

BLACKJACK POLICIES AND PROCEDURES

Casino-ready model SOP • Standard six-deck shoe blackjack

Operational edition for dealers, floor supervisors, pit managers, shift managers, surveillance, cage, security, compliance, internal audit and training.

MANDATORY MANAGEMENT REVIEW: All monetary amounts, table limits, approval thresholds, compensation values, surveillance triggers and financial examples are model figures. Casino management must decide, approve and replace every such amount before this SOP becomes effective. Red text identifies monetary figures throughout the document.

Control item	Approved entry
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Department owner	Table Games
Effective date	[INSERT AFTER MANAGEMENT APPROVAL]
Review date	[INSERT MANAGEMENT REVIEW DATE]
Approved by	[TABLE GAMES DIRECTOR / CASINO MANAGER]
Regulatory review	[INSERT GAMING AUTHORITY / COMPLIANCE REVIEW]
Distribution	Controlled internal document

This model does not replace local gaming regulations, approved internal controls, licensing conditions or legal advice. Any conflict must be escalated before use.

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

APPROVAL PAGE

MANAGEMENT DECISION REQUIRED: Signing this page confirms that management has reviewed and decided every red monetary amount and threshold in this document. Unreviewed model figures must not be implemented.

Role	Name	Decision	Signature / electronic approval	Date
Table Games Director		Approve / amend / reject		
Casino Manager / General Manager		Approve / amend / reject		
Compliance Officer		Regulatory alignment review		
Surveillance Director		Surveillance thresholds review		
Cage Manager		Fill, credit and chip- control review		
Security Manager		Security response review		
Training Manager		Training and competency review		

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Approval conditions and monetary decision certification

Before approval, management must review every red monetary amount and document the final approved property value. Leaving a model amount unchanged is itself a management decision that must be recorded.

- Every property-specific field has been completed or formally marked not applicable.
- Every red monetary amount and threshold has been reviewed and decided by authorized management.
- The approved rule sheet matches table signage, systems, training materials and surveillance references.
- Approval authorities do not exceed local regulations or the casino's internal control system.
- Forms, logs and electronic workflows are available before the effective date.

Management monetary decision record

Amount category	Model figures reviewed	Management decision / approved values	Approver
Table minimum and maximum	Yes / no		
Payout-correction thresholds	Yes / no		
Guest-adjustment thresholds	Yes / no		
Fill and credit thresholds	Yes / no		
Surveillance notification amounts	Yes / no		
Large buy-in and chip-departure triggers	Yes / no		

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REVISION HISTORY

Version	Effective date	Sections changed	Reason	Approved by
1.0	[INSERT]	Initial controlled model	Initial issue	[INSERT]

Controlled-copy statement

The document owner must identify the official controlled copy. Printed or exported copies are uncontrolled unless the current version and effective date are verified before use.

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PART I — GOVERNANCE, SCOPE AND RESPONSIBILITIES

This part establishes ownership, authority, document status and the operating boundaries that apply to every blackjack table covered by this SOP.

1. Purpose

To operate blackjack consistently, fairly and securely through approved rules, clear staff authority, accurate settlement, protected cards and chips, neutral incident handling, documented escalation and accountable management review.

2. Scope

- Standard six-deck shoe blackjack operated in a casino pit.
- Dealers, floor supervisors, pit managers, shift managers and table games management.
- Surveillance, cage, security, compliance, internal audit and training personnel when supporting blackjack operations.
- Opening, live play, settlement, closing, card control, chips, player ratings, disputes, incidents, training and audit.

3. Governing hierarchy

1. Applicable gaming law, regulation and licence conditions.
2. Approved internal control system and regulator-approved house rules.
3. Casino-wide policies, including AML, responsible gaming, security, surveillance, privacy and records retention.
4. This blackjack SOP and its approved appendices.
5. Shift instructions that are documented, authorized and consistent with higher-level requirements.

4. Core control principles

- Dealers do not exercise discretion over game rules or dealer drawing decisions.
- Material corrections require independent verification and approval.
- Cards, wagers and chips remain visible and undisturbed during disputed or irregular situations whenever practical.
- Verified facts are separated from reports, assumptions and conclusions.
- No staff member may describe card counting as cheating by itself.

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- No staff member may conclude cheating, collusion, fraud, theft or intentional misconduct without authorized investigation.
- All actions have a named owner, deadline and closure evidence when follow-up is required.

5. Roles and responsibilities

Role	Primary responsibilities
Dealer	Operate the game exactly as approved; protect cards, chips and wagers; communicate clearly; call the floor supervisor for exceptions; record facts accurately.
Floor supervisor	Verify opening and closing, observe procedure, approve routine matters within authority, control disputes, ratings, fills and credits, and document exceptions.
Pit manager	Control pit operations, high-value play, staffing, escalated disputes, temporary controls, surveillance coordination and material incident review.
Shift manager	Approve significant corrections and deviations within authority, coordinate departments, preserve continuity and escalate major issues.
Table games director / casino manager	Own rules, permanent procedure changes, significant exposure decisions, regulatory coordination and final operational accountability.
Surveillance	Independently monitor and review play, preserve footage, document observations and support authorized investigations.
Cage	Prepare and receive fills and credits, verify documentation, control chip accountability and escalate discrepancies.
Security	Support transport, scene control, disruptive guest response and evidence protection where authorized.
Compliance	Interpret approved regulatory requirements, receive AML and compliance escalations, and control required reporting.
Training	Deliver approved curriculum, assess competency, document remediation and prevent unauthorized independent dealing.

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6. Delegation and escalation

Authority applies only when the employee is scheduled, trained, authorized and acting within the approved threshold. A higher-level manager may always require escalation. Uncertainty, inconsistent evidence, possible regulatory impact, a material card-integrity issue or a potential conflict of interest requires escalation regardless of amount.

PART II — APPROVED BLACKJACK RULE PROFILE

The following is the exact default game configuration for this model. Management must reconcile it with local regulation, approved house rules, system settings, table signage and training materials before implementation.

MANAGEMENT DECISION REQUIRED: All red financial values below are model values. Management must decide and approve them before opening the game.

Rule item	Approved model rule
Game	Six-deck blackjack dealt from a shoe
Card delivery	Player cards face up; dealer receives an up-card and hole card
Dealer blackjack check	Peek for blackjack with an ace or ten-value up-card
Dealer soft 17	Dealer stands on soft 17
Blackjack payout	3 to 2
Standard winning hand	1 to 1
Insurance	Offered against dealer ace; pays 2 to 1
Even money	Permitted on player blackjack against dealer ace
Double down	Any first two cards
Double after split	Permitted
Splits	Maximum four hands
Split aces	Aces may be split once; no resplitting; one additional card per ace
Blackjack after split	Treated as 21 and paid 1 to 1
Surrender	Not offered
Mid-shoe entry	Permitted unless temporarily restricted by authorized management

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Rule item	Approved model rule
Player positions	Up to three betting positions when capacity and supervision permit
Cut-card placement	Approximately one and one-half decks from the back of the shoe
Cut-card round	Complete the round in which the cut card appears; then shuffle
Side bets	Not part of the core game; require a separately approved appendix and payable

7. Model table limits

Limit	Model value
Table minimum	USD 10
Maximum per betting position	USD 5,000
Maximum aggregate initial wager by one player	USD 15,000
Maximum insurance wager	One-half of the original wager
Maximum side-bet wager	Not applicable unless separately approved
Maximum player betting positions	Three

Table-limit changes require authorized approval, correct table signage, system update, pit record entry, dealer briefing and surveillance notification where required. A limit change applies only to future rounds unless an approved exception is documented.

8. Rule-display and consistency controls

- The posted rules must match the approved rule sheet and system configuration.
- The dealer must not describe a rule differently from the approved rule sheet.
- A rule ambiguity requires the game to pause and the floor supervisor to clarify before the affected decision is completed.
- Permanent rule changes require senior management approval and any required regulatory approval.

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PART III — TABLE OPENING AND CARD PREPARATION

No blackjack table may open until the bankroll, cards, equipment, limits, systems and responsible personnel are ready and verified.

9. Dealer pre-opening sequence

1. Report in approved uniform with required licence or identification visible.
2. Confirm table assignment, scheduled opening time and the responsible floor supervisor.
3. Inspect the layout, betting circles, insurance line, chip tray, shoe, discard holder, cut cards, drop box, paddle and table signage.
4. Confirm the table minimum and maximum against the pit instruction and table system.
5. Verify that no unauthorized items, personal devices, loose cards or chips are present.
6. Confirm camera sight lines are not knowingly obstructed. Do not discuss camera locations with players.
7. Count or verify the opening bankroll using the approved count sequence.
8. Remain closed until the supervisor completes the opening verification.

10. Opening bankroll control

- The dealer exposes each denomination in clear stacks and announces totals as required.
- The floor supervisor independently verifies the total against the approved opening inventory.
- Both employees record or electronically acknowledge the opening amount.
- Any difference is recounted. An unresolved difference prevents opening and is escalated.
- Large denomination chips remain in the designated protected section of the tray.

