



POLICIES AND PROCEDURES EVENT STAFF

Version 4.0

PLEASE INCORPORATE ALL REVISIONS INTO THIS **MASTER COPY** WHICH SHOULD BE STORED WITH THE EQUIPMENT TO HAVE AVAILABLE AT EVENTS.

THIS MANUAL WILL BE PERIODICALLY UPDATED BASED ON THE EDITS MADE TO THIS MASTER COPY.

THIS IS A LIVING DOCUMENT AND SUBJECT TO ONGOING REVISIONS. STAFF SHOULD REVIEW IT OFTEN. MANAGEMENT WILL ALERT DEALERS TO POLICY CHANGES OR NEW PROCEDURES. THIS MANUAL WILL BE AVAILABLE ON THE WEBSITE FOR ALL MEMBERS TO REVIEW.

Revisions:

Any member may suggest revisions to this document at general membership meetings. Suggested revisions should be in writing, and may be written on the pages of this master document, which will be available at every event and be part of our mobile equipment setups.

Revision History:

V4.0, Updated for Real Poker LLC use on 5/16/18

V3.13 revised 4/4/11 during TTJ's sixth month of operation, after TD/TD and executive committee review. Some additional changes made since this review (in early March) reflect changes enacted in the club to date.

V3.1, .11 and .12 various minor revisions based on initial TTJ staff input and suggestions.

Version 3.0 October 10, 2010 Revised as new version for The Tilted Jack Social Poker Club Cooperative LLC;

Version 2.32 May 20, 2010 all updates made. Revision history added.

Version 1.0 (October 2009) first draft for Poker Union LLC.

THE IMPORTANCE OF PROFESSIONAL DEALERS

It is the responsibility of Real Poker LLC to define the standards of professionalism that we expect of our dealers. We will attempt to provide ongoing training to increase our dealer's skills. We constantly monitor progress and evaluate the level of professional skill attained by each dealer. Our hope is that our dealers will help each other in this respect too. After all, the better our event staff is at creating a positive experience for players, the better our product and services will be, the more members we will attract, the bigger our events will get, and bigger prize pools mean bigger tips.

A lack of quality poker dealers is immediately apparent to anyone who either plays or works in the industry. Players resent incompetent dealers because they slow the game down with repeated mistakes. Event staff and management are unhappy with poor dealers because they create issues that must be dealt with and create an adversarial relationship between the players and staff. Competent dealers do not appreciate their incompetent counterparts since they put players in a "bad mood" which results in fewer tips.

When practicing or dealing a live game, *always put accuracy and technique before speed*. The old adage "Practice makes perfect" can be deceptive. As any musician will tell you, practice will result in a flawless performance only if you avoid repeating errors and continue practicing and correcting errors until errors no longer occur.

It would be better to remember that practice makes *permanent*. Practicing incorrectly is not only wasted time, but the poor technique may become a habit, making it even harder to improve. The only way to hone your skills is to practice correct technique.

Rushing only impedes your progress. Practice slowly and accurately. Speed is desirable, but it should be allowed to come naturally through good technique, efficiency, and experience.

As with any business that grows quickly, there are going to be some problems to overcome initially. Real Poker LLC represents the founding member's third attempt to establish poker operations outside of "Indian Country" in Arizona, where the tribes usurped poker, and the regulated gambling exclusion, in 2002 for their exclusive use.

REAL POKER LLC will grow quickly, and we *will* have some growing pains. All new businesses go through this. Be prepared and don't be discouraged during soft opening events as we fine-tune our operation. Keep your eyes and ears open to what people are saying. Your suggestions to improve our products and services are welcome input.

Our event staff, dealers, tournament directors, and volunteer members who act as greeters and assist the staff, are the "front line" of our organization. As the

face that the members and public will interact with, our event staff needs to be professional, and have a thorough understanding about what Real Poker is, and how (and why) we do what we do. This manual covers all of these key points.

If you have any questions, or suggestions, please communicate with one of the founders or members of the Final Table, once elected.

A MUST HAVE FOR ALL REAL POKER LLC DEALERS!

The first few pages of this Manual come from *The Professional Poker Dealer's Handbook*, written by Dan Paymar, Donna Harris and Mason Malmuth. This book is available online at Amazon.com (around \$20). It has been seen locally on the shelves of Borders Books too, so you may be able to call around and find a copy at a local bookstore.

CHARACTERISTICS OF A GOOD DEALER

Accuracy – Getting the right cards to the right players at the right time smoothly and without exposing cards, turning board cards at the right time, keeping the bets and side pots straight, making change correctly, getting the correct button position, acting unobtrusively, reading hands correctly, pushing the pot to the player with the best hand, splitting pots correctly when necessary and so forth.

Mechanical Skills – Technique! The ability to shuffle and deal without exposing cards and handle chips.

Knowledge of the Game – Knowing and understanding the rules of tournament poker, how the game is dealt, and Real Poker's policies and procedures.

