

Blackjack Student Handbook

Rules, Procedures, Mathematics, Scripts and Study Guide

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
Document title	Blackjack Student Handbook
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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]

Welcome

This is the student's day-to-day guide. Accuracy, protection, communication and respect come before speed. Dealers do not improvise rules or resolve exceptions outside authority.

Approved Blackjack Training Rule Sheet

Control	Approved training rule
1	Six decks dealt from a shoe.
2	Cards dealt face up.
3	Dealer hole card; dealer checks for blackjack with an ace or ten-value up-card.
4	Dealer stands on all 17 totals, including soft 17.
5	Dealer draws on hard 16 or less and soft 16 or less.
6	Blackjack pays 3 to 2.

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

Control	Approved training rule
7	Standard winning wagers pay 1 to 1.
8	Insurance pays 2 to 1; even money is permitted.
9	Double down on any first two cards.
10	Double after split is permitted.
11	Pairs may be split to a maximum of four hands.
12	Aces may be split once; resplitting aces is not permitted.
13	Split aces receive one additional card each.
14	Blackjack after a split is 21 and pays 1 to 1.
15	Late surrender is not offered.
16	Mid-shoe entry is permitted unless management restricts it.
17	Cut card is placed about one and a half decks from the back.
18	Shuffle after the round in which the cut card appears.
19	Manual shuffle is fallback if the automatic shuffler is unavailable.
20	Side bets require a separately approved module.

Critical rule: an incorrect hit on soft 17, or an incorrect stand below 17, is a critical-control failure requiring immediate correction, remediation, and reassessment.

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How to Study

- Learn one approved rule set.
- Practise hand totals until recognition is immediate.
- Build payouts with chips, not only on paper.
- Use the exact sequence consistently.
- Stop and call the floor supervisor when unclear.
- Use recorded errors for targeted practice.

1. Casino Operations Fundamentals

Department hierarchy, authority, conduct, confidentiality, guest service, responsible gaming, AML, incidents and escalation.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

2. Blackjack Equipment

Layout, betting positions, insurance line, tray, shoe, shuffler, discard holder, cut card, paddle, drop box, signage and rating system.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

3. Chip Handling

Denominations, cutting, sizing, stacking, spreading, payout presentation, color changes, visibility and error correction.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

4. Card Handling

Grip, delivery, placement, hole-card protection, pickup, discard, inspection, deck count and security.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

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5. Blackjack Mathematics

Hard/soft totals, aces, pairs, dealer totals, blackjack, bust, 1:1, 3:2, 2:1, doubles, splits and pushes.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

Hand	Total / dealer action
A-5	Soft 16 — draw
A-6	Soft 17 — stand
A-2-3	Soft 16 — draw
A-2-4	Soft 17 — stand
10-6	Hard 16 — draw
10-7	Hard 17 — stand

6. Initial Deal

Posture, table scan, wagers, no-more-bets, direction, up card, hole card, empty positions and pace.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

7. Player Decisions

Hit, stand, double, split, split aces, insurance, even money, signals, ambiguity, neutrality and no coaching.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

8. Dealer Hand

Peek, hole-card exposure, hard/soft totals, S17, bust, announcements and no discretion.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

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9. Settlement and Payouts

Collecting, payment direction, blackjack, insurance, even money, pushes, doubles, splits, visibility and corrections.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

Wager	1:1	3:2 blackjack	2:1 insurance
USD 10	USD 10	USD 15	USD 20
USD 20	USD 20	USD 30	USD 40
USD 25	USD 25	USD 37.50	USD 50
USD 50	USD 50	USD 75	USD 100
USD 100	USD 100	USD 150	USD 200

10. Complete Game Sequence

Complete rounds with single player, full table, pressure, distraction, error injection and supervisor calls.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

11. Cash Buy-Ins and Chip Transactions

Visible cash, announcements, drop, chip delivery, large buy-ins, color changes, instruments and suspicious movement.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

12. Opening the Table

Layout, rules, limits, equipment, cards, shuffle, cut, shoe load, bankroll, system and supervisor sign-off.

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- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

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13. Shuffle Training

Wash, riffle, strip, final riffle, cut, shoe loading, automatic shuffler, faults and fallback.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

14. Irregularities

Exposed, wrong, skipped, extra, missing, duplicate, dropped, premature, payout, wager, equipment and reconstruction issues.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

15. Guest Disputes

Neutral response, preservation, supervisor review, scripts, evidence, authority, escalation and records.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

16. Game Protection

Past posting, capping, pinching, chip switching, card marking, signaling, distraction, false claims and neutral reporting.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

17. Player Rating

Identification, start/stop, average wager, positions, time, speed, buy-in, chip departure, corrections and privacy.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

18. Fills, Credits and Table Bank

Requests, delivery, verification, denominations, documents, voids, reconciliation, variance and escalation.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

19. Closing the Table

Final hands, cards, shuffler, bankroll, reconciliation, documents, security and handover.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

20. Guest Service

Greeting, body language, announcements, rules, no advice, difficult guests, cultural awareness and confidentiality.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

21. Responsible Gaming

Distress, chasing-loss language, restrictions, approved information, supervisor escalation, privacy and no diagnosis.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

22. AML Awareness

Large buy-ins, minimal play, structuring, transfers, third parties, rapid color changes, chip walking and no tipping off.

- Know the approved sequence.
- Keep cards, chips and cash visible.
- Use neutral natural language.
- Call the supervisor before unauthorized correction or ruling.

Core Dealer Scripts

Situation	Suggested words
Welcome	“Good evening. The table minimum is [APPROVED LIMIT].”
Close betting	“No more bets, please.”
Clear signal	“Please give me a clear hand signal.”
Insurance	“Insurance is open.” / “Insurance is closed.”
No advice	“I can explain the options, but I cannot advise you how to play.”
Late wager	“Betting is closed. The supervisor can review your concern.”
Dispute	“Please leave the cards and chips in place while the supervisor reviews the hand.”
Shuffle	“Shuffle after this round.”

Assessment and Certification

- Written test model pass: 80%, subject to approval.
- Payout model pass: 90%, with all critical payouts correct.
- Practical: competent on all mandatory controls.
- S17, hole-card, cash, wager, card-security or unauthorized-ruling failures require remediation.
- Certification requires management approval and does not guarantee employment.

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Study Exercises

No.	Hand	Student answer
1	10-6	
2	10-7	
3	A-5	
4	A-6	
5	A-2-3	
6	A-2-4	
7	A-A-4	
8	A-A-5	
9	A-4-A	
10	A-5-A	

Answer Key

No.	Answer
1	Hard 16 — draw
2	Hard 17 — stand
3	Soft 16 — draw
4	Soft 17 — stand
5	Soft 16 — draw
6	Soft 17 — stand
7	Soft 16 — draw
8	Soft 17 — stand
9	Soft 16 — draw
10	Soft 17 — stand

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