11. Card package and deck verification

1. The authorized employee presents sealed card packages in camera view.
2. The dealer and supervisor inspect package seals, deck count and identifying information.
3. Cards are spread face up by suit or rank using the approved sequence, then spread face down to inspect backs.
4. Missing, duplicated, marked, bent, cut, stained or inconsistent cards require immediate removal of the entire affected set and supervisor notification.
5. Packaging and security seals are retained or disposed of according to card-control policy.

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12. Manual shuffle standard

1. Wash the cards face down using both hands for the approved duration of at least 30 seconds unless the regulator-approved method specifies otherwise.
2. Square the cards and perform two riffles.
3. Perform one strip sequence.
4. Perform one final riffle.
5. Offer the cut to the designated player using the cut card; the player may cut only the required portion.
6. Complete the cut in camera view and place the penetration cut card approximately one and one-half decks from the back.
7. Insert the cards into the shoe without exposing card faces.
8. Burn the first card according to approved property procedure and place it in the discard holder.

13. Automatic shuffler opening

- Verify the approved number of complete decks before loading.
- Load and retrieve cards according to the manufacturer-approved and casino-approved procedure.
- Do not reach into the device or attempt unauthorized repair.
- Any reject, jam, count error or unexplained device message requires the game to remain closed until controlled.
- Use the approved manual-shuffle fallback when authorized.

14. Conditions preventing table opening

- Unresolved bankroll discrepancy.
- Missing, duplicated, damaged or suspect card.
- Incorrect or missing rule signage.
- Unapproved table limits or system mismatch.
- Inoperable drop box, shoe, discard holder or required table system without an approved fallback.
- Insufficient staffing, supervision or required surveillance coverage.
- Unresolved security, compliance or responsible-gaming restriction affecting the table.

PART IV — BUY-INS, CHIPS AND WAGER ACCEPTANCE

Cash and chip activity must be clear, camera-visible, attributable and completed before the dealer starts the next round.

15. Cash buy-in procedure

1. Ask the player to place cash on the layout; the dealer must not take cash hand-to-hand where prohibited.
2. Spread and count the cash in camera view without covering it with hands or chips.
3. Announce the amount clearly and obtain supervisor verification when required.
4. Place the cash into the drop box using the approved paddle procedure.
5. Size and display the chips beside the buy-in area, confirm the amount, and push the chips to the player.
6. Complete required player identification, rating or transaction reporting steps.

16. Dealer buy-in scripts

Situation	Natural dealer script
Routine buy-in	“Changing USD 500. ”
Large buy-in requiring attention	“Floor, please verify a buy-in of USD 10,000. ”
Unclear amount	“Please leave the cash on the layout while I count it in view.”
Instrument not accepted	“I’m sorry, this table cannot accept that instrument. The floor supervisor will explain the available options.”

17. Chip handling controls

- Keep chips visible; do not conceal chips in closed hands.
- Size, cut and prove stacks before pushing a payment or color change.
- Do not mix player wagers or permit unclear chip ownership.

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- Do not allow player-to-player chip transfer at the table unless approved policy permits it and the transaction is controlled.
- Announce unusual denominations, damaged chips or suspected counterfeit chips and call the floor supervisor.
- Promotional and non-negotiable chips follow their approved restrictions and may not be converted or paid contrary to policy.

18. Valid wager requirements

- Placed fully within the designated betting area.
- Placed before the dealer announces “no more bets” and begins the deal.
- Meets the approved table minimum and does not exceed the maximum.
- Uses approved chips or instruments.
- Clearly belongs to one player and one betting position.
- Does not include hidden, stacked or ambiguous chips.

19. Late or ambiguous wagers

Once the first card leaves the shoe, the dealer must not accept, increase, decrease, remove or relocate a wager without supervisor authorization. The dealer protects the layout, states that betting is closed and calls the floor supervisor if the player disputes timing or ownership.

20. Multiple positions

- A player may operate up to three positions when seats, game pace and supervision permit.
- The player must maintain the table minimum on each active position.
- The player controlling the wager makes the decision unless approved back-betting rules state otherwise.
- Management may restrict multiple positions during high demand, game-protection concern or operational pressure.

PART V — EXACT DEALING PROCEDURES AND DEALER SCRIPTS

The dealer follows the approved sequence without discretion. Clear hand signals and visible card placement protect the player, dealer and casino.

21. Starting a round

1. Face the table, visually sweep all betting positions and invite wagers.
2. Check that each wager is valid, within limits and clearly owned.
3. Resolve obvious chip placement issues before dealing.
4. Sweep the table again and announce, “No more bets.”
5. Begin dealing immediately after the betting closure announcement.

22. Initial deal sequence

1. Starting at the dealer’s left, deliver one face-up card to each active player position in order.
2. Deliver one face-up card to the dealer’s up-card position.
3. Deliver a second face-up card to each active player position in the same order.
4. Deliver the dealer’s second card face down to the hole-card position without exposing its face.
5. Keep the shoe, active cards, discard holder and wagers visible.

23. Player decision procedure

Decision	Exact procedure
Hit	Player taps or points toward the layout. Dealer confirms a clear signal and delivers one face-up card. Continue until stand, bust or a rule-limited action.
Stand	Player waves a flat hand horizontally. Dealer acknowledges and moves to the next hand.
Double down	Player places an additional permitted wager beside the original and signals one card. Dealer verifies eligibility, announces “Double,” delivers one card and turns it sideways where customary.

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Decision	Exact procedure
Split	Player places a matching wager beside the original and signals split. Dealer separates the pair into two hands, delivers a card to the first hand and completes it before the next hand.
Split aces	Dealer separates the aces, delivers one additional card to each, and closes each hand. Resplitting is not permitted in this model.

24. Insurance and even money

1. When the dealer up-card is an ace, announce insurance before checking the hole card.
2. Accept insurance wagers only in the designated area and only up to one-half of the original wager.
3. Offer even money to a player with blackjack using the approved script.
4. Close insurance clearly, then check the hole card using the approved peek device or method.
5. If the dealer has blackjack, settle insurance before main wagers.
6. If the dealer does not have blackjack, collect insurance and continue player decisions.

25. Dealer blackjack check

- Check with an ace or ten-value up-card according to the approved peek sequence.
- Do not expose the hole card during the check.
- If blackjack is confirmed, expose the hole card, announce dealer blackjack and settle the round.
- If no blackjack, continue without commenting on the hidden card.
- A malfunctioning peek device requires supervisor control before the round proceeds.

26. Dealer draw procedure

1. After all player hands are complete, expose the hole card cleanly.
2. Announce the dealer total.
3. Draw on hard totals of 16 or less.
4. Stand on soft 17 under the approved S17 rule.
5. Stand on all hard and soft totals of 17 or more.
6. Announce the final total or “Dealer bust.”

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27. Natural dealer scripts

Situation	Dealer script
Opening table	"Good evening. This blackjack table is now open. The limits are USD 10 to USD 5,000 ."
Invite wagers	"Place your bets, please."
Close betting	"No more bets."
Clear hand signal	"Please give me a clear hand signal for the cameras."
Blackjack	"Blackjack."
Insurance	"Insurance is open. Up to half your original wager."
Even money	"You have blackjack. Would you like even money?"
Double	"Double down."
Split	"Splitting the pair."
Dealer blackjack	"Dealer blackjack."
Dealer bust	"Dealer bust."
Push	"Push. Your wager remains."
Late wager	"Betting is closed for this round. The floor supervisor can assist if you have a question."
Rule question	"I can explain the available options, but I cannot advise which decision to make."
Call floor	"Floor supervisor, please."
Payout disagreement	"I'll leave the cards and wager in place while the floor supervisor reviews the hand."
Shuffle	"Shuffling after this round."
Limit change	"The table limits will change to USD 25 to USD 5,000 after this round."

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Situation	Dealer script
Temporary closure	"This table will close after the current round. The floor supervisor can direct you to another game."
Upset guest	"I understand you would like the hand reviewed. I'll keep the layout unchanged and call the floor supervisor."
Protection concern	"Floor supervisor, please attend the table."

PART VI — SETTLEMENT, PAYOUTS AND PAYMENT EXAMPLES

The dealer settles in the approved direction, collects losing wagers before paying winning wagers where required, proves payments visibly and completes a final sweep before the next round.

28. Settlement sequence

1. Resolve dealer blackjack and insurance first when applicable.
2. After the dealer final total, settle active hands from the dealer's right to left unless the approved property procedure specifies another consistent direction.
3. Collect losing wagers and cards without disturbing unresolved hands.
4. Leave pushes in place and remove the cards.
5. Pay winning hands beside the original wager, size the payment visibly and push after verification.
6. Pay split and doubled hands separately.
7. Complete a full visual sweep for unpaid wins, uncollected losses, unresolved wagers or chips left in a payment area.