Ability to Control the Game – Being able to maintain the game pace. That is, the ability to keep the game moving, prevent out-of-turn actions, avoid unnecessary delays, without rushing either yourself or the players. Remember, always use an open hand – never point – at a player when it's their turn to act. (You may point with your eyes, but *never stare* at a player who may be taking a little extra time.) Having dedicated, professional dealers is the key difference between amusement and social gambling. We must capitalize on this difference by moving the game along. Players want to compete in Real Poker events, and while there is the social aspect of the game, unlike self-dealt home games, leagues, and free pub poker contests, our games need to move quickly. This will be the key attribute that sets us apart from all other poker offerings outside of Indian Country (except for Dream Dealers, but that's still "free" poker with minimal prizes, which is neither "professional" nor "competitive").

Positive attitude – A manner of conveying professionalism that makes the

experience of playing poker enjoyable and rewarding. Smile. Make others smile. Have some personality. Be upbeat. If you've had a bad day, leave it at home. Our events will take on the aura emulated by our staff. Stay bright!

Professional demeanor – Proper posture and attitude communicate professionalism as does courtesy and kindness.

Ability to deal with players – Besides attitude and personality, this includes diplomacy, etiquette, and knowing when to call for the director.

Appearance – One's dress, grooming, and personal hygiene are essential to a professional demeanor. Real Poker will have uniform shirts for event staff. Dealers will have to pay for these uniforms out of pocket, but the Club can optionally withhold a portion of event staff pay each pay period to cover the cost of one or more uniform shirts.

Reliability – The ability to do your job properly and to be available and prepared when needed.

Restraint – The ability to be quiet, keep your full attention focused on the game, and to decline to partake in any extraneous conversations not directly related to the hand in progress.

Real Poker dealers are evaluated based on the above criteria and to a lesser extent these areas: How well you understand and promote Real Poker LLC brand and philosophy, how often you play at Real Poker LLC, and the "draw" you have, or how many people you bring to the game.

We may also implement a member/player survey card after events to collect participant input. Part of that survey may include feedback on dealers.

Our best dealers will get the most and best "shifts" available. Starting out, doing just one event every week or two, this may not be an issue and we'll have a limited pool of dealers. But once we're operating every day/night of the week, and in multiple locations with additional mobile setups, there will be plenty of choices for dealers. The best dealers will have first choice for scheduling. The best dealers will be asked to stay through the end of the tournament to deal the final table rounds. We want ALL of our dealers to be capable of staying to deal the final table rounds.

EXPECTATIONS OF DEALERS AT REAL POKER LLC

Own a personal copy of "The Poker Dealers Handbook" – required reading!

Understand the rules of the games you are approved to deal. We won't only be playing hold'em, but will offer Omaha, stud, triple draw and other variations and formats. Eventually, we will have a regularly scheduled monthly public freeroll championship featuring different formats. Our dealers should be capable of dealing all of these games.

At events, staff members have assigned tasks and duties that need to be taken care of. Dealers should equally share in these responsibilities, and not rely less experienced staff members or volunteers. No prima donnas, please.

Be on time! Call or text the director if you are running late. You should have the phone numbers for all directors, the club founders, and members of the Final Table.

Understand the Real Poker LLC brand, the cooperative concept, and the "standard language" we want used when answering questions that are frequently asked. Get a new question we haven't addressed? Please let us know so we can include it in our FAQs if applicable. Don't know the answer or aren't sure how to answer it? Get the director involved. IF the director can't answer a question, then a founder or member of the Final Table may need to be consulted. Don't ever "guess" at an answer or say "I don't know". "I'll get the answer for you on that as soon as I can" is the best fall back reply.

Know the tournament rules and formats and current promotions. Understand that a lot of things Real Poker LLC does may seem obvious or simple, but we need to maintain an organized, consistent image to be successful long-term and build the type of franchise and brand that we collectively envision. We can only achieve this harmonious culture by detailing even the most mundane procedures, which will help when we start to create affiliate or chapter clubs in other parts of the State.

Dress appropriately. We want players to easily be able to identify Real Poker event staff. Real Poker LLC branded shirt/blouse is preferred. Black or white tops are acceptable. If you do not have a Real Poker LLC shirt or three, let the director know and we will order more in your size. We prefer you do not wear shorts. Black pants are ideal. Jeans are ok, if neat.

Be neatly groomed, especially your fingernails. Even as a player, project your image as a professional dealer by dressing neatly and being well groomed.

Be professional, friendly, courteous and customer-service oriented.

Be especially aware of proper poker etiquette whenever playing at REAL POKER LLC.

Promote Real Poker LLC and recruit new players.

Always be honest and truthful.

Have the ability to control the table.

Practice and improve your skills. Help other Dealers do the same.

Make as few mistakes as possible. Player complaints, repeat or multiple mistakes and errors will result in reduced downs or shifts and possible termination if the problem isn't fixed.

DEALER'S TASKS!!! ALWAYS BE DOING SOMETHING!!!

The event director will arrive 30-60 minutes before the start of the event and take care of as many of these tasks as they can. Dealer's tasks are to assist the director in the following areas, but directors are ultimately responsible for making sure all items are taken care of before, during and after the event.

Pre-Game (Before Doors Open)

- Since we conduct our events at third party venues, much of the before and after clean up will fall on the venue staff's shoulders. We don't need to worry about sweeping or mopping the floors, for example, but we can, and should, assist the venue staff in any way possible. If we see something that's not clean, clean it. If trash cans are full, empty them. If we have coffee or water service available for players, help set that up. Get to know the venue staff's tasks and helping them will make them more eager to help us and make our events a success.
- Check that the bathrooms are clean and supplied.
- Clean and arrange poker tables and chairs
- Help the director get the tables and chairs arranged, the starting chip stacks and trays set up, the podium and stanchions placed, the monitor clock erected, and any banners, posters or signs put out on display.

