GENERAL CLERK PROCEDURES

Swipe in

Swipe ins must occur within the seven minutes prior to scheduled start time (ex. for an 8:00PM schedule start, swipe ins must occur sometime between 7:53PM and 8:00PM). Swipe in procedure is as follows: press the GREEN "IN" button, swipe badge with barcode facing left, verify that all employee information on the following screen is correct and press the "ENTER" button. If the swipe in procedure is performed correctly, the clock will read "clock in complete."

Sign in

Prior to the start of each shift, all clerks must check in at the lammer cabinet by printing their actual start time on the daily sign in sheet. At the conclusion of each shift, clerks must print their time out and total hours worked, initial the sign in sheet and report their tokes on the appropriate sheet.

Swipe out

Swipe outs must occur within the seven minutes following the end of a shift. Swipe out procedure is as follows: press the RED "OUT" button, swipe badge with barcode facing left, verify that all information regarding hours worked is correct and press the "ENTER" button. If the swipe out procedure is performed correctly, the clock will read, "clock out complete." If an employee does NOT agree with the information presented in the verification screen s/he must contact a supervisor.

Boards and lists

All players wishing to play in a WSOP cash game must be assigned to a seat by a board operator or supervisor. If all seats in a particular game are full, a player wishing to play that game must put his/her name on a list. There will be three boards providing three different types/sizes of games ("$1-$3, $2-$5, $5-$10 No Limit," "Middle Limit" and "High Limit"). Each board will be divided up into subsections with headings indicating size and type of game. Below each heading will be table numbers representing those tables currently spreading that particular game. It's important for Board Operators to know the details of each game involved in their board including buy-ins, max players, and general information.

Signing up players

Potential players will give their initials and indicate which games they would like to play. Board Operators will then place those initials at the bottom of all corresponding lists. If a player requests a game that is not offered at that board but is offered at another board, s/he is to be directed to the appropriate board. If a player requests a game not offered on any board, a new list may be started for that game. All new additions to a list will be placed at the bottom of said list with the exception of Harrah's Seven Star players who are awarded the privilege of taking a place at the top of any list. Board Operators may not accept tips in exchange for moving a player up or bypassing the list. Doing so will result in progressive discipline.

Using the BRAVO Waiting List

- Select **"Waiting List"** from the toolbar
- Select the game(s) the guest wishes to play (game buttons will turn blue).
- *If you selected a game the guest did not wish to play, simply click on it again (game buttons will turn yellow).*
- *To clear all selections made, select **"reset"***
- After all the games are selected click **"Ok"** or hit enter on the keyboard
- Swipe the player's card or type in the alias name
- Enter pager number if applicable
- *To remove games that have been selected, click on the game from list and click **"remove selected"***
- Click on **"Finish Signup"**
- The player's alias name will appear under the waiting list column for all of the selected games

Filling seats

For each seat at a WSOP live action game there will be a corresponding seat card. When players leave existing games the seat card for the resulting empty seat will be brought to the appropriate podium by a chip runner or supervisor. The Board Operator must then determine the type and size of game from which the seat card was taken and attempt to fill the empty seat with a player from the appropriate list. Players from the list are to be called from top to bottom. Players will be given two calls (ex. "JP your $100-$200 Limit Hold 'Em game is available," and if no response "last call for JP, $100-$200 Limit Hold 'Em). If, after the second call, the top player from the list does not respond, the second set of initials on the list will be called, and so forth until the seat is filled.

When multiple tables are spreading the same type and size of game and multiple seats are available, new players should be directed to the table with the fewest existing players. When possible, board operators should also consider the number of players away from the table (bathroom breaks, eating, etc.) when directing new players to a table (ex. Table 132 has seven existing players but one is away from the table eating dinner and table 154 has seven existing players all of whom are currently at the table, in this scenario, it is considered a common courtesy to place a the new player at Table 132).

Table changes

If multiple tables of the same type and size of game exist and a player would like to transfer from one table to another, they may do so, so long as the table they are leaving will not be left with fewer players than the table they enter. If there are no open seats at other games of the same type and size a player may put his/her initials on the table change list. Players wishing to change tables will get their initials at the top of the list for that particular game with a corresponding annotation indicating the nature of the change (ex. AFR 143 → Any, meaning player AFR would like to go from table 143 to any other table spreading that particular game, in this scenario, the next available seat at a game of that size and type would go to AFR and the resulting open seat at table 143 would go to the player below AFR who had previously been at the top of the list.).

Must move lists

To protect an existing game, a forced move may be invoked when an additional game of the same size and type is started. The must move list is maintained in the same order as the original waiting list (i.e. if a player was first on the waiting list to get into the $20-$40 Limit game on Table 176 and they join a new "must move" game on Table 165, that player will be forced to move from 165 to 176 as soon as a seat is available). Therefore, two lists will exist for the same game type/size game, one to get onto the new table and another for the players on the new table to be moved into the long-standing table.