29. Standard payment rules

Outcome	Payment
Standard winning hand	1 to 1
Player blackjack	3 to 2
Insurance win	2 to 1
Push	Original wager remains / is returned; no win
Split-hand 21	1 to 1 unless it is an original two-card blackjack under the approved rule

30. Common payout examples

Original wager	1-to-1 winnings	3-to-2 blackjack winnings
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USD 10	USD 10	USD 15
USD 15	USD 15	USD 22.50
USD 20	USD 20	USD 30
USD 25	USD 25	USD 37.50
USD 50	USD 50	USD 75
USD 75	USD 75	USD 112.50
USD 100	USD 100	USD 150
USD 500	USD 500	USD 750
USD 1,000	USD 1,000	USD 1,500
USD 5,000	USD 5,000	USD 7,500

The original wager is returned in addition to the winnings. Where the result creates a half-unit that cannot be paid using approved chip denominations, management must establish and approve a compliant payout or minimum-wager structure before offering the game.

31. High-value and corrected payments

- Do not disturb the cards or wager until the required verifier is present.
- State the wager, outcome and calculated payment clearly.
- Obtain the required approval based on the monetary matrix.
- Document the reason for a corrected completed payout.
- Notify surveillance when the applicable threshold or integrity condition is met.
- A payment correction must not be used to conceal a dealer error or bypass incident documentation.

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PART VII — SHUFFLE, SHOE AND EQUIPMENT CONTROLS

Card order, card completeness and approved equipment operation are critical game-integrity controls.

32. Shuffle triggers

- Before the first game with newly introduced cards.
- After completion of the cut-card round.
- After a card-integrity concern or missing-card event.
- After a mixed live-card and discard event when directed.
- After an approved management or surveillance instruction.
- After automatic shuffler failure when the fallback requires a fresh manual shuffle.

33. Cut card and penetration

The cut card is placed approximately one and one-half decks from the back. The game completes the round in which the cut card appears and then shuffles. The dealer must not vary penetration for a player, tip, request, game pace or personal preference. Any authorized temporary change is documented and communicated.

34. Card replacement

- Stop the game and protect the shoe, discards and active layout.
- Call the floor supervisor and notify surveillance when required.
- Count and inspect the full card set.
- Record the card identity, condition, discovery time and table.
- Replace cards only under approved card-control procedure.
- Do not return a suspect card to play merely because no visible mark is immediately confirmed.

35. Equipment failure

- Stop or pause dealing if the failure may affect card sequence, outcome, wager record or table control.
- Do not attempt unauthorized repair or open controlled equipment.
- Preserve error codes, cards, logs and system records.
- Use only approved fallback procedures.
- Document material failures and verify function before resuming play.

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PART VIII — IRREGULARITIES AND MISDEALS

The dealer's first responsibility is to stop, protect the current state and call the floor supervisor. Final rulings must follow approved property rules and local regulation.

Irregularity	Dealer action	Game stop	Leave state	Supervisor action	Surveillance	Documentation	Resume condition
Exposed player card	Pause; leave card visible	Usually no full stop unless ruling needed	Yes	Apply approved exposed-card rule	If outcome or dispute is material	Record if material	Ruling communicated ; layout controlled
Exposed dealer hole card	Stop immediately	Yes	Yes	Protect card and all wagers; obtain property-specific ruling	Immediate	Always	Authorized ruling and documentation complete
Card to wrong hand	Stop affected sequence	Yes if unresolved	Yes	Reconstruct using card order and approved rule	When amount or facts require	Material cases	All hands correctly assigned or ruled
Skipped hand	Stop before further cards if possible	Yes	Yes	Apply approved skipped-hand rule	If disputed or material	Material cases	Supervisor confirms sequence
Extra card	Stop and preserve sequence	Yes	Yes	Apply approved extra-card rule	If outcome affected	Material cases	Authorized decision recorded
Missing or duplicate card	Stop and secure cards	Yes	Yes	Full card count and integrity review	Immediate	Always	Complete verified set or replacement introduced
Card dropped on floor	Do not retrieve into play without direction	Pause	Yes	Supervisor controls retrieval and inspection	As required	If integrity affected	Card disposition approved
Face-up card in shoe	Stop before using card	Yes	Yes	Preserve shoe and review sequence	Immediate	Always	Shoe integrity restored
Dealer draws incorrectly	Stop before settlement	Yes	Yes	Apply approved dealer-draw error rule	Material / disputed	Always if outcome changed	Ruling and correction completed

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Irregularity	Dealer action	Game stop	Leave state	Supervisor action	Surveillance	Documentation	Resume condition
Player touches card	Stop further handling	Pause	Yes	Assess whether card identity or order affected	If suspicious or disputed	Material cases	Control restored
Player touches chips after deal	Direct hands away; protect wager	Pause	Yes	Establish original wager and timing	When suspicious / material	Material cases	Wager ownership and amount established
Incorrect hand total	Correct before settlement if obvious; otherwise stop	Pause	Yes	Recalculate and correct under approval	Threshold-based	If completed settlement affected	Correct outcome paid
Incorrect payout / collection	Stop next round where practical	Yes if unresolved	Yes	Reconstruct and apply approval matrix	Threshold-based	Material corrections	Approved correction and record
Late wager	Do not accept or move wager	Pause	Yes	Determine whether betting was closed	If disputed / suspicious	Material cases	Decision communicated
Bet capping or pinching concern	Do not accuse; protect layout	Yes if active	Yes	Observe, notify and preserve evidence	Immediate	Always	Management control in place
Ambiguous hand signal	Do not assume; request clarity	Pause	Yes if card already delivered	Review signal and sequence	If disputed	Material cases	Ruling documented if needed
Shuffler malfunction	Stop using device	Yes	Yes	Preserve cards and code; use approved fallback	If sequence/integrity affected	Material failures	Device or fallback verified
Power or system failure	Protect table state	As directed	Yes	Use approved contingency; manual records if authorized	If records/outcome affected	Always when material	Systems or fallback controlled
Mixed live cards and discards	Stop immediately	Yes	Yes	Preserve all cards; reconstruct only if reliable	Immediate	Always	Authorized decision and fresh shuffle

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Irregularity	Dealer action	Game stop	Leave state	Supervisor action	Surveillance	Documentation	Resume condition
Unresolved hand reconstruction	Leave layout unchanged	Yes	Yes	Escalate; use surveillance and records	Immediate	Always	Authorized final ruling

36. Irregularity communication standard

The dealer states only what was observed: for example, “A third card was delivered to the dealer at 21.” The dealer must not state that a player or employee acted intentionally unless an authorized investigation establishes that conclusion.

PART IX — PLAYER DISPUTES AND SERVICE RECOVERY

Disputes are handled neutrally, without argument, while preserving the game state and giving the player a clear escalation path.

37. Dealer response

1. Stop settlement of the affected hand when practical.
2. Leave cards, wager and payment position unchanged.
3. Acknowledge the request without agreeing or disagreeing.
4. Call the floor supervisor.
5. Do not debate rules, blame the player or make a compensation promise.

38. Supervisor review

- Identify the exact disputed decision and monetary exposure.
- Obtain brief attributable statements from the dealer and player.
- Review cards, hand signals, wager placement, discard tray and system record.
- Request surveillance review when required or useful.
- Apply the approved rule and authority matrix.
- Explain the decision and available next escalation level.
- Document material disputes and any compensation separately from the game ruling.

39. Guest-facing escalation scripts

Level	Suggested script
Dealer	"I'll keep the hand in place and ask the floor supervisor to review it."
Floor supervisor	"I have reviewed the cards, wager and applicable rule. My decision is [state decision]. If you would like a further review, I can call the pit manager."
Pit manager	"I have reviewed the available evidence and the approved rule. The operational decision is [state decision]. I will document your concern and explain the next complaint channel."

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Level	Suggested script
Shift manager	“This is the final operational decision available at the table. Your concern will be recorded, and you may use the casino’s formal complaint process.”

40. Service adjustment separation

A guest-service adjustment does not change the official game outcome. It requires separate authority, reason, recording and financial approval. Staff must not describe a service adjustment as an admission that the game ruling was wrong unless management has formally determined that it was wrong.

PART X — GAME PROTECTION AND SURVEILLANCE COORDINATION

Game protection is based on observable behavior, accurate records and proportionate escalation. Staff must avoid unsupported accusations.

41. Dealer observation responsibilities

- Late wagers, past posting, bet capping, bet pinching and chip switching.
- Unauthorized card touching, concealment, marking, bending or manipulation.
- Unusual signaling, distraction, camera obstruction or coordination.
- False buy-in claims, suspected counterfeit chips and unexplained chip transfer.
- Dealer procedure exposure, including repeated hole-card exposure.
- Unusual entry, exit, wager movement or insurance behavior requiring supervisor attention.