Pre-Game (After Doors Open)

- Greet and engage players, mingle while waiting to start. Tell them about our plans. Talk about public freerolls and bonus chips available to members for attendance (no purchase necessary) at events. Ask if they have any friends that play poker and explain the referral system, or the points system, other bonuses, or get a little personal and ask how work is, or if they have any kids, or how they like this venue or have a suggestion for a venue, or if they have any ideas for improving our product and service offerings. Don't always talk to the same clique of people. Expand your circle and get to know as many members as you can. Knowing players NAMES is so important!

When Not Dealing

- Clean! Remove trash from tables/rails, empty trash, check bathroom.
- Check coffee levels. Keep floors picked up.
- Make decks (CDHS w/ Ace Spades top), check cards for marks, etc.
- Make up trays and racks for the next event.

Before Going Home

- Help clean up and put away the equipment. Assist the venue staff with their tasks.

DEALER SHIFTS

We want our best dealers to get their choice of the most preferable and full-length shifts. All dealers are paid as hourly, part-time employees, but with a 6-table event, for example, we don't need or want to keep six dealers around for the entire 3-hour event. Finding a balance for event staff shifts that is fair and reasonable is our goal.

Work schedules for a new month are set about two weeks before the end of the current month.

T = Tournament Director, D1-7 = Dealers. D1 will be closing and dealing the final table, D3-6 will be released early as tables break down.

Pooled tips will be prorated based on the hours worked in the shift, rounding up to the nearest quarter-hour.

The last D# will be "on call" for an event. They may or may not be needed. TD discretion to call them in or have them wait. The Last D# will be paid to be on call for that hour period leading up to the event, but won't get a prorated tip if they are not used.

MISSED SHIFTS

The event staff schedule will be posted online at RealPoker.org/Dealers. If you miss a shift without notification, you may be penalized a shift at a future date. No Call-No Show is a "three strikes and you're out" offense, and being habitually late or unreliable will result in termination if the situation isn't corrected after being written up about it. If you're running late, let us know!

DEALER ERRORS

Nobody is perfect, but the TD may relieve a dealer of time in the box if he or she makes multiple errors on the same 30m down. Repeated errors on the same shift give cause for TD to send a dealer home early.

ROTATIONS

The TD will be responsible for which dealers are at which table to start each tournament, and should push (move) dealers, rotating them to the next table, every other blind level.

The TD has the option to deal, and when a TD is "in the box", the dealer not in the box temporarily acts as the TD for any dispute resolution.

The final table should be rotated between two dealers, one of which may be the TD if D1 is authorized to be a TD. Otherwise, D1 and D2 should be kept till the end of the tournament. D3+ should be clocked out when they are no longer required. D1 and D2 can swap their positions with other D's if they want to leave early, and if D3+ agrees.

The TD should not opt to deal if any new members are "in the money" for their first time, because is the TD's responsibility to suggest tipping the dealers, and the optimal time to do this is when the TD pays out any prize money to the winners. "Would you like to contribute anything to the event staff's tip pool?"

DEALER SCHEDULES

The Scheduler is the member responsible for establishing and setting staff event schedules.

Let the Scheduler know if you need any time off. Shift preferences will be given out as fairly as possible. If you can only work Fridays and Saturdays, for example, that does not guarantee you every Friday and Saturday shift, it just means you'll have less shifts in the month. You must work your share of less desirable shifts to be rewarded with the prime shifts. It's called paying your dues, and everyone has done it.

We keep alternates on our dealer staff and give them a regular shift as often as possible. Once a month these alternates will close with a C1 on their night. Alternates are "next in line" for a full time shift schedule when we expand (offer more tournaments, times, or tables). We want our alternates to stay sharp, continue dealing, and this method allows them to recruit their groupies, friends and supporters to come out and help support them and the Club.

If you need to switch any scheduled shift dates, please try to trade on a similar night with another dealer. Contact information for all Real Poker staff members are readily available. Let Scheduler know when such a switch is made, and make sure the change is marked on the schedule that is kept in the Records Book for each mobile setup. If you can't work and can't find a switch, let Scheduler know ASAP. If you call the Scheduler, they will not be responsible for trying to find a comparable shift swap and will only be concerned with filling your slot. If emergency situations or last minute problems are going to cause you to be late or miss a shift, let the TD know, or call REAL POKER LLC directly.

Repeated cancellations or changes by Dealers are discouraged.

TOURNAMENT PROCEDURES

When players arrive at the event, they should check in with the TD or volunteer, sign in to play, and receive their seat assignment right away (random draw). Ultimately, we will be able to scan a membership card and print seat assignments with a thermal printer, which allows players to pay when signing in, rather than paying through the dealers. For now, dealers collect and store cash in their tray until the TD collects it.

Seats 8, 1 and 5 should always be the LAST seats assigned and in that order (5 seat goes last). Seat 1 is typically going to be the seat that is blinded out and start with the button. Seat 5 is saved for people who have a hard time seeing the board from end positions.

We should avoid seating couples at the same tables whenever possible, to help avoid potential problems, perceived or real.

