

Blackjack Dealer Scripts Guide

Natural Table Communication for Training and Operations

Six-Deck Shoe Blackjack • Dealer Stands on Soft 17 (S17)

Document control	Controlled entry
Status	Management-controlled model
Version	1.0
Operational use	Requires property and jurisdiction approval
Rule standard	Dealer stands on all 17 totals, including soft 17

Management must decide and approve all program durations, class sizes, passing scores, financial examples, floor-practice limits, and jurisdiction-specific requirements before use.

Document Control

Field	Controlled entry
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Approval Page

Role	Name	Decision	Signature / e- acknowledgement	Date
Training School Manager		Approve / Return		
Table Games Director		Approve / Return		
Compliance / Legal		Approve / Conditions		
Casino Manager		Final approval		

Revision History

Version	Date	Change	Author	Approver
1.0	[DATE]	Initial S17 model	[NAME]	[NAME]

Communication Principles

- Be clear, brief and neutral.
- Do not coach or promise.
- Do not accuse, diagnose, threaten or argue.
- Use the floor supervisor outside dealer authority.
- Use approved house-rule language.

MANAGEMENT CONTROL: All monetary amounts and program thresholds are model values. Casino management must decide, approve and replace them before operational use.

Dealer Script Library

Situation	Suggested wording	Avoid
Welcome	“Good evening. The table minimum is [APPROVED LIMIT].”	Advice, accusation, promise, argument or unauthorized decision
Request wagers	“Please place your wagers.”	Advice, accusation, promise, argument or unauthorized decision
Close betting	“No more bets, please.”	Advice, accusation, promise, argument or unauthorized decision
Clear signal	“Please give me a clear hand signal.”	Advice, accusation, promise, argument or unauthorized decision
Blackjack	“Blackjack.”	Advice, accusation, promise, argument or unauthorized decision
Insurance open	“Insurance is open.”	Advice, accusation, promise, argument or unauthorized decision
Insurance closed	“Insurance is closed.”	Advice, accusation, promise, argument or unauthorized decision
Even money	“Even money is available.”	Advice, accusation, promise, argument or unauthorized decision
Double	“Double down.”	Advice, accusation, promise, argument or unauthorized decision
Split	“Splitting the pair.”	Advice, accusation, promise, argument or unauthorized decision
Dealer blackjack	“Dealer blackjack.”	Advice, accusation, promise, argument or unauthorized decision
Dealer bust	“Dealer bust.”	Advice, accusation, promise, argument or unauthorized decision
Push	“Push.”	Advice, accusation, promise, argument or unauthorized decision
No advice	“I can explain the options, but I cannot advise you how to play.”	Advice, accusation, promise, argument or unauthorized decision
Late wager	“Betting is closed. I’ll ask the supervisor to review your concern.”	Advice, accusation, promise, argument or unauthorized decision
Rule question	“I’ll ask the supervisor to confirm the rule.”	Advice, accusation, promise, argument or unauthorized decision
Payout dispute	“Please leave the cards and chips in place while the supervisor reviews the hand.”	Advice, accusation, promise, argument or unauthorized decision
Supervisor call	“Floor, please.”	Advice, accusation, promise, argument or unauthorized decision
Shuffle	“Shuffle after this round.”	Advice, accusation, promise, argument or unauthorized decision

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Situation	Suggested wording	Avoid
Limit change	“The limit changes after this round, subject to supervisor confirmation.”	Advice, accusation, promise, argument or unauthorized decision
Temporary closure	“This table is temporarily closed. A supervisor can assist.”	Advice, accusation, promise, argument or unauthorized decision
Upset guest	“I understand your concern. I will ask the supervisor to review it.”	Advice, accusation, promise, argument or unauthorized decision
Suspicious behavior	“Floor, please observe this game.”	Advice, accusation, promise, argument or unauthorized decision
Responsible gaming	“I will ask the supervisor to provide approved information.”	Advice, accusation, promise, argument or unauthorized decision
AML concern	“Floor, please verify this transaction.”	Advice, accusation, promise, argument or unauthorized decision

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Role-Play Scenarios

1. Welcome

Trainer creates a realistic welcome situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

2. Request wagers

Trainer creates a realistic request wagers situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

3. Close betting

Trainer creates a realistic close betting situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

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4. Clear signal

Trainer creates a realistic clear signal situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

5. Blackjack

Trainer creates a realistic blackjack situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

6. Insurance open

Trainer creates a realistic insurance open situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

7. Insurance closed

Trainer creates a realistic insurance closed situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

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Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

8. Even money

Trainer creates a realistic even money situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

9. Double

Trainer creates a realistic double situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

10. Split

Trainer creates a realistic split situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	

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Criterion	Observation
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

11. Dealer blackjack

Trainer creates a realistic dealer blackjack situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

12. Dealer bust

Trainer creates a realistic dealer bust situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

13. Push

Trainer creates a realistic push situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	

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Criterion	Observation
Supervisor called	
Prohibited wording avoided	

14. No advice

Trainer creates a realistic no advice situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

15. Late wager

Trainer creates a realistic late wager situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

16. Rule question

Trainer creates a realistic rule question situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

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17. Payout dispute

Trainer creates a realistic payout dispute situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

18. Supervisor call

Trainer creates a realistic supervisor call situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

19. Shuffle

Trainer creates a realistic shuffle situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

20. Limit change

Trainer creates a realistic limit change situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

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Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

21. Temporary closure

Trainer creates a realistic temporary closure situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

22. Upset guest

Trainer creates a realistic upset guest situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

23. Suspicious behavior

Trainer creates a realistic suspicious behavior situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	

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Criterion	Observation
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

24. Responsible gaming

Trainer creates a realistic responsible gaming situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

25. AML concern

Trainer creates a realistic aml concern situation. Student uses clear body language, approved wording or an equally neutral natural alternative, and calls the supervisor when required.

Criterion	Observation
Clarity	
Neutral tone	
Authority boundary	
Cards/chips/wagers protected	
Supervisor called	
Prohibited wording avoided	

Trainer Feedback Examples

Weak wording	Improved wording	Reason
“You are wrong.”	“I’ll ask the supervisor to review the rule.”	Avoid argument.
“You should stand.”	“I can explain options, but cannot advise.”	No coaching.
“You cheated.”	“Floor, please observe this game.”	No unsupported accusation.
“I promise we will pay.”	“The supervisor will review and explain.”	No promise.
“You have a gambling problem.”	“I’ll ask the supervisor to provide approved information.”	No diagnosis.