42. Neutral escalation process

1. Continue normal dealing only if the immediate integrity of the game is not threatened.
2. Discreetly call or signal the floor supervisor using the approved method.
3. State observable facts, not conclusions.
4. The supervisor assesses supervision level, dealer rotation, card/shoe change, surveillance review or management escalation.
5. Preserve relevant records and footage when directed.

43. Card-counting observation

Card counting by itself is not described as cheating. Authorized reviewers may document observable wager changes, playing decisions, shoe entry and exit, rounds observed, table conditions, possible running or true count correlation, alternative explanations and confidence. Any management response must follow approved house policy and local law.

44. Surveillance notification triggers

Trigger	Model threshold / condition
Payout or corrected payout	USD 5,000 or more
Disputed amount	USD 1,000 or more

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

Trigger	Model threshold / condition
Table bankroll variance	USD 100 or more
Card integrity	Missing, duplicated, damaged, marked or suspect card — immediate
Wager manipulation	Suspected past posting, capping or pinching — immediate
Coordination concern	Suspected dealer-player coordination — immediate
Large buy-in	USD 10,000 or more
Large chip departure / cash-out context	USD 10,000 or more
Equipment failure	Any failure that may affect game outcome or card sequence
Hand reconstruction	Any unresolved material reconstruction
Management request	Any authorized request

MANAGEMENT DECISION REQUIRED: Every red surveillance amount above is a model threshold. Management must decide it with Surveillance, Compliance and Table Games before use.

PART XI — PLAYER RATING AND ACCOUNT RECORDING

Ratings must reflect observed play and must not be inflated, reduced or altered as a favor, penalty or substitute for evidence.

45. Required rating data

- Player identity or account reference, where provided.
- Table number, game, start time and end time.
- Average initial wager by position.
- Number of positions and material changes during play.
- Observed buy-in and chip departure or cash-out context.
- Game speed or rounds per hour where the rating model requires it.
- Supervisor verification and reason for any correction.

46. Average wager method

Use a representative observed average rather than the highest or most recent wager. When the player changes wager materially, record a weighted average or separate rating periods. Example: 30 minutes at **USD 50** and 30 minutes at **USD 100** supports a time-weighted average of **USD 75**, subject to the approved rating method.

47. Rating corrections

- Identify the original value, corrected value, reason and evidence.
- Obtain supervisor approval and retain an audit trail.
- Do not backdate or overwrite without traceability.
- Restrict access to personal and player-value information.

PART XII — FILLS, CREDITS AND TABLE-BANK CONTROLS

Every chip movement between the cage and table must be requested, prepared, transported, verified, recorded and acknowledged by separate responsible persons.

48. Fill procedure

1. Dealer or supervisor identifies denomination need and requests a fill.
2. The authorized supervisor verifies the need and submits the controlled request.
3. The cage prepares denominations and supporting documentation.
4. Authorized transport delivers the fill under security controls.
5. The dealer and supervisor verify denominations and total in camera view.
6. The dealer places chips into the tray and signs or electronically acknowledges receipt.
7. The system and paper/electronic records are reconciled.

49. Credit procedure

1. The supervisor identifies excess inventory and prepares the credit request.
2. Dealer and supervisor count and display denominations.
3. Chips and documentation are secured for transport.
4. The cage verifies receipt and records the transaction.
5. Differences are not forced to balance; they are escalated and investigated.

50. Model approval thresholds for fills and credits

Amount	Required authority
Up to USD 25,000	Floor supervisor
USD 25,001 to USD 100,000	Pit manager
Above USD 100,000	Shift manager or higher, according to approved controls

MANAGEMENT DECISION REQUIRED: Management must decide every red fill and credit threshold on this page before implementation.

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

51. Variance control

- Recount by denomination.
- Compare opening, fills, credits, closing inventory and recorded adjustments.
- Review payout correction and system records.
- Notify the required manager and surveillance based on amount or integrity concern.
- Document temporary control, owner, deadline and closure evidence.

PART XIII — TABLE CLOSING AND SHIFT HANDOVER

Closing must preserve card security, table-bank accountability and continuity of every unresolved operational matter.

52. Table closing sequence

1. Obtain supervisor authorization to close.
2. Announce closure and complete all active hands.
3. Stop accepting new wagers.
4. Secure the shoe, cards and discards according to card-control policy.
5. Count the table bankroll by denomination with supervisor verification.
6. Reconcile opening inventory, fills, credits and closing inventory.
7. Record and escalate any variance.
8. Close the table in the system and complete required records.
9. Secure chips, cards, keys and equipment.

53. Shift handover requirements

- Open tables and current limits.
- High-value players and material chip positions.
- Pending fills, credits, ratings or corrected payments.
- Open disputes and surveillance reviews.
- Game-protection observations and temporary controls.
- Dealer errors, equipment faults and card concerns.
- Table-bank variances and unresolved documentation.
- AML, responsible-gaming or security escalations using restricted channels.
- Action owner, deadline and incoming supervisor acknowledgement.

PART XIV — AML AND RESPONSIBLE-GAMING CONTROLS

Table games staff record observable transactions and behavior, protect confidentiality and escalate through approved channels. They do not make legal diagnoses or disclose confidential reporting.

54. AML observation examples

- Large cash buy-ins or repeated buy-ins that appear structured.
- Minimal play followed by cash-out or chip departure.
- Third-party transactions, unexplained chip transfers or use of multiple players/accounts.
- Rapid color changes, chip walking or attempts to exchange chips without meaningful play.
- Anonymous or inconsistent identity information during high-value activity.

55. AML response

1. Continue professional service unless directed otherwise.
2. Record objective transaction facts, time, table, amounts and involved persons.
3. Notify the designated supervisor or compliance channel.
4. Complete required records using [INSERT LOCAL AML THRESHOLD] and approved reporting rules.
5. Do not tell the player that a suspicious-activity review or report is being considered or filed.

56. Responsible-gaming response

- Follow self-exclusion and restriction controls immediately.
- Escalate signs of distress, chasing-loss statements, impaired behavior, repeated requests for money or aggressive play.
- Provide only approved responsible-gaming information.
- Do not encourage recovery of losses, promise wins or diagnose the player.
- Protect privacy and document required action through restricted channels.

PART XV — DEALER ERRORS, INCIDENTS AND INVESTIGATIONS

Errors are corrected promptly, documented proportionately and reviewed fairly. Repetition may show a training or control problem but does not prove intent.

57. Immediate dealer-error control

1. Stop the affected action when practical.
2. Protect cards, chips and wagers.
3. Call the floor supervisor.
4. State the observed error without explanation or blame.
5. Correct only after authorization.
6. Document financial, guest and game-integrity impact when material.

58. Follow-up classification

Classification	Examples	Required follow-up
Human error	Single arithmetic or sequence mistake	Coaching, observation and proportional documentation
Training gap	Employee cannot explain or perform the approved control	Refresher training and reassessment
Procedure ambiguity	Approved documents conflict or do not cover the situation	Temporary control and procedure-owner review
Equipment contribution	Shuffler, display or system behavior contributed	Maintenance evidence and fallback review
Workload contribution	Staffing, pace or interruption affected performance	Operational control review
Misconduct allegation	Observable facts suggest possible deliberate action	Independent investigation; no assumption of intent

59. Incident report quality

- Use exact dates, times, table numbers and attributable statements.
- Separate verified facts, reports, inferences, disputed facts and unknowns.

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

- Reference cards, footage, systems, forms or witnesses reviewed.
- Record immediate controls, decisions, approval and open actions.
- State limitations and do not overstate certainty.

PART XVI — TRAINING, COMPETENCY, AUDIT AND RECORDS

No employee may independently perform a blackjack role until trained, assessed and authorized for that role.

60. New dealer curriculum

- Game rules, card values and hard/soft totals.
- Opening, shuffle, dealing sequence and hand signals.
- Splits, doubles, insurance, even money and settlement.
- Payout calculations and chip handling.
- Irregularities, dispute response and supervisor escalation.
- Card security, game protection and neutral reporting.
- Player ratings, AML, responsible gaming and incident records.
- Practical dealing under observed game pace.

61. Minimum competency standards

Assessment	Minimum standard
Written knowledge test	80%
Payout calculation test	90%
Critical control items	100%
Practical dealing	Competent on every mandatory control
Failed critical control	Remediation and reassessment before independent dealing

62. Supervisor curriculum

- Rule interpretation within approved authority.
- Opening and closing verification.

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

- Hand reconstruction and irregularity control.
- Payout and dispute approval thresholds.
- Surveillance, cage, security and compliance coordination.
- Rating review, game protection, incident quality and coaching.

63. Quality assurance and audit

- Dealer error and corrected-payment trends.
- Shuffle, card-control and opening/closing compliance.
- Table-bank, fill and credit reconciliation.
- Player-rating accuracy and approval trails.
- Dispute, surveillance and incident documentation quality.
- Training currency, remediation and authorization status.
- Corrective actions with owners, deadlines, retesting and closure evidence.