Tables will have starting stacks set up at each seat 10-15 minutes before the start of the event. Dealers should be seated 5-10 minutes before the start of the event.

Dealers collect buyins at the start of the tournament and distribute chips, the TD will come around and collect these fees before starting the event. Dealers should note which players take the optional initial addon. Thereafter, only the TD should handle cash transactions, including rebuys and addons at break.

Dealers will distribute rebuys, addons and bounty chips as needed. TD will sometimes handle the bounties, if any, and may distribute them after the tournament starts.

Before starting the tournament clock, the TD must make sure everything balances out and resolve any discrepancies.

Only the TD should manage the tournament clock.

The clock should only be stopped to make the final table or if there is a serious concern that affects the entire tournament. If the clock is stopped, all tables should not start a new hand until the clock starts again.

If you need change, call out "Change" so TD will hear you. That is to say, loud enough that you get a response from the TD "Change coming!" Usually you may be able to make change from other buyins so wait to call for change till you're sure you actually need it.

Dealers will give out a bonus "on-time" arrival chip for players signed up before the start, even if they are late arriving. This is usually a 500 bonus chip. Encouraging players to SIGN UP on time is more important than having them IN THEIR SEAT on time.

Sometimes the TD will distribute the bonus on-time chip, either with seat assignments or once the first hand is started. As with everything, we do want to be consistent, but on minor points such as this, there is some leeway.

The TD will typically make any short announcements and mention a few house rules if we have any new members playing. TD will then ask if Dealers are ready and start the tournament clock.

Dealers should repeat the announcements and rules to new players that arrive late. TD may also do this, or you may remind the TD to go over things with the new player.

The TD may blind out one or more stacks for 30 minutes, or until first break if it is a rebuy tournament. Such blinded stacks should be placed at opposite ends of the table. It is generally a good idea to always have at least one stack blinding out for 30 minutes. Two, if possible. TD will keep the tables even in terms of number of seats (live + blinded). Never have two stacks being blinded out side-by-side. Put at least one, preferably two, players between blinding stacks.

If a player arrives late and we do not have a blinded stack in play, they will be blinded out one small and one big for each blind level they missed. Generally a late player needing a blinded stack created will be set up by the TD and Dealers shouldn't have to worry about it. The only exception is wait list players who don't get a seat because the tables are full. These players will start with a full stack of chips. Also, players who call or sign in on time WILL be given their bonus on-time chip when they arrive.

There is no need to establish a button at the start of the tournament as tables and seats are randomly assigned. The first player to the left of the Dealer's seat will always be the button. This works for both the initial table seating assignments as well when we redraw for seats at the final table.

To assist TD in balancing tables and collecting cash as quickly as possible:

Do NOT say "Player Out". This does nothing other than alert the entire room that someone is taking the walk of shame. Rather, call out loudly "X-handed" whenever a player is finished playing (X is the number of seats still filled). OTHER DEALERS should also count and call out "X handed" in response. This gives the TD immediately useful information and doesn't embarrass or call attention to the departing player.

Dealers should allow the TD to break tables and move players. The player under the gun will always be moved to the next seat open closest to the UTG position at the new table. TD should let the current hand play out, because sometimes a player goes all in and there is no need to rebalance. But let the current hand's UTG+1 seat know they should be ready to move unless we lose another player. Try to do balances asap, but the short handed table shouldn't wait for the other table to finish their hand. Continue to play 4 or 5 handed even. Once we know a player is coming in, then you want to deal them a hand, even if they aren't in their seat yet. TD should give the moving player assistance, especially if they have a lot of chips, or if the seat is not in place, or occupied by a spectator. Dealers should allow a moving player time to get to their cards before mucking them.

Call out (loudly) "Player All In". TD can acknowledge this by repeating "Player All In" or "Good Luck All In". Dealers should announce "Player All In" loud enough for the TD to hear so they can assess the table-condensing situation immediately.

Dealers should NEVER say "Good Luck All In" or make any similar comments that may be perceived as bias or favoritism at the table. Remain impartial at all times. You can be personable, and have fun with the players, but know where the line is drawn and remain in "robot mode" for all things game-related. Stay neutral, and aware of a poorly timed laugh at one person's comment and how it might be taken by the player that just lost half their chip stack.

Call out loudly "Rebuy!". TD should respond "Rebuy!" and collect the money.

TD should immediately adjust the tournament clock any time there is a change in the number of entries, rebuys, add-ons, etc. Players watch to see that this is happening, and forgetting to do it, or delaying, will cause concern where there should be none.

After TD responds to rebuy/reload calls, wait for TD to tap your left or right shoulder. TD should be standing on the side of your free hand, which should also be the shoulder they tapped. At a convenient break in action, conduct your transaction with TD by handing them the money over the shoulder that was tapped. Complete your deal or round of betting so you don't get distracted. Stay focused at all times on the action and know where it is at times.

For break add-ons, encourage players to arrive back from break 2m before restart time. Let players know that placing the add-on \$ under their chip stacks is appreciated as it helps the game start back up on time too.

Dealers should never leave money in their tray unattended. Take it with you, or give it to the TD, who is ultimately responsible for making sure the correct information is on the clock and balances out.

Often a dealer change occurs during rebuy/reload and it is hard to coordinate add-ons if we don't consistently take them near the end of the 1st break.

