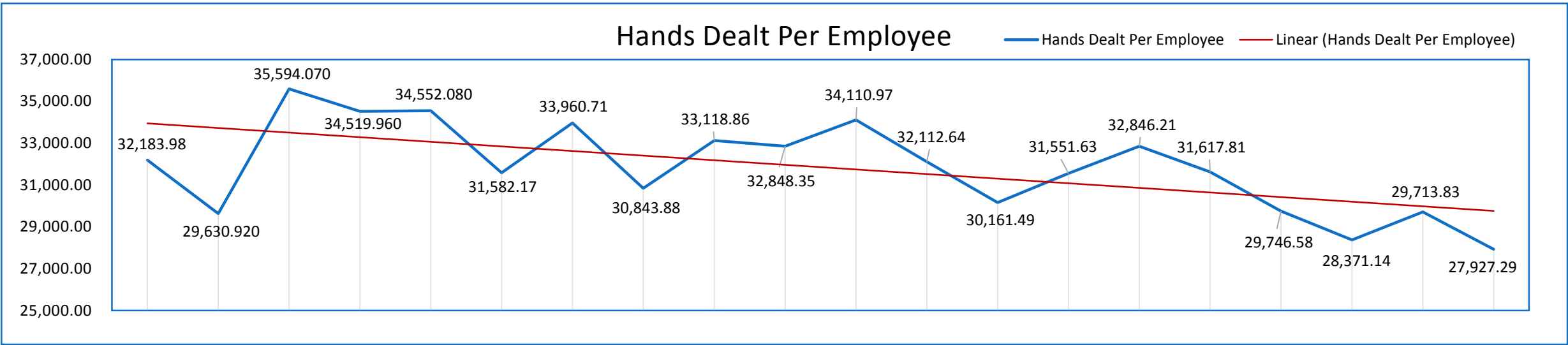
| Players | Hands Per Hour | Downstream Casino Hands Per Hour |
|---------|----------------|----------------------------------|
| 1 | 209 | 148-124 |
| 2 | 139 | n/a |
| 3 | 105 | 73-62 |
| 4 | 84 | 70-54 |
| 5 | 70 | 58-40 |
| 6 | 60 | 55-40 |
| 7 | 52 | 45-32 |



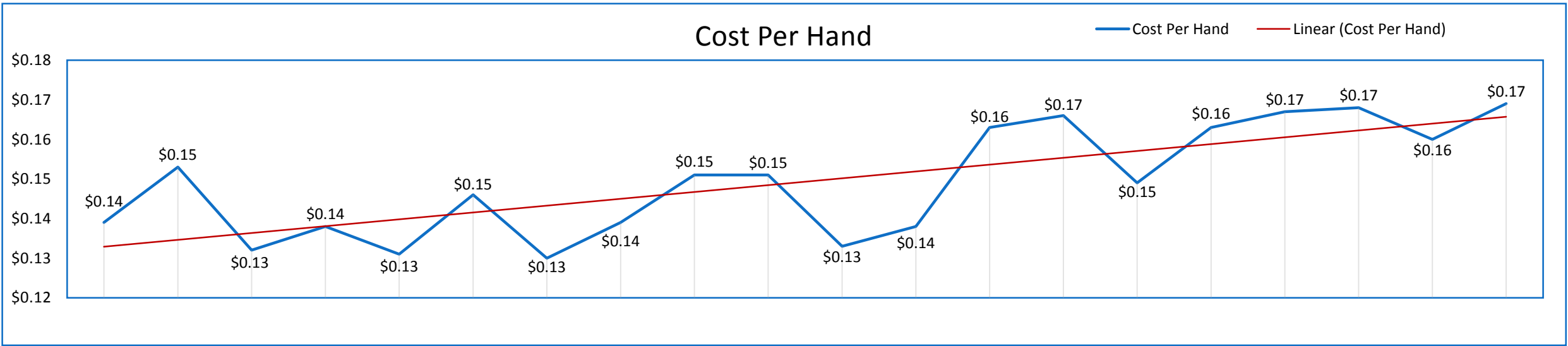


Our number of Table games employees has average around 128 employees for the past 5 years, but we are now dealing 3.5 million less hands per year.