64. Records retention

Retain table records, fills, credits, card logs, incidents, disputes, surveillance requests, training evidence, rating corrections, AML records, responsible-gaming records and audit actions for [INSERT RECORD-RETENTION PERIOD]. Access must be role-based, changes traceable and disposal authorized.

PART XVII — APPROVAL AND ESCALATION MATRICES

These matrices use model monetary thresholds shown in red. Management must decide each amount and confirm that authority levels comply with regulation and internal controls.

MANDATORY MANAGEMENT DECISION: Every red amount in Part XVII is a model. Management must decide, approve and replace all values before this matrix is used.

65. Monetary approval matrix

Trigger	Dealer	Floor supervisor	Pit manager	Shift manager	Senior management	Surveillance	Compliance
Routine payout correction	No authority to approve completed correction	Up to USD 500	USD 501 to USD 5,000	USD 5,001 to USD 25,000	Above USD 25,000	At USD 5,000 or material integrity issue	As required
Guest-service adjustment	No authority	Up to USD 100 where authorized	USD 101 to USD 500	USD 501 to USD 2,500	Above USD 2,500	When linked to disputed game evidence	If regulatory / AML / RG issue
Fill or credit	Request only	Up to USD 25,000	USD 25,001 to USD 100,000	Above USD 100,000	Policy exception / major exposure	Threshold or discrepancy based	If required
Disputed hand exposure	Protect and call supervisor	Up to USD 500 if facts clear	USD 501 to USD 5,000	USD 5,001 to USD 25,000	Above USD 25,000	At USD 1,000 or unresolved evidence	If regulatory impact

66. Non-monetary authority matrix

Trigger	Dealer	Floor supervisor	Pit manager	Shift manager	Senior management	Surveillance	Compliance
Table-limit change	Announce after instruction	Within delegated schedule	Temporary change within approved range	Exceptional temporary decision	Permanent limits / rule framework	Notify as required	Review if regulatory

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

Trigger	Dealer	Floor supervisor	Pit manager	Shift manager	Senior management	Surveillance	Compliance
Rule deviation	Never authorize	Stop and escalate	Temporary control proposal	Approve temporary deviation within authority	Permanent change	Review evidence	Review and regulator interface
Card replacement	Stop and protect	Initiate count and replacement	Approve material replacement and controls	Escalated integrity decision	Policy ownership	Immediate for integrity concern	If required
Equipment failure	Stop affected use	Apply approved fallback	Approve controlled resumption	Major continuity decision	Permanent control changes	If outcome/integrity affected	If reportable
Dealer return after remediation	Not applicable	Observe only	Recommend	Authorize within training policy	Approve exceptional case	Not normally	If licence or compliance issue

67. Temporary deviation requirements

- Reason and affected tables.
- Risk assessment and temporary control.
- Authorized start and end time.
- Staff and surveillance communication.
- Management approval and any compliance review.
- Post-event reconciliation and decision whether a permanent change is needed.

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

PART XVIII — OPERATIONAL FORMS AND TEMPLATES

The following forms may be copied into Word, Excel, PDF forms or an approved electronic workflow. Electronic versions must preserve access control, timestamps, approvals and audit history.

FORM BJ-01 — Blackjack Table Opening Checklist

Field	Entry	Completion guidance
Date / shift / table	_____	Identify operating period and table.
Dealer	_____	Name or employee ID.
Floor supervisor	_____	Verifier.
Approved limits	_____	Record table minimum and maximum.
Layout and signage	_____	Pass / fail and comments.
Opening bankroll	_____	Record denomination totals and approved total.
Cards / seals	_____	Deck count, seal IDs and inspection result.
Shoe / shuffler / discard holder	_____	Functional status.
Drop box and system	_____	Verified status.
Exceptions	_____	Describe and assign owner.
Dealer acknowledgement	_____	Signature / electronic timestamp.
Supervisor approval	_____	Signature / electronic timestamp.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-02 — Blackjack Table Closing Checklist

Field	Entry	Completion guidance
Date / shift / table	_____	Operating period.
Closure authorization	_____	Name, time and reason.
Final hand completed	_____	Yes / no.
Closing bankroll	_____	Denomination totals.
Opening + fills – credits	_____	Expected amount.
Actual amount	_____	Counted amount.
Variance	_____	Record and escalate.
Cards secured / counted	_____	Method and result.
Systems closed	_____	Status.
Open matters	_____	Owner and deadline.
Dealer sign-off	_____	Signature / timestamp.
Supervisor sign-off	_____	Signature / timestamp.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-03 — Card Inspection and Deck Verification

Field	Entry	Completion guidance
Table / date / time	_____	Context.
Card set / seal IDs	_____	Traceability.
Number of decks	_____	Expected and actual.
Face inspection	_____	Missing / duplicate / damage.
Back inspection	_____	Marks / shade / damage.
Exception details	_____	Exact card and condition.
Disposition	_____	Use / replace / hold.
Surveillance reference	_____	If notified.
Dealer	_____	Acknowledgement.
Supervisor	_____	Approval.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-04 — Manual Shuffle Observation

Field	Entry	Completion guidance
Dealer / observer	_____	Persons.
Date / table	_____	Context.
Wash	_____	Duration and result.
Riffles	_____	Required sequence observed.
Strip	_____	Observed.
Final riffle	_____	Observed.
Cut and penetration	_____	Compliant / not compliant.
Card exposure	_____	Any issue.
Result	_____	Competent / coaching / reassessment.
Follow-up	_____	Owner and deadline.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-05 — Automatic Shuffler Fault Log

Field	Entry	Completion guidance
Date / time / table	_____	Context.
Device ID	_____	Asset reference.
Error code / symptom	_____	Exact display and behavior.
Cards affected	_____	Count / status.
Immediate control	_____	Stop / manual fallback / table close.
Maintenance reference	_____	Ticket / technician.
Surveillance notified	_____	Time / reference.
Function test	_____	Result before return.
Approval to resume	_____	Name / time.
Follow-up	_____	Owner / deadline.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-06 — Table Inventory and Reconciliation

Field	Entry	Completion guidance
Table / shift	_____	Context.
Opening by denomination	_____	Counts and values.
Fills	_____	References and totals.
Credits	_____	References and totals.
Expected closing	_____	Calculated.
Actual closing	_____	Counted.
Variance	_____	Net and absolute.
Evidence reviewed	_____	Forms / systems / footage.
Temporary control	_____	If unresolved.
Dealer / supervisor	_____	Acknowledgements.
Management review	_____	Decision and closure.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-07 — Fill and Credit Verification

Field	Entry	Completion guidance
Transaction type	_____	Fill / credit.
Request number	_____	Traceability.
Table / date / time	_____	Context.
Denominations	_____	Requested / delivered / received.
Total	_____	Approved amount.
Cage preparer	_____	Name / ID.
Transport	_____	Name / ID.
Dealer verification	_____	Name / time.
Supervisor approval	_____	Name / time.
Variance / exception	_____	Details.
Cage receipt	_____	For credits.
Closure	_____	System and document match.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-08 — Blackjack Incident Report

Field	Entry	Completion guidance
Incident number	_____	Unique ID.
Date / time / table	_____	Context.
Persons involved	_____	Role and identifiers.
Verified facts	_____	Objective sequence.
Reported statements	_____	Attributable wording.
Disputed / unknown facts	_____	Separate section.
Financial exposure	_____	Model amount if applicable.
Evidence	_____	Cards / footage / system / witnesses.
Immediate controls	_____	Actions taken.
Decision / approval	_____	Who decided what.
Open actions	_____	Owner / deadline.
Limitations	_____	What could not be established.
Closure evidence	_____	Result and approver.
Privacy classification	_____	Access level.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-09 — Player Dispute Review

Field	Entry	Completion guidance
Dispute number	_____	Unique ID.
Player / table / time	_____	Context.
Amount disputed	_____	Financial exposure.
Player statement	_____	Attributable.
Dealer statement	_____	Attributable.
Cards / wager position	_____	Observed state.
Hand signals	_____	Observed / reviewed.
Evidence reviewed	_____	Sources.
Applicable rule	_____	Exact reference.
Decision	_____	Operational ruling.
Service adjustment	_____	Separate decision if any.
Escalation offered	_____	Yes / no.
Approvals	_____	Names / times.
Follow-up	_____	Owner / deadline.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-10 — Dealer Error Follow-Up

Field	Entry	Completion guidance
Dealer / supervisor	_____	Persons.
Date / table / hand	_____	Context.
Observed error	_____	Neutral description.
Financial / guest / integrity impact	_____	Measured impact.
Immediate correction	_____	Action and approval.
Contributing factors	_____	Human / training / procedure / equipment / workload.
Previous similar events	_____	Evidence-based only.
Coaching / training	_____	Action.
Monitoring period	_____	Dates and observer.
Dealer acknowledgement	_____	Signature / comments.
Effectiveness review	_____	Evidence.
Closure approval	_____	Name / date.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-11 — Game Protection Observation Notes