Keep all your add-ons/rebuys/reloads on your person and hand them to the TD when they ask you for them. Don't hand the TD \$40 at the start of the break and \$30 midway thru the break, and another \$120 after the break is over. Let the TD collect these monies on their schedule.

Start to color up near breaks. Ask/remind TD for larger denomination chips if your tray is short of any color.

You may ask a player if they'd like to color up multiple stacks of chips still in play at the table, but usually players like having lots of chips in front of them.

Never make change from a player's chips without asking first. Make change from the pots that nobody "owns" yet.

We don't run off chips. We color them up at breaks.

Discussion Note: Coloring up chips is easier, faster, more players get more chips, a player with 3 chips versus a 1 chip isn't feeling slighted when they lose the run off... who is going to complain about coloring up vs. running off chips? In the interest of being player-friendly, we just color 'em up.

If you are dealing the final table you should remain seated at the conclusion of the tournament. Make the deck and gather chips, talk to the players as the TD pays out the winners.

Always maintain control of the table. Know the house rules and poker etiquette and prevent potential problems immediately by saying something. Don't ever hesitate to get the TD involved as early as possible. Dealers should only suggest or warn about bad behavior. If it continues, call the TD. Good cop/Bad cop. Let the TD take the heat, not the dealers.

Some common phrases to help control the table...

"Language please, sir." (try "English Only" too, for laughs)

"Let's keep it friendly."

"Please don't comment or react to the board if you're not in the hand."

"Please don't leave your seat before it is your turn to act."

"Hold up! Please don't act out of turn."

Except for misdeals, whenever there is a problem, discrepancy or error/mistake, Dealers should call the TD over and explain what happened. If a player objects to any dealer decisions, call the TD immediately. Don't escalate things by arguing with a player. Dealers should not make decisions even if they know the remedy or corrective action to take. Dealers should all know what makes a deal a misdeal and how to handle it. Again, this is about consistency across the board, with all tables and Dealers acting the same way, regardless of the circumstance or situation. When Dealers make decisions or calls, it prompts players to also get involved with their opinions or understanding of the rules. If the dealer consistently calls for the floor to manage situations, the player participation in the table control and as table captains should be minimized.

For any offense besides misdeals or etiquette calls, immediately call the TD over, explain the infraction, and let the TD deal with it. This will also make sure the TD is aware of the situation and they can monitor it closely, helping you manage the table and hopefully prevent continued bad behavior.

REAL POKER LLC POLICIES AND PROCEDURES

All bonus payouts should be paid and handled by the TD, who is responsible for tracking these payouts/expenses every time one is made.

When players walk in, welcome them (by name if possible). Review players names and faces on the membership roll (kept in Records Book) as often as you like. If you don't recognize a player, ask if they are here for the tournament and get them signed in and/or checked in. You can always verify they are a member by asking for their membership card and signing them in for the tournament yourself.

Don't confront players that say they are members when you don't believe they are. The TD can verify they are members by checking the roster. Let the TD handle such situations. Dealers should remain as non-confrontational with the players as possible. Dealers are player advocates who only want members to have a good, fun time at events. The TD's are the enforcers and trained to handle confrontations with kid gloves.

Dealers should be able to direct new members to the TD or Volunteer Host (if we utilize one), who are best suited for answering new member questions and ensuring that the membership form is completely filled out and legible. The Host and TD are best-suited to transact new memberships because new members usually have questions. Dealers can carefully answer questions if the TD or Host is busy.

We want dealers and TDs to ask new members (a) are you a new member? Yes? (b) do you have your id on you? Thanks. I'll fill out this app and bring your ID back along with your membership card in a few minutes. (c) how'd you hear

about us (fill in the source/referral), and lastly (d) it's a \$40 annual membership fee. By staff members filling out a new member's application, we know the info is accurate, neat and legible, and from a customer service standpoint, we're doing the work for the new member filling out the form and letting them get seated, socializing, and playing asap. The member will only need to fill in e-mail, phone, signature and check the survey boxes, including indicating their primary motivation for becoming a member. That question merely helps establish that members aren't gambling primarily for gambling purposes, but a myriad of other bona fide purposes and reasons.

If a potential new member has an unusual number of questions, or rather pointed questions, direct them to the TD immediately.

Sometimes players will independently tip a dealer, even going so far as to say "this is just for you". It is the individual Dealers responsibility to include such tips in the general Dealers pool for the tournament.

Wash or sterilize your hands between downs. We should keep an industrial sized bottle of sanitizer with each mobile setup.

Dealers must remain neutral at all times. Do not make comments on the table, including comments about a player including their play after that player is knocked out or leaves. Do not congratulate players. Do not suggest hands or read the board.

In all games, do not touch a players bet or count it unless a player who is in the hand and who's turn it is to act, asks you to do so.

Dealers should never count or stack the pot in play. Players may ask for you to spread it out. That is all. One exception: Hi-Lo games, we want to keep two even stacks made of the pot.

Don't touch a players bet even if all of the chips can't be seen. Wait for the player to ask "how much?". The only time you should touch a bet unprompted is if one or more chips roll away. Players aren't required to have neatly stacked, squared up bets.