This means the average hands dealt per employee has gone from 32,184 to 27,927 and the cost of dealing each hand has increased from \$0.14 to \$0.17.



Causes for the Decline in Revenue

1. Incorrectly set par values in Patron caused ratings to be incorrect for Table Games, so players were not getting the comps or rewards that they deserved
2. Players ran out of money
3. Previous Player Development Directors did not encourage the Hosts to pursue Table Games players
4. Table Games players were ignored by Hosts due to their inaccurately calculated Theo
5. Poor service from unhappy, unqualified, and unprofessional dealers and pit personnel
6. Lack of consequences for poor behavior from pit personnel has brought down the moral of the great employees in the department

Recommendations to Eliminate These Problems

Multi-tiered dealers based on game proficiency, speed, accuracy, number of games dealt proficiently, and most importantly customer service and interaction.

Tier 1 – Very Best Dealer

- Proficient at all games
- Great customer service skills
- Enthusiastic attitude
- Impeccable attendance

Tier 2 – Good Dealer

- expert at several games with few errors
- great attitude and customer interactions
- proper speed of game according to players at the table

Tier 3 – Break-in Dealer

- learning the games
- becoming proficient and accurate
- keeping a good pace that is comfortable for the players at the table
- learning to interact with players to keep them at the tables longer

How Would This Work?

- Tier levels would have to be earned.
- Dealers would have an opportunity to receive a larger base salary and deal on the best games according to their tier level.
- Surveillance would provide the table games manager a monthly review of dealers speed and accuracy.
- The shift managers would discuss the findings with their dealers and let them know where they stand and how they can improve in order to maintain their status, position, and tier.
- The Table Games Policies should include and stress that poor guest service and bad attitudes will not be tolerated and will result in consequences.
- Pushes would become 1 hour allowing more hands to be dealt, fewer monetary errors, and larger tips for dealers.
- Stop splashing every single pay-off.

Changes also Need to be Made with Floor Supervisors

- Required to have a clear understanding of the games they supervise
- Must have knowledge of basic strategy and ability to count down a deck
- The number of Dual Rate Floor needs to be reduced or eliminated
- They should not have to rate a customer unless betting at least \$25 or buys in of \$500 or more
- Give authority to qualified senior Floor Supervisors to take ownership of the games they are watching and make decisions
- Give them limited comp authority so they can offer buffets to qualified players
- Change title to “Service Team Leaders”, and allow them to share in the tip pool
- Hire Pit Clerks for data entry so Floor Supervisors can watch games and interact with players

Why These Changes are What's Best for Downstream Casino

- Changing their title to “Service Team Leader” and allowing them to share in the tip pool will give reason for employees to want to advance and take pride in the job they are doing.
- Hire pit clerks for the busy nights that can enter the names of players and do the data entry that will allow the floor supervisors to actually watch a game and interact with the customers.
- Setting some type of threshold to be rated will allow the floor supervisors to step out of doing the job of a pit clerk and into a place where they can supervise a game for monetary errors and build rapport with the table game players.
- Table minimums can slowly be increased as business dictates so players that want to bet more will have a seat on busy nights, our drop and win will increase through supply and demand. Establishing proper and effective table minimums increases the customer's average bet, which in turn, increases a table game's profit potential.

Tip Sharing Concerns

- Most of the casinos in the country don't have a tip sharing policy that is structured like ours.
- Our system causes dealers to feel entitled to deal every game, no matter how proficient they are at each game.
- They change tables every half hour which leads to accuracy problems and decreases their ability to interact with their players to keep them playing longer.
- It leads to an attitude of "How much I can make in tips" vs. "How well can I serve my customers"

Tip Sharing Solutions

- Change the tip sharing structure to 24 hours. Everything is split evenly and include the floor supervisors in the tip pool with a smaller share.
- This eliminates the need for unqualified dealers being allowed to deal on games they are not qualified to deal.
- Allows for the scheduling and assigning of games based on what's the best business decision for Downstream Casino.
- Gives dealers an incentive to move into management and allows the most proficient dealers to deal on the higher limit tables.