Field	Entry	Completion guidance
Observation number	_____	Unique ID.
Date / time / table	_____	Context.
Persons / seats	_____	Identifiers.
Observable behavior	_____	Facts only.
Wager movement	_____	Sequence and amounts.
Playing decisions	_____	Relevant actions.
Entry / exit timing	_____	Rounds observed.
Table conditions	_____	Rules / penetration / crowding.
Alternative explanations	_____	Required.
Confidence	_____	Low / medium / high with basis.
Surveillance reference	_____	Review ID.
Management decision	_____	Action / no action.
Restrictions	_____	Confidential distribution.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-12 — Surveillance Review Request

Field	Entry	Completion guidance
Request number	_____	Unique ID.
Requester / authority	_____	Name and role.
Date / time range	_____	Bounded review period.
Table / location	_____	Scope.
Question to review	_____	Neutral and specific.
Evidence to preserve	_____	Footage / system / cards.
Urgency	_____	Routine / urgent / immediate.
Access restriction	_____	Classification.
Requested output	_____	Facts / timeline / confirmation.
Approval	_____	Authorizing manager.
Surveillance acknowledgement	_____	Name / time.
Result reference	_____	Report / case ID.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-13 — High-Value Payout Approval

Field	Entry	Completion guidance
Date / time / table	_____	Context.
Player / account	_____	Controlled identifier.
Wager and outcome	_____	Game facts.
Payment amount	_____	Calculated payment.
Dealer calculation	_____	Name / result.
Independent verification	_____	Name / result.
Surveillance reference	_____	If required.
Tax / reporting check	_____	Where applicable.
Approving authority	_____	Name / level.
Payment completion	_____	Time / acknowledgement.
Exception	_____	Details.
Record classification	_____	Access level.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-14 — Corrected Payout Approval

Field	Entry	Completion guidance
Date / table / hand	_____	Context.
Original settlement	_____	What occurred.
Correct settlement	_____	Approved result.
Correction amount	_____	Financial adjustment.
Evidence	_____	Cards / footage / systems.
Reason	_____	Error / system / ruling.
Dealer / supervisor	_____	Statements / verification.
Approval	_____	According to matrix.
Surveillance	_____	Reference if required.
Guest acknowledgement	_____	Where appropriate.
Dealer follow-up	_____	Record reference.
Closure	_____	Completed by / time.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-15 — Player Rating Correction

Field	Entry	Completion guidance
Player / account	_____	Controlled identifier.
Original rating	_____	Time / average / positions.
Corrected rating	_____	Approved values.
Reason	_____	Factual basis.
Evidence	_____	Table record / observation.
Requested by	_____	Name / role.
Approved by	_____	Supervisor / manager.
System audit reference	_____	Change ID.
Privacy classification	_____	Access.
Completion	_____	Date / time.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-16 — Shift Handover

Field	Entry	Completion guidance
Outgoing / incoming	_____	Names and times.
Open tables / limits	_____	Current position.
High-value play	_____	Controlled summary.
Large chip positions	_____	Known exposure.
Pending fills / credits	_____	References.
Open disputes	_____	Status / owner.
Surveillance reviews	_____	Restricted references.
Game-protection observations	_____	Restricted references.
Dealer errors / staffing	_____	Open follow-up.
Equipment / card issues	_____	Status.
Variances	_____	Status.
AML / RG matters	_____	Restricted channel reference only.
Actions	_____	Owner / deadline.
Incoming acknowledgement	_____	Signature / time.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-17 — Temporary Procedure Deviation

Field	Entry	Completion guidance
Deviation number	_____	Unique ID.
Affected procedure	_____	Section / version.
Reason	_____	Operational need.
Affected tables / period	_____	Scope.
Risk assessment	_____	Risks introduced.
Temporary controls	_____	Mitigation.
Start / end time	_____	Bounded period.
Staff communication	_____	Method / time.
Surveillance / compliance review	_____	As required.
Approving authority	_____	Name / role.
Post-event review	_____	Result.
Closure	_____	Return to standard confirmed.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

FORM BJ-18 — Training Attendance Record

Field	Entry	Completion guidance
Course / version	_____	Training reference.
Date / trainer	_____	Delivery.
Participants	_____	Names / IDs.
Modules completed	_____	Content.
Assessment required	_____	Yes / no.
Attendance status	_____	Complete / partial.
Participant acknowledgement	_____	Signatures.
Trainer verification	_____	Signature.
Records entry	_____	System reference.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

FORM BJ-19 — Dealer Competency Assessment

Field	Entry	Completion guidance
Dealer / assessor	_____	Persons.
Rules knowledge	_____	Score.
Payout calculations	_____	Score.
Opening / shuffle	_____	Competent / not yet.
Dealing sequence	_____	Competent / not yet.
Hand signals / communication	_____	Competent / not yet.
Splits / doubles / insurance	_____	Competent / not yet.
Settlement	_____	Competent / not yet.
Irregularities	_____	Competent / not yet.
Game protection	_____	Competent / not yet.
AML / RG awareness	_____	Competent / not yet.
Critical controls	_____	All passed / failure details.
Decision	_____	Authorize / remediate / reassess.
Approval	_____	Training and operations.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-20 — Supervisor Competency Assessment

Field	Entry	Completion guidance
Supervisor / assessor	_____	Persons.
Opening / closing verification	_____	Result.
Rule interpretation	_____	Result.
Hand reconstruction	_____	Result.
Payout approvals	_____	Result.
Dispute handling	_____	Result.
Surveillance coordination	_____	Result.
Fill / credit control	_____	Result.
Rating review	_____	Result.
Incident quality	_____	Result.
Coaching	_____	Result.
Critical controls	_____	All passed / failure details.
Decision	_____	Authorize / remediate / reassess.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-21 — Corrective Action Tracker

Field	Entry	Completion guidance
Action ID	_____	Unique ID.
Source finding	_____	Audit / incident / training.
Required action	_____	Specific result.
Owner	_____	Accountable person.
Priority	_____	Critical / high / medium / low.
Due date	_____	Deadline.
Temporary control	_____	Until closure.
Status	_____	Open / in progress / blocked / complete.
Evidence	_____	Proof of implementation.
Effectiveness test	_____	Result.
Closure approver	_____	Independent approval.
Closure date	_____	Final date.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-22 — Table Limit Change Authorization

Field	Entry	Completion guidance
Table / date / time	_____	Context.
Current limits	_____	Minimum / maximum.
New limits	_____	Minimum / maximum.
Reason	_____	Operational basis.
Effective round	_____	Future-round control.
System update	_____	Completed by / time.
Signage update	_____	Completed by / time.
Dealer briefing	_____	Acknowledged.
Surveillance notification	_____	Reference if required.
Approving authority	_____	Name / role.
Reversion plan	_____	Time / condition.
Closure	_____	Confirmed.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-23 — Missing or Damaged Card Report

Field	Entry	Completion guidance
Date / time / table	_____	Context.
Card identity	_____	Rank / suit / deck set.
Condition / issue	_____	Missing / duplicate / marked / damaged.
Discovery circumstances	_____	Facts.
Shoe / discards secured	_____	Yes / no.
Full deck count	_____	Result.
Surveillance	_____	Reference.
Replacement set	_____	Seal / ID.
Game impact	_____	Hands / wagers affected.
Decision	_____	Ruling / closure.
Evidence hold	_____	Location.
Approvals	_____	Names / times.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-24 — Equipment Failure Report

Field	Entry	Completion guidance
Date / time / table	_____	Context.
Equipment / asset ID	_____	Device.
Observed failure	_____	Facts / code.
Game impact	_____	Outcome / delay / records.
Immediate control	_____	Stop / fallback / close.
Cards / data preserved	_____	Details.
Maintenance	_____	Ticket / technician.
Surveillance	_____	Reference if required.
Function test	_____	Result.
Approval to resume	_____	Name / time.
Follow-up	_____	Owner / deadline.
Closure	_____	Evidence.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-25 — Responsible-Gaming Escalation Record

Field	Entry	Completion guidance
Restricted record ID	_____	Unique ID.
Date / time / location	_____	Context.
Observable behavior / statement	_____	Facts only.
Immediate safety concern	_____	Yes / no.
Supervisor notified	_____	Name / time.
Responsible-gaming contact	_____	Reference.
Approved information provided	_____	What / when.
Operational action	_____	Restriction / pause / referral.
Privacy classification	_____	Restricted.
Follow-up	_____	Owner / deadline.
Closure	_____	Authorized evidence.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

FORM BJ-26 — AML Escalation Record

Field	Entry	Completion guidance
Restricted record ID	_____	Unique ID.
Date / time / table	_____	Context.
Transactions observed	_____	Amounts and sequence.
Persons / accounts	_____	Controlled identifiers.
Objective indicators	_____	Facts only.
Supporting records	_____	Ratings / buy-ins / cash-outs.
Supervisor notified	_____	Name / time.
Compliance reference	_____	Case / acknowledgement.
Operational direction	_____	Continue / restrict / other approved action.
Confidentiality reminder	_____	No tipping off.
Privacy classification	_____	Strictly restricted.
Closure	_____	Compliance-controlled.

