

Card Room Employee Orientation



Washington State Gambling Commission

GC5-007 (March 2012)

Regional Office Phone Numbers

Everett (425) 304-6300

Tacoma (253) 671-6280

Spokane (509) 325-7900

Toll Free 1-800-345-2529



Licensing Phone Numbers

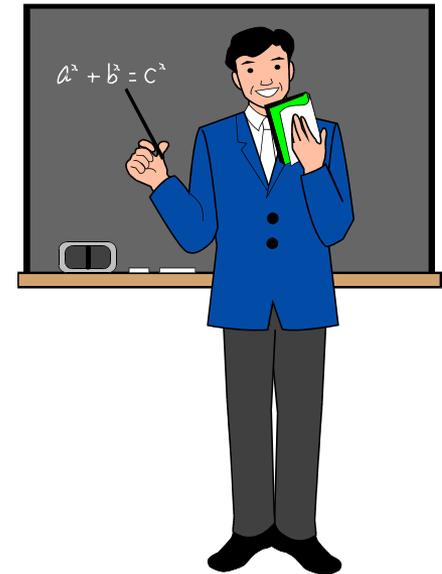
Organizations and Individuals (360) 486-3606

Financial Investigations (360) 486-3555

Agency Website - www.wsgc.wa.gov

Presentation Overview

- Definitions and General Information
- What Happens if You Violate a Law or Rule?
- Licensing Requirements
- Operational Requirements



Objectives

- Train for Required Functions as Outlined in Approved Internal Controls
- Consequences from Gambling Commission of Failing to Follow Laws and Rules
- Seek Voluntary Compliance

“It is not possible to teach anyone anything. It is only possible to arrange for someone to learn.”

Definition of a Card Room Employee

WAC 230-03-265

- Collect fees
- Deals
- Supervises: Pit Boss, Floor Person, etc.
- Cashier; Selling (Class E or F) or Redeeming Chips
- Surveillance
- Security
- Accounting for Card Room Funds
- Controlling keys to secure areas, or
- Game Starters (Poker)



Types of Card Room Employee Licenses

- **Class A Employee –**
Performs duties as defined in WAC 230-03-265 in a Class E card room
- **Class B Employee –**
Performs duties as defined in WAC 230-03-265 in Class F and Class HB card rooms