Transitioning to a “Guest Service” Focus

1. Table games environment needs to embrace a “relationship building” model to ensure more focus is put on the players and their satisfaction.
2. The role of the table games dealer needs to transform from just generating game decisions to becoming a performer, cheerleader, business developer, host, coach, and problem solver.
3. The table games experience needs to leverage its significant advantage as “live theater” versus “electronic gaming entertainment” (slots).

Implementing a Plan for Change

Phase 1

- **Re-audition all dealers.** Test for skill level, proficiency, speed, customer interaction and friendliness, and determine whether they are a Tier 1, 2, or 3 level dealer. This will be a panel audition.
- **Begin training phase with focus on guest service.**
- **Evaluate floor supervisors.** They must have thorough knowledge of games, and on customer and employee interactions. Make sure they have a clear understanding of their role and teach them to transition into becoming a sales person that can interact with customers to make them want to stay and play. Hire and train Pit Clerks to relieve floor supervisors of the distractions that prevent them from doing the job they are hired to do.

Implementing a Plan for Change

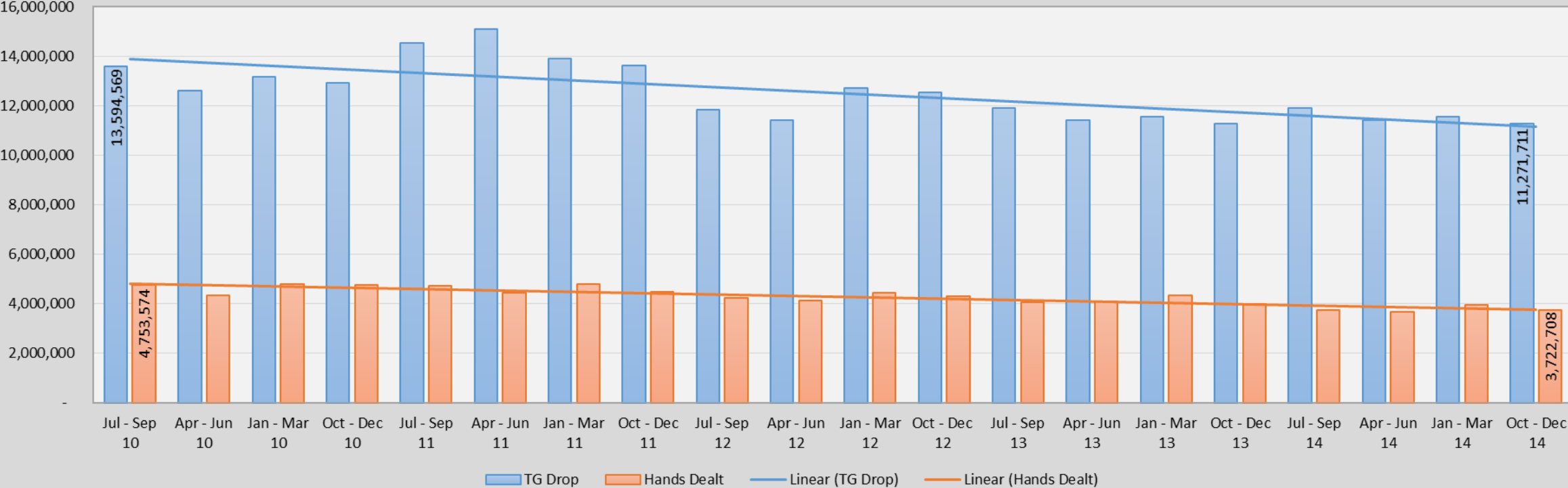
Phase 2

- **Evaluation and training of Pit Managers.** Are they able to count down a deck in BJ, what is their knowledge of the games they are supervising, how are their interactions with customers and fellow team members. How do they deal with team member and customer issues.