If you don't know the answer to a question, call for the TD. Do not reply in a manner that makes you or Real Poker LLC look or sound like we don't have our act together. Inappropriate responses include "I don't know, we keep changing the rules", "We're still working on getting the kinks worked out", etc. Simply call the TD over and say "let's ask the TD".

Always remove cash from tray as soon as possible. Call the TD.

Don't panic or stress out if the TD can't retrieve cash immediately. TD should always respond to your calls right away. If not, try to always keep your voice/tone calm, cool and collected. Call again until TD acknowledges your

need. Getting flustered or frustrated doesn't help a situation and gives the impression that you're losing control of the game.

If you need the floor person to make a decision, call out loudly "Floor!". This is an alert that should get the TD to your table immediately, as it is different than a "Player All In", "Rebuy", or "We're 5-handed" calls. "Floor" lets the TD know you need immediate assistance, for chips, cash out, resolution to a situation, a ruling or any other urgent situation that requires the TD's attention.

Any time a dealer calls out "Floor", the TD should respond immediately, even if they can't come right away. This simply lets the dealer know the TD heard them and will be coming asap.

Never leave your cash in the tray or on the table or the tournament chips in the tray unattended. Dealers should not have to leave their seat. Call the floor person if you need something, an emergency smoke, a bathroom break, whatever. Dealers have a limited amount of break time during event breaks, so these things happen. Stay at your seat, take the tray with you, or take the tray to the TD or another dealer's table while you are away. TD should reset/restock trays during breaks. You should bring your trays to TD before you take a break while the players are on break. At least one dealer/TD should always remain in the room to watch the tables when we're on break.

Always move the button before new dealer comes in or we go on break so there is no confusion coming back in. Announce that the "Button is right, Jeffery will be the dealer when we come back from break". If one or two people hear this, it puts everyone at ease and we're on the same page.

First break add-ons, if any, should be conducted during the last couple minutes of the break, not before or during the break. Do them all at once. Doing them before, during and right after can get confusing especially if a new dealer is coming in. Doing add-ons consistently near the end of the break will make the chance of someone getting two add-ons less likely.

Always have two opposite color decks at a table. Never two of the same back color! If you are going in on the next down, note the color deck the current dealer is using. Find a made deck of the same color, place it in the tray when you come in, but use the opposite colored deck that should also be in the tray.

If we have an extra dealer still on the clock, that dealer should find or make a deck of the opposite color currently in play and have it ready for the next time they go in. The departing dealer should take the deck they are using with them off the table and make it up while they're on break.

Leave cut cards at the tables. Balance all tip and house cash drops when told "last hand" by the incoming dealer. Feel free to spread the opposite color deck out for an incoming dealer to check and scramble.

We need to determine the procedures for dealers pushing off a table. The problem we have now is the departing dealer will take out a made deck, spread it, and the TD who is pushing the rotation goes thru a new setup and often by the time they're doing their into their shuffle, the new dealer is tapping them. Perhaps for a TD push, the dealer should just leave the deck being used out there, and let the TD spread the new deck for the incoming new dealer. We'll talk about this soon. And also solidify what the procedure is. The main thing is we want to be consistent in our procedures so we are perceived as professional and organized in our methods.

SHUFFLE MECHANICS

- A Scramble – Quick scramble, and a full scramble only by request or when coming into the ring game for a down, scramble face up, and then face down. Card faces always towards players when squaring deck
- B Shuffle – Quick, silent riffles, alternate sides, three card gap
- C Shuffle again
- D Box – three box, no more no less. Don't expose any cards (high lift).
- E Shuffle third and last time
- F Cut – one handed cut, square on the table using the "corner pinch", pick up with one hand, never tap deck with opposite hand or table, never cover deck with your other hand, deck never leaves your hand once there, ok to cut and before picking up deck – sell chips or whatever.
- F Pitch – Don't squeeze the deck, elbows off the table. Hold deck at angle down. Get cards to players, around/over buttons and chips without exposing. Keep overhead fans on low.
- G Flipping cards – Deal 3 down and spread across in one motion. The community cards should be centered on the table, even if the heads up play is on one end. Always keep the board in the same position.
- H Burning cards – Again, watch how you might be exposing cards. Burn directly down and tuck under chips. Stairstep the burns so everyone can see them.
- I Count the stub every once in a while when there is time. This insures the deck integrity is good. With 9 players (18+8=26), 8 = 28, 7 = 30 etc.
- J Scoop chips using both hands, extend the pinkies. Don't reach across the table with free hand.

- K Never set the deck down while there is a hand in play. The deck never leaves your hand. Don't switch hands either. Card mechanics do this, and even though you're not a mechanic, players will be watching for these types of unprofessional, unethical things.
- L Never cover the deck with your free hand.
- M After the river is dealt, fan the remaining cards in front of you, cover the mucked cards and leave the burn cards under the chip stack. Once the hand is over, collect the losing cards, place them face down on top of the muck pile, collect the winning hand and use it to scoop up the fanned cards, place these on top of the muck and burn, begin shuffling next hand. This method will leave cards in a relatively safe order if there is a mistake in the awarding of the pot, and it will make all our Dealer's mechanics consistent across the board.

We want to be consistent with all our Dealers. 2 riffles, 3- boxes, 1 riffle and cut. Always give the deck a "quick wash" between hands to mix any mucked cards.

In tournaments, only fully wash a deck or get a new setup when requested.