Privacy / distribution classification: Internal / Controlled; restricted where personal, AML, responsible-gaming or surveillance information is present

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

PART XIX — OPERATIONAL CHECKLISTS

These concise checklists support live operations. They do not replace judgment, approved rules or required forms.

CHECKLIST C-01 — Dealer Pre-Opening

Control item	Result	Comments
☐ Uniform and authorization verified	Pass / fail / N/A	Comments / evidence
☐ Table assignment and responsible supervisor confirmed	Pass / fail / N/A	Comments / evidence
☐ Layout, signage, shoe, discard holder and drop equipment inspected	Pass / fail / N/A	Comments / evidence
☐ Table limits match pit instruction and system	Pass / fail / N/A	Comments / evidence
☐ Opening bankroll verified	Pass / fail / N/A	Comments / evidence
☐ Cards and seals inspected	Pass / fail / N/A	Comments / evidence
☐ Shuffle / shuffler process completed	Pass / fail / N/A	Comments / evidence
☐ No unresolved exception before opening	Pass / fail / N/A	Comments / evidence

CHECKLIST C-02 — Supervisor Pre-Opening

Control item	Result	Comments
☐ Dealer authorized and assigned	Pass / fail / N/A	Comments / evidence
☐ Limits and rule signage approved	Pass / fail / N/A	Comments / evidence
☐ Opening inventory independently verified	Pass / fail / N/A	Comments / evidence
☐ Cards and equipment controlled	Pass / fail / N/A	Comments / evidence

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

Control item	Result	Comments
☐ System and drop box ready	Pass / fail / N/A	Comments / evidence
☐ Required surveillance and staffing available	Pass / fail / N/A	Comments / evidence
☐ Exceptions closed or documented	Pass / fail / N/A	Comments / evidence
☐ Opening approval recorded	Pass / fail / N/A	Comments / evidence

CHECKLIST C-03 — First Hand

Control item	Result	Comments
☐ Wagers valid and within limits	Pass / fail / N/A	Comments / evidence
☐ No more bets announced	Pass / fail / N/A	Comments / evidence
☐ Initial deal order correct	Pass / fail / N/A	Comments / evidence
☐ Dealer hole card protected	Pass / fail / N/A	Comments / evidence
☐ Insurance / peek handled correctly if applicable	Pass / fail / N/A	Comments / evidence
☐ Clear player hand signals	Pass / fail / N/A	Comments / evidence
☐ Dealer draw rule followed	Pass / fail / N/A	Comments / evidence
☐ Settlement sweep completed	Pass / fail / N/A	Comments / evidence

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

CHECKLIST C-04 — Cash Buy-In

Control item	Result	Comments
☐ Cash remains visible	Pass / fail / N/A	Comments / evidence
☐ Amount counted and announced	Pass / fail / N/A	Comments / evidence
☐ Required verification obtained	Pass / fail / N/A	Comments / evidence
☐ Cash dropped correctly	Pass / fail / N/A	Comments / evidence
☐ Chips sized and proved	Pass / fail / N/A	Comments / evidence
☐ Player rating / reporting completed	Pass / fail / N/A	Comments / evidence
☐ No unexplained third-party transaction	Pass / fail / N/A	Comments / evidence

CHECKLIST C-05 — Insurance Round

Control item	Result	Comments
☐ Dealer ace up-card	Pass / fail / N/A	Comments / evidence
☐ Insurance offered before peek	Pass / fail / N/A	Comments / evidence
☐ Maximum half original wager	Pass / fail / N/A	Comments / evidence
☐ Even money offered only to blackjack	Pass / fail / N/A	Comments / evidence
☐ Insurance closed clearly	Pass / fail / N/A	Comments / evidence
☐ Hole card checked without exposure	Pass / fail / N/A	Comments / evidence
☐ Insurance settled before main wagers	Pass / fail / N/A	Comments / evidence

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

CHECKLIST C-06 — Split Hand

Control item	Result	Comments
☐ Eligible pair	Pass / fail / N/A	Comments / evidence
☐ Matching wager verified	Pass / fail / N/A	Comments / evidence
☐ Maximum hands not exceeded	Pass / fail / N/A	Comments / evidence
☐ Hands separated clearly	Pass / fail / N/A	Comments / evidence
☐ First hand completed before next	Pass / fail / N/A	Comments / evidence
☐ Split-ace restriction applied	Pass / fail / N/A	Comments / evidence
☐ Each hand settled separately	Pass / fail / N/A	Comments / evidence

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

CHECKLIST C-07 — Double Down

Control item	Result	Comments
☐ Eligible first two cards	Pass / fail / N/A	Comments / evidence
☐ Additional wager permitted and visible	Pass / fail / N/A	Comments / evidence
☐ Double announced	Pass / fail / N/A	Comments / evidence
☐ One card delivered	Pass / fail / N/A	Comments / evidence
☐ Card orientation correct	Pass / fail / N/A	Comments / evidence
☐ Hand closed and settled correctly	Pass / fail / N/A	Comments / evidence

CHECKLIST C-08 — High-Value Payout

Control item	Result	Comments
☐ Wager and outcome preserved	Pass / fail / N/A	Comments / evidence
☐ Independent calculation	Pass / fail / N/A	Comments / evidence
☐ Required approval obtained	Pass / fail / N/A	Comments / evidence
☐ Surveillance notified at threshold	Pass / fail / N/A	Comments / evidence
☐ Tax / reporting check completed	Pass / fail / N/A	Comments / evidence
☐ Payment proved and acknowledged	Pass / fail / N/A	Comments / evidence
☐ Record completed	Pass / fail / N/A	Comments / evidence

CHECKLIST C-09 — Irregular Hand

Control item	Result	Comments
☐ Stop affected action	Pass / fail / N/A	Comments / evidence

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

Control item	Result	Comments
☐ Leave cards, chips and wagers in place	Pass / fail / N/A	Comments / evidence
☐ Call floor supervisor	Pass / fail / N/A	Comments / evidence
☐ State facts only	Pass / fail / N/A	Comments / evidence
☐ Review approved irregularity rule	Pass / fail / N/A	Comments / evidence
☐ Notify surveillance if required	Pass / fail / N/A	Comments / evidence
☐ Document ruling and approval	Pass / fail / N/A	Comments / evidence
☐ Resume only after control restored	Pass / fail / N/A	Comments / evidence

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

CHECKLIST C-10 — Player Dispute

Control item	Result	Comments
☐ Acknowledge without arguing	Pass / fail / N/A	Comments / evidence
☐ Protect layout	Pass / fail / N/A	Comments / evidence
☐ Call supervisor	Pass / fail / N/A	Comments / evidence
☐ Obtain attributable statements	Pass / fail / N/A	Comments / evidence
☐ Review cards, signals, systems and footage	Pass / fail / N/A	Comments / evidence
☐ Apply rule and approval matrix	Pass / fail / N/A	Comments / evidence
☐ Explain escalation path	Pass / fail / N/A	Comments / evidence
☐ Document material dispute	Pass / fail / N/A	Comments / evidence

CHECKLIST C-11 — Card-Integrity Concern

Control item	Result	Comments
☐ Stop game	Pass / fail / N/A	Comments / evidence
☐ Secure shoe, cards and discards	Pass / fail / N/A	Comments / evidence
☐ Notify supervisor and surveillance	Pass / fail / N/A	Comments / evidence
☐ Full card count	Pass / fail / N/A	Comments / evidence
☐ Identify affected hands	Pass / fail / N/A	Comments / evidence
☐ Replace only under control	Pass / fail / N/A	Comments / evidence
☐ Preserve suspect evidence	Pass / fail / N/A	Comments / evidence
☐ Document decision and resumption	Pass / fail / N/A	Comments / evidence

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

CHECKLIST C-12 — Shuffler Failure

Control item	Result	Comments
☐ Stop using device	Pass / fail / N/A	Comments / evidence
☐ Preserve cards and error code	Pass / fail / N/A	Comments / evidence
☐ Call supervisor	Pass / fail / N/A	Comments / evidence
☐ Do not attempt unauthorized repair	Pass / fail / N/A	Comments / evidence
☐ Use approved manual fallback only	Pass / fail / N/A	Comments / evidence
☐ Record maintenance ticket	Pass / fail / N/A	Comments / evidence
☐ Function test before return	Pass / fail / N/A	Comments / evidence
☐ Approve resumption	Pass / fail / N/A	Comments / evidence

