

DEALER ASSESSMENT INDEX

Game Protection	Walking the Game:	Side stepping right or left during the dealing cycle to maintain good view of wagers on the layout and bankroll (feet should be flat on the floor).
	No More Bets:	Dealer should audibly and visually announce No More Bets by saying "No More Bets" and by waving across the full length of the betting area.
	Clearing Hands:	Dealer should clear hands before/after going to body and after any money/cheques are exchanged or transferred from person to person or place to place.
	Casino Gazing	Dealer should be paying attention to their game and players while on a live game.
	Equipment Protection:	Dealer should cover the hole of the shoe while dealing. Dice should be kept in view. Roulette ball and dolly should be secure and in proper position.
	Guest Service:	Listens and avoids defensiveness without interrupting or making assumptions and helps provide solutions to improve performance and future service interactions.
Game Operation	Speed:	Hands are delt and decisions are made in a timely manner.
	Hole Card and Burn:	Dealer uses two hand to bring cards to and from the peeker. Burn card is brought immediately to the table then into the discard rack without exposer.
	Accuracy:	Payouts are neat and correct while the pay and take cycle is clean and correct.
	Insurance:	Offers Insurance according to SOP and waits briefly before closing.
	Guest Service:	Guest acknowledgement with a smile, eye contact, a greeting, using names and showing appreciation for play.
Communication	Calling the Game:	Announces player and dealer hand totals and possible hand decisions. i.e. verifies double downs, splits and other player hand signals.
	Floor Communications:	Announces buy-ins, colors ups, cheque change, cheques play, high denomination action, and waites for appropriate approval calls from pit staff.
	Guest Service:	Team member should be communicating point totals along with any additional game procedures and be kind and courteous when teaching game rules.

OBSERVATION GUIDELINES

Cheque Handling	Efficiency:	Dealer is concise and achieves maximum productivity with minimum wasted effort or expense.
	Cleanliness:	Cheques for pay/take are in clean orderly stacks and easily proven. Dealer heels off payouts when necessary.
	Sizing In/Drop Cut:	Proper hand procedure allowing for quick and accurate payout.
	Rack Maintenance:	Dealer maintains a neat, lamered readable bankroll while working from the outside tubes towards the middle.
	Guest Service:	Celebrating and congratulating the guest when they win and taking the time to highlight birthdays, anniversaries and other special occasions in the guest's life.
Card/Dice Handling	Proficiency:	Competency at handling the cards with quiet, fluid and precise motion.
	Card/Dice Handling:	Cards are delivered in an efficient manner with minimal errors. Dice are stored neat and flush against the back of the bowl while not in use.
	Card/Dice Placement:	Cards are placed correctly and inline with the betting area, revealing pips and easily counted. Dice are presented within reach and on a proper number.
	Guest Service:	Sincere and genuine approach with empathy, casual conversation with questions and active listening and sharing the emotion of being close to a win while being sensitive to a loss.

Did team member demonstrate required behaviors? To what degree?

SCORING RANGE	
1	= Expectations not demonstrated or modeled.
2	= Inconsistently demonstrated behaviors and/or the standards were not effectively modeled.
3	= Inconsistently demonstrated behaviors and/or the standards were only somewhat modeled.
4	= Consistently demonstrated majority of behaviors and/or the standards were only mostly modeled.
5	= Consistently and fully demonstrated all of the required behaviors.