Be careful about not showing mucked cards when preparing the next shuffle.

The Dealer should announce the number of players involved in the hand before the flop, turn, and river.

Rap the table before you burn and reveal new community cards. This alerts players that the dealer is about to make a move. If the dealer is in error, the rap gives players the opportunity to say "wait!" if something seems amiss.

As dealer you should announce all raises, announce (loudly for TD) when an all-in bet has been made and we are close to table balancing time, announce when any live blind elects to exercise the option to raise, and announce when a card has been exposed and which card it is.

Dealers should do what they can to speed up play, limit trash talking between players, settle betting disputes, and keep control of the table and the game. Doing this in a friendly, non-abrasive way is crucial to the game and keeping players comfortable and relaxed (and coming back). You need to control the table, but by the same token, you don't want to appear to be "bossy".

Controlling the table and keeping the players happy and in a good mood is a delicate dance only the best, most experienced dealers have mastered.

Remember, these are players who are gambling money, something that we all work very hard for and hate to lose but love to win. Do not be personal or take anything personally, because you are the dealer, who is neutral and unbiased. Always remain impartial.

If everyone checks (or is all-in) on the final betting round, the player who acted first (or in the case of check downs, the player who had the option to act first) is

the first to show the hand. If there is wagering on the final betting round, the last player to take aggressive action by a bet or raise is the first to show their hand. Too often at the showdown players are waiting for the other to show. The dealer can speed the showdown up by asking the last aggressor to show first.

ONE DEALER PLEASE! When you are not dealing but watching or playing, do what you can to help make the Dealer's job easier. This doesn't mean you, as a player or observer, should help chop pots, determine side pots, condense tables, etc. What you CAN do is *politely* ask other players to "let the dealer figure it out". Having several players trying to play tournament director just results in one person talking over another and decibels increase as more wanna-be-directors join the discussion. There shouldn't be any discussion! We as Dealers can help alleviate the potential uproar by simply saying to other players "Hey, just let the dealer figure it out" or something similar. Even a simple mantra "one dealer please" is effective.

Likewise, be careful when correcting Dealer's mistakes or mechanics in front of other players. We don't want our Dealers making other Dealers look bad in front of the entire table. Talk to TD if there is a problem you noticed that needs immediate corrective action, TD will discreetly handle the situation.

In bounty games, encourage the all-in move with just the bounty chip(s), but make sure players don't then cover up their chip stack if they don't push it in. Also warn that the all in chip(s) are binding bets, even if accidental, and even if just one (of multiple bounty chips) crosses the line and leaves the hand. 50% or more of a legitimate raise is considered a raise and the better must complete the wager.

Remember: If you play in a tournament, whether you worked at all that day or not, always remember to play with the utmost in sportsmanship and poker etiquette. Promote the club, the culture, be helpful and assist the dealer as a table captain, but also, know when to keep quiet and let the dealer and TD run the show.

GENERAL POKER RULES

These rules are used in most card rooms. **Need to clarify and/or verify (2018) the burn and turn rule.**

MISDEALS

Card is dealt face-up or exposed.	If exposed/face-up card is one of first 2 cards out of the deck, then it is a misdeal. Otherwise, continue dealing and give player with exposed card the burn card. Two exposed cards is a misdeal. Nor can a player (typically the button) be dealt two cards in a row (misdeal).
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Dealer reveals "turn" or "river" card before action is complete.	Exposed card is put back in deck (burn card would remain on table), action is completed, deck is reshuffled, cut and the appropriate card is shown (with no additional burn).
Player is dealt 3 or more cards	If player has yet to act in the hand, then it is a misdeal. If player has already acted, then discovers the error, their hand is dead.
Burn card revealed.	Revealed card is shown to all players. Dealer then reveals the appropriate card.
Player acts out of turn.	Player must wait until his/her turn. Action out of turn will be binding if action to that player has not changed. Checking, calling, and folding is not considered action changing.
Player shows hand to anyone in the room. (TOURNAMENT ONLY)	Player's hand must be considered folded (mucked). If it was clearly not intentional (another player sees their hand due to sloppy card protection) the offending play may be given a single warning by the TD. All-in protection for hands that are exposed, accidentally or intentionally. Hands cannot be killed if player is all-in. TD may issue a warning the first time a player talks about or exposes the contents of their hand. We really do hate killing hands, or issuing penalties.

When moving to a new seat or table, ask players to keep chips in plain view (not in pockets, etc.)

Players must keep their higher denomination chips visible at all times.

Players must show both cards in order to have a valid hand and win the pot (unless there were no callers).

All raises must be double (or greater than) the preceding bet or big blind.

If there is a "split pot" with extra chip(s) remaining, that chip(s) is awarded to the remaining player(s) closest to the left of the dealer button.

A single oversized chip will be considered a call if the player does not announce a raise.

To make a raise with a single oversized chip a verbal declaration must be made before the chip hits the table surface past the betting line.

If a player puts an oversized chip into the pot and states raise but does not state the amount, the raise will be the maximum allowable up to the size of that chip.

After the flop, an initial bet of a single oversized chip without comment will constitute the size of the bet unless a verbal declaration is made before the chip hits the felt.

If a player puts in a raise of 50% or more of the previous bet but less than the minimum raise, he or she will be required to make a full raise. The raise will be exactly the minimum raise allowed.