Starting / breaking games

While Supervisors will eventually make the decisions to open or close tables, Board Operators must maintain awareness and keep supervisors abreast of the potential to start or break games. As a general rule of thumb when determining whether or not to start a new game, mentally subtract the number of players that it would take to start a game from the existing list then count the number of tables of that game that would exist if you did start a new game, if the number of players left on the list would exceed the total number of tables, then starting a new game would be appropriate (ex. 15 players on the list and four existing tables, if you start a new nine-handed game you will still have six players on the list waiting to sit at one of five tables). Breaking tables is simply a matter of having enough existing seats at other tables of the same game to accommodate the players from the broken table. The decision to start and break games should always be made by a supervisor unless you have been instructed otherwise.

Brushing

When not performing the above duties, Board Operators are responsible for brush duties including but not limited to sorting seat cards, cleaning the boards, assisting in the set up and breakdown of tables and generally maintaining a tidy workplace.

CHIP RUNNER PROCEDURES

Lammer check out

Prior to the start of a shift, all chip runners must check out a set of lammers. A complete set consists of the following: 1000 (quantity 7), 500 (4), 100 (8), 50 (2), 20 (4), 10 (1), 5 (2). Only complete lammer sets will be checked out. Lammer check out will take place at the Lammer cabinet and will be noted on the sign in sheet. At the conclusion of a shift, complete Lammer sets may be turned over to incoming chip runners (this transaction must be noted on the sign in sheet) or turned in to a supervisor.

Chip-for-cash / chip-for-chip exchanges pt. I (at the table)

The primary responsibility of a chip runner is to facilitate the flow of the game by providing chip-for-cash and chip-for-chip transactions for new and existing players. Typically, the dealer will call out "player's checks" "chips" or "chip runner" when a transaction is required. Since all new players will require chips, chip runners can also assist new entries in finding their table/seat which will lead to them purchasing chips.

When accepting cash from a player, turn all bills face down and count them in the presence of the player (preferably by placing the bills on the table one at a time). When accepting chips from a player, make sure the chip(s) are counted in the presence of the player (preferably by spreading them out on the table). After verifying the exchange amount, place lammers representing that amount in front of the player and verbalize the amount to the dealer using the phrase "_____ behind" (ex. a player buys in for $500 – count the money, place one 500 lammer in front of the player and say, "500 behind"). Note: to avoid potential problems within the game, it is vital that the dealer recognizes the nature of all cash and chip transactions that take place at their table.

Along with verifying the proper amount of chips to be bought, chip runners must verify the proper denomination of chips required. Typically, either the player or dealer will announce the proper amount and denomination (ex. "$400 red"). If the player or dealer does not verbalize the denomination, it is the chip runner's responsibility to ask the player his/her preferred denomination. Note: as a general rule of thumb, avoid committing more than one full rack of any one denomination to a single player (ex. when a $5-$10 No Limit Hold 'Em player requests $1000 in chips, instead of bringing them $1000 in red $5 chips, bring them $500 in red and $500 in green $25 chips). This practice will help avoid chip denomination shortages in the cage (notable exceptions to this general rule include the $20 - $40 Limit Hold 'Em game in which players will use $5 chips exclusively, and the $75 - $150 Omaha 8 or Better game in which players will use $25 chips exclusively).

Under no circumstances will a Chip Runner be allowed to provide a cash-for-chip transaction. Cashing players out is the sole responsibility of Cage Cashiers.

Chip-for-cash exchanges of $5,000 or more

When a player requests chips for cash in an amount of $5,000 or more you must collect the players identification (drivers license or passport) and TR card, bring the aforementioned identification and TR card to the supervisor at the High Limit Podium, and be able to tell the supervisor exactly which player is requesting the transaction (i.e. know the table number and seat number of the player making the chip buy). At this point the supervisor will fill out an "MTL", or multiple transaction log, to record the purchase. If the player asks why you need their information refer them to a supervisor.

Note that an MTL does not need to be filled out by a supervisor when a player is exchanging chips for chips. However, you should still bring all transactions of $5,000 or more to the attention of a supervisor.

Chip-for-cash / chip-for-chip exchanges pt. II (at the cage)

After determining the proper amount and denomination of chips required for a player, a chip purchase must be made at one of the Live Action Cage's designated employee windows. At the window, verbalize the proper amount and denomination required and hand the cashier all monies collected for the specific transaction. Before leaving the cashier window, verify that all aspects of the purchase are correct. If there is a discrepancy between the amount requested and the amount presented to the Cage Cashier, it is the Chip Runner's responsibility to return to the table and verify the player request. If such a discrepancy is verified by the player, a supervisor is to be notified.

Note: During peak business hours, chip runners may use a guest window at the cage only if there is no line at that respective window. Therefore, a chip runner should never be waiting in line at a customer window!

Dropping off chips

A chip run is completed when all purchased chips have been dropped off at the table to the appropriate player and all lammers have been retrieved. Purchased chips must be placed in front of a player and may be presented either in or out of a chip tray. If chips are presented to the player in a chip tray, it is the responsibility of the chip runner to wait for the player to remove the chips from the tray. Once a player has removed all chips from a chip tray, it is the chip runner's responsibility to remove the emptied tray and return it to an appropriate storage space.