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

CHECKLIST C-13 — Table Fill

Control item	Result	Comments
☐ Need verified	Pass / fail / N/A	Comments / evidence
☐ Controlled request	Pass / fail / N/A	Comments / evidence
☐ Cage preparation	Pass / fail / N/A	Comments / evidence
☐ Secure transport	Pass / fail / N/A	Comments / evidence
☐ Dealer and supervisor count	Pass / fail / N/A	Comments / evidence
☐ Denominations and total match	Pass / fail / N/A	Comments / evidence
☐ Receipt acknowledged	Pass / fail / N/A	Comments / evidence
☐ System and form reconciled	Pass / fail / N/A	Comments / evidence

CHECKLIST C-14 — Table Credit

Control item	Result	Comments
☐ Excess verified	Pass / fail / N/A	Comments / evidence
☐ Controlled request	Pass / fail / N/A	Comments / evidence
☐ Dealer and supervisor count	Pass / fail / N/A	Comments / evidence
☐ Chips secured for transport	Pass / fail / N/A	Comments / evidence
☐ Cage receipt verified	Pass / fail / N/A	Comments / evidence
☐ System and form reconciled	Pass / fail / N/A	Comments / evidence
☐ Difference escalated	Pass / fail / N/A	Comments / evidence

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

CHECKLIST C-15 — Dealer Rotation

Control item	Result	Comments
☐ Relief dealer ready	Pass / fail / N/A	Comments / evidence
☐ Active hand completed	Pass / fail / N/A	Comments / evidence
☐ Table condition communicated	Pass / fail / N/A	Comments / evidence
☐ Bankroll and equipment observed	Pass / fail / N/A	Comments / evidence
☐ Open issue handed over	Pass / fail / N/A	Comments / evidence
☐ Outgoing dealer clears table area	Pass / fail / N/A	Comments / evidence
☐ Incoming dealer assumes control visibly	Pass / fail / N/A	Comments / evidence

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

CHECKLIST C-16 — Table Closure

Control item	Result	Comments
☐ Closure authorized	Pass / fail / N/A	Comments / evidence
☐ Players informed	Pass / fail / N/A	Comments / evidence
☐ Active hands completed	Pass / fail / N/A	Comments / evidence
☐ Cards secured	Pass / fail / N/A	Comments / evidence
☐ Bankroll counted	Pass / fail / N/A	Comments / evidence
☐ Fills and credits reconciled	Pass / fail / N/A	Comments / evidence
☐ Variance controlled	Pass / fail / N/A	Comments / evidence
☐ System closed	Pass / fail / N/A	Comments / evidence
☐ Records signed	Pass / fail / N/A	Comments / evidence
☐ Open matters handed over	Pass / fail / N/A	Comments / evidence

CHECKLIST C-17 — Shift Handover

Control item	Result	Comments
☐ Tables and limits	Pass / fail / N/A	Comments / evidence
☐ High-value play	Pass / fail / N/A	Comments / evidence
☐ Chip positions	Pass / fail / N/A	Comments / evidence
☐ Fills / credits	Pass / fail / N/A	Comments / evidence
☐ Disputes	Pass / fail / N/A	Comments / evidence
☐ Surveillance / protection matters	Pass / fail / N/A	Comments / evidence
☐ Dealer errors / equipment	Pass / fail / N/A	Comments / evidence
☐ Variances	Pass / fail / N/A	Comments / evidence
☐ AML / RG restricted references	Pass / fail / N/A	Comments / evidence

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

Control item	Result	Comments
☐ Owners and deadlines	Pass / fail / N/A	Comments / evidence
☐ Incoming acknowledgement	Pass / fail / N/A	Comments / evidence

CHECKLIST C-18 — Surveillance Notification

Control item	Result	Comments
☐ Trigger identified	Pass / fail / N/A	Comments / evidence
☐ Exact time and table	Pass / fail / N/A	Comments / evidence
☐ Cards / wagers / chips preserved	Pass / fail / N/A	Comments / evidence
☐ Neutral question stated	Pass / fail / N/A	Comments / evidence
☐ Evidence range bounded	Pass / fail / N/A	Comments / evidence
☐ Access restriction stated	Pass / fail / N/A	Comments / evidence
☐ Reference number recorded	Pass / fail / N/A	Comments / evidence
☐ Follow-up owner assigned	Pass / fail / N/A	Comments / evidence

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

CHECKLIST C-19 — AML / Responsible-Gaming Escalation

Control item	Result	Comments
☐ Objective facts recorded	Pass / fail / N/A	Comments / evidence
☐ Correct restricted channel used	Pass / fail / N/A	Comments / evidence
☐ No diagnosis or accusation	Pass / fail / N/A	Comments / evidence
☐ No tipping off	Pass / fail / N/A	Comments / evidence
☐ Immediate safety addressed	Pass / fail / N/A	Comments / evidence
☐ Approved information only	Pass / fail / N/A	Comments / evidence
☐ Privacy protected	Pass / fail / N/A	Comments / evidence
☐ Reference and owner recorded	Pass / fail / N/A	Comments / evidence

CHECKLIST C-20 — Incident Report Quality Review

Control item	Result	Comments
☐ Exact dates and times	Pass / fail / N/A	Comments / evidence
☐ Roles and identities	Pass / fail / N/A	Comments / evidence
☐ Verified facts separated	Pass / fail / N/A	Comments / evidence
☐ Statements attributable	Pass / fail / N/A	Comments / evidence
☐ Evidence referenced	Pass / fail / N/A	Comments / evidence
☐ Amounts and approvals accurate	Pass / fail / N/A	Comments / evidence
☐ Limitations stated	Pass / fail / N/A	Comments / evidence
☐ Actions have owners and deadlines	Pass / fail / N/A	Comments / evidence
☐ Closure evidence defined	Pass / fail / N/A	Comments / evidence
☐ Privacy classification correct	Pass / fail / N/A	Comments / evidence

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

PART XX — GLOSSARY AND IMPLEMENTATION

CHECKLIST

The glossary standardizes operational language. The implementation checklist prevents the model from being issued before management has completed property-specific decisions.

68. Glossary

Term	Operational definition
Blackjack	An original two-card total of 21, subject to approved split-hand treatment.
Hard hand	A hand with no ace counted as 11.
Soft hand	A hand containing an ace counted as 11 without busting.
Bust	A total above 21.
Push	Equal player and dealer totals; no win or loss on the main wager.
Double down	Permitted additional wager followed by exactly one card.
Split	Separating an eligible pair into separate hands with an additional matching wager.
Insurance	Separate wager offered against a dealer ace, paying 2 to 1 when dealer has blackjack.
Even money	Immediate 1-to-1 payment of player blackjack against dealer ace.
Hole card	Dealer's face-down second card.
Cut card	Non-playing card used to cut the deck and mark penetration.
Penetration	Portion of cards dealt before shuffle.

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

Term	Operational definition
Fill	Controlled delivery of chips from cage to table.
Credit	Controlled return of chips from table to cage.
Past posting	Placing a wager after the outcome or useful outcome information is known.
Bet capping	Adding chips to a wager after betting closes.
Bet pinching	Removing chips from a wager after betting closes.
Table bankroll / inventory	Casino chips assigned to the table for game settlement.
Verified fact	Information confirmed by reliable evidence.
Reported statement	Information attributed to a person but not independently confirmed.
Temporary control	Time-bounded measure used until the standard control is restored.

69. Final implementation checklist

Implementation control	Owner	Evidence	Status / approval
☐ Local gaming law, approved internal controls and house rules reviewed.			
☐ Every red monetary amount, table limit, approval threshold and surveillance trigger decided by management.			
☐ Approved blackjack rule sheet matches signage, systems, training and surveillance references.			
☐ Approval matrices signed by authorized management.			

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

Implementation control	Owner	Evidence	Status / approval
☐ AML threshold, regulatory reporting requirement and record-retention period inserted.			
☐ Dealer, supervisor and manager training completed.			
☐ Competency assessments passed and authorization recorded.			
☐ Forms, logs and electronic workflows available.			
☐ Card, shuffler, drop-box, table-system and surveillance contingencies tested.			
☐ Cage fill / credit process reconciled with this SOP.			
☐ Security, surveillance, compliance and responsible-gaming escalation contacts confirmed.			
☐ Table opening, live hand, irregularity, payout, closing and handover drills completed.			
☐ Pilot table observed and findings corrected.			
☐ Effective date, controlled-copy location and review date approved.			

FINAL MANAGEMENT CERTIFICATION: This SOP must not be issued as effective until management has reviewed and decided every red monetary amount and threshold, completed all property-specific fields, and signed the approval page.

MANAGEMENT AMOUNT CONTROL: Every monetary amount, limit and approval threshold on this page is a model figure. Casino management must decide, approve and replace these amounts before implementation.

END OF CONTROLLED MODEL

Blackjack Policies and Procedures

Document owner: Table Games

Official controlled-copy location: _____

Next scheduled review: _____

Management must retain a documented decision for every monetary amount and approval threshold shown in red throughout this document.