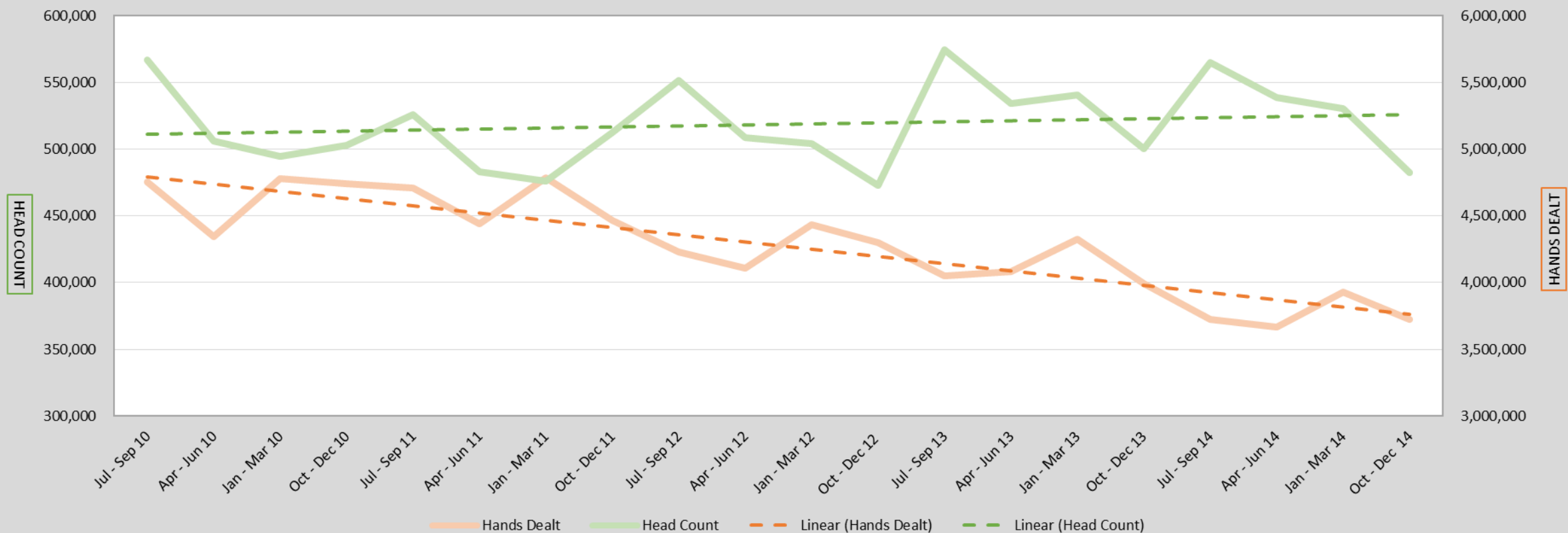
Phase 3

- **Evaluating of Table games shift managers.** How are their interactions with our customers and their employees. Do they understand analytics of the games. How are their coaching and mentoring skills. How are they at interfacing with departments like Surveillance that are critical to table games. Are they able to adapt to the “new style” of table game management.