Fills

When a dealer's table bank is running low on chips necessary to properly make change / take a house drop s/he will call for a "fill." A fill is a chip purchase made by a dealer. Fills are to be performed between hands and are to be non-intrusive to the game. As with a standard chip purchase, lammers are to be used as markers to represent the total amount of chips purchased during a fill. Drop offs for fills are to be placed in front of the dealer in-between hands.

Seat Cards

All chip runners should keep a lookout for seat cards between running chips. When retrieving seat cards, it is important to check which type of game it is from so that you can return it to the appropriate board.

Brushing

When not performing chip runs or fills, Chip Runners are responsible for helping to maintain the general cleanliness of the poker room or "brushing." Brushing duties include but are not limited to picking up seat cards and returning them to the appropriate podium, picking up trash from the tables and floor, picking up empty racks and returning them to an appropriate storage space, straightening chairs and setting up decks.

Bank Verification

At the start and end of each shift, it is the cashier's responsibility to verify the contents of the bank. This can be done by checking each value on the bank sheet, or by counting down the bank along with the previous shift's cashier. All full chip racks and clipped bills should be verified before signing the sheet and assuming responsibility.

Customer FAQS

Since the Poker room is the first stop for customers arriving from shuttle or the west entrance, cashiers should be ready for any questions pertaining to the casino or WSOP. The most commonly asked are directions so cashiers should be aware of the general casino layout including check-in, the convention center, and the Masquerade Village area. Some useful tools that can be invaluable are the Eight Stop Guide and the casino map. Any questions that cannot be answered should be referred to a floor supervisor.

Customer Transactions:

Chip for Cash

Almost every player entering a cash game will need to acquire chips to play. When selling chips it's important to sell the correct denomination for the appropriate game (white for limit, red for no-limit). For 1-3 No Limit, it can also be beneficial to sell some white along with the red to cut down on dealer fills. Note: as a general rule of thumb, avoid committing more than one full rack of any one denomination to a single player (ex. when a $2-$5 No Limit Hold 'Em player requests $1000 in chips, instead of selling them $1000 in red $5 chips, sell them $500 in red and $500 in green $25 chips). This practice will help avoid chip denomination shortages in the bank.

Chip for Chip

Chip for chip transactions work the same as chip for cash transactions aside from oversized chips. Any chip valued $500 or more should be verified by the acting supervisor before being accepted.

Cash for Chip

Cashing out patrons is one of the key responsibilities of the cashier. When counting a player's chips, the cashier should verify that all the racked stacks are complete while the partial stacks should be broken down into easily verified sub-stacks. While breaking down, the counted amount should be verbalized to the patron. After retrieving the cash from the drawer, the cashier should again mentally verify the amount before counting the cash face down to the attentive patron.

Lammers

Lammers are used for all transactions that are pending. Any time there is any currency out of the cashier's possession, it should be marked with a lammer. For example, if a dealer requests $100 in red, the cashier should pass the stack of red to a chip runner and mark the counter with a $100 lammer until the currency is returned. If the cashier runs the chips, there's no need for lammers as the $100 is in possession the entire time.

Bank Maintenance

In order to keep a steady flow of transactions, it's in the best interest of the cashier to keep a tidy bank. This includes keeping an organized bill tray, clips and wraps of bills, and oversized chips along the back of the top drawer. All other chips should be organized by denomination to separate racks, while moving full racks to a lower drawer. Cashiers using the upper bank should also take advantage of the middle drawer for full racks of the most commonly used chips.

Bank Fills

Due to tokes and the rake, more chips will be sold to patrons than bought back. This will eventually cause a shortage in chips (usually white), and inevitably require the cashier to order a fill from the cage. All fills are to be done through the upper bank, after it has filled the lower bank. Fill orders should completely fill the lower drawers while also supplying enough small bills to get to the next fill.

Brushing

When not performing chip runs or fills, Cashiers are responsible for helping to maintain the general cleanliness of the poker room or "brushing." Brushing duties include but are not limited to picking up trash from the tables and floor, picking up empty racks and returning them to an appropriate storage space, straightening chairs and setting up decks.

Attendance

The attendance policy is based on a 4-point system. Points are accumulated when an employee is late and/or is absent from work. Employees who fail to follow proper call-in procedures will be disciplined for job performance. A total of 4 points results in Separation of Employment.

Absence = 1 point. Tardy = ½ point.

There are two steps of progressive discipline for attendance:
1. Written Warning (2pt)
2. Termination (4pts)

Cash variance

All variances will be documented and discipline will be administered as follows.

Any single variance $100-$499	Written Warning
Any single or cumulative of $500-$999	Final Written Warning
Any single or cumulative of $1000	Suspension pending investigation and/or Termination

Excessive variances: (3) variances of any amount will be subject to review by management and may result in additional disciplinary action, up to and including suspension and/or termination.

Procedure / performance

Progressive discipline will also be administered for failure to comply with the guidelines for procedures and/or meet with the standards of performance outlined here and within the Harrah's employee handbook. A first offense will result in a written warning. A second offense will result in a final written warning. A third offense will result in termination.