No "string bets". A player must state their intentions (call, check or raise) before placing chips in front of them. Stating "Call and Raise" is considered a string bet. Dealers SHOULD call a string bet. No string bets is one of our rules. Dealers enforce house rules, but with any disagreement or confrontation, get the TD involved. Dealer's should not be confrontational with players, ever!

If a player folds their hand, their cards should quickly be placed randomly in the muck pile and remain there.

Players are not allowed to fish through the mucked cards! Ask players not to react the community cards after they've mucked their hand. Players still in the hand will appreciate this.

Cards thrown into the muck should be ruled dead. However, a hand that is clearly identifiable may be retrieved at the TDs discretion if doing so is in the best interest of the game. One warning is applicable.

Any player at the table may request to see a hand that has been called (even if checked on river), even if the hand has been mucked. However, this is a privilege and one usually only invoked if player collusion is suspected. Such exposures should be handled in the presence of the TD. This privilege may be revoked if abused. If the winning player asks to see a losing player's hand, both hands are live, and the best hand wins.

Dealers kill any hand by tapping it to the muck pile before exposing it at a player's request, otherwise a live hand that was misread may actually end up winning the pot after being mucked!

If a player lacks sufficient chips for a blind or a forced bet, the player is entitled to get action on whatever amount of chips he has remaining. In this situation, a "side pot" could occur for players with remaining chips. The "All-in" player is only entitled to win the amount he has remaining from each player (even if one/both blinds are more than his all-in, the extra would be put in the "side pot").

Verbally disclosing the contents of your hand in tournament play will cause a hand to be declared dead. You may lie about your hand, but you may not tell the truth.

It's up to the Dealers to enforce the no "Table Talk" rule while a hand is still in play. Players should NOT talk about a hand (even if folded) if others are still

playing in the hand. AFTER the hand is played out, let the moaning & groaning begin. Dealer's should avoid discussing hands at the table at any time. Wait till after the event or a break away from the table.

A hand has begun with the first riffle of the Dealer's shuffle. If one forced blind is up before this riffle, blinds increase next hand. Once the riffle takes place, we're officially into the next hand.

If a dealer kills an unprotected hand, the player will have no redress and will not be entitled to his cards or bets back. An exception would be if a player raised and his raise had not been called yet, he would be entitled to his raise back.

In no limit, a player who goes all in for less than the required minimum raise does not reopen the bidding for players who have already acted. They can only call the additional amount of the all in raise.

Players and Dealers in tournament play must be careful about verbal exchanges between players. For instance, how can one answer such questions as "Do you have the Ace? Did you hit two pair? Did you river me?" Are we going to declare a hand dead because someone nodded when asked one of these questions? No, but we can certainly warn players about talking about the contents of a live hand before such questions come into play.

REAL POKER LLC uses the "**release**" method for betting. Any chips that are released from a player's hand in a single forward motion are considered a bet. A player may bring extra chips forward in their hand, but they must make their bets in a uniform and consistent manner. (No angle shooting by releasing chips in a trickle as players look for tells or reactions.)

This is important with the bounty tournaments. A bounty chip tossed out is an all in bet. Because our cash and tournament chips are both red, TD has the discretion to allow intent to undo the accidental red chip all in, but one table warning and thereafter a bounty bet is all in. I've been dealing when a player immediately realized their mistake and took it back before putting out a tournament red, no action behind. I should have called the floor, but didn't. Nobody at the table objected, at least not out loud and at the table, but when they go over to The Nuts or Poker Union, they'll run their mouth all day about how we don't enforce our rules. Dealers, let the floor manager make the player-friendly rulings!

In a perfect world, when a Dealer calls "Floor!", the manager and dealer would calmly discuss the situation while the players all quietly waited for the decision - - unless the dealer or floor to asked for clarifications from a player, in which case the players all wait to speak until spoken to.

What we hate to see happen is when an off duty staffer is a player, and THEY are involved in the hand, and maybe even a part of the chaotic discussion? Or a staffer on the rail wants to help because they can explain something to a player

better than the TD or the dealer in the box and the player ends up with two or three staffers and more players all trying to tell them the same thing a different way. It's not a great leap to 12 or 13 people involved in an emotionally charged big pot showdown shouting match. Let's avoid these at all costs, especially when we're playing in the public sphere. We want our events to be fun, social, recreational affairs, and with relatively small \$60 max buyins, players don't really have all that much "skin" in the game to begin with an shouldn't be that worked up over situations. But we have to respect the rules of the game, and the TD's decisions.

Floor decisions need to be quick and decisive. Floor manager rulings are final, but if they are incorrect they can have terrible repercussions for the club's reputation. Dealers and floor managers need to work together closely and communicate succinctly, clearly and with confidence. Control the table. Keep the captains quiet while the floor and dealer discuss things. Other dealers as players or railbirds **can help** only by asking players to remain quiet while the situation is discussed. We've had situations where a bad ruling was made because key information was missing or not heard over the din of table captains voicing their mighty opinions.

Any disputes for decisions, players have recourse through our Grievance Committee, which handles disputes and remuneration when appropriate. TD's won't always make the best or right decisions, but we're bound to abide by them. The Grievance process allows potentially bad decisions to be reviewed and players can be compensated or satiated by negotiating compromises that help alleviate any bad feelings.