Table Game Drop has Decreased 11.2% and Hands Dealt has Decreased 19.18%

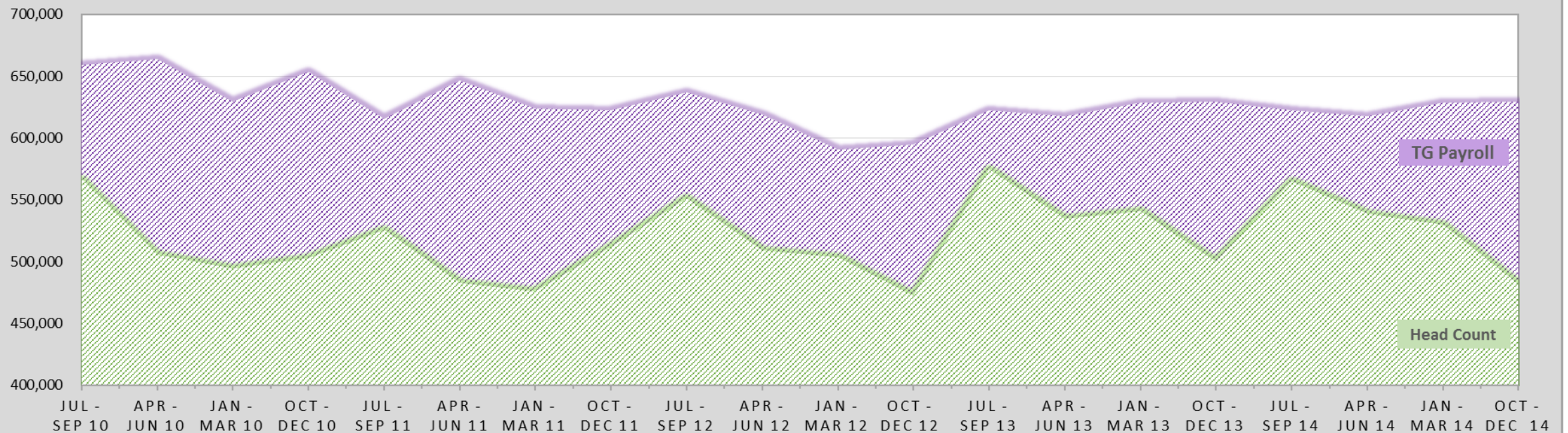


The Number of Hands Dealt has Decreased While Head Count is Increasing



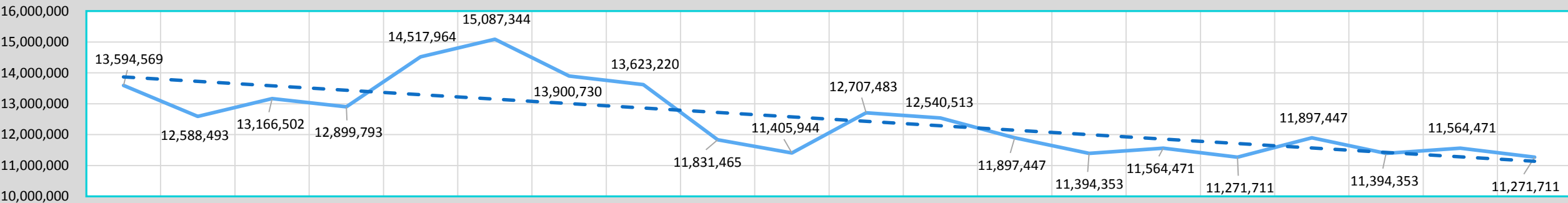
PAYROLL COSTS HAVE DECREASED 4.18% AND HEAD COUNT HAS INCREASED 2.18%

TG Payroll Head Count



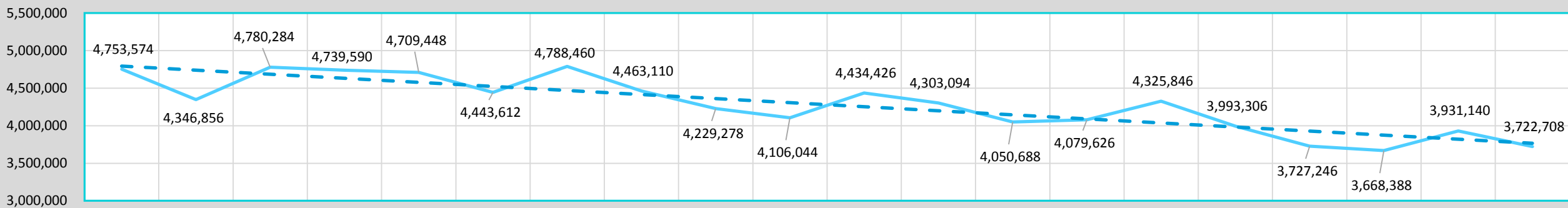
TG Drop

TG Drop Linear (TG Drop)



Hands Dealt

Hands Dealt Linear (Hands Dealt)



Head Count

Head Count Linear (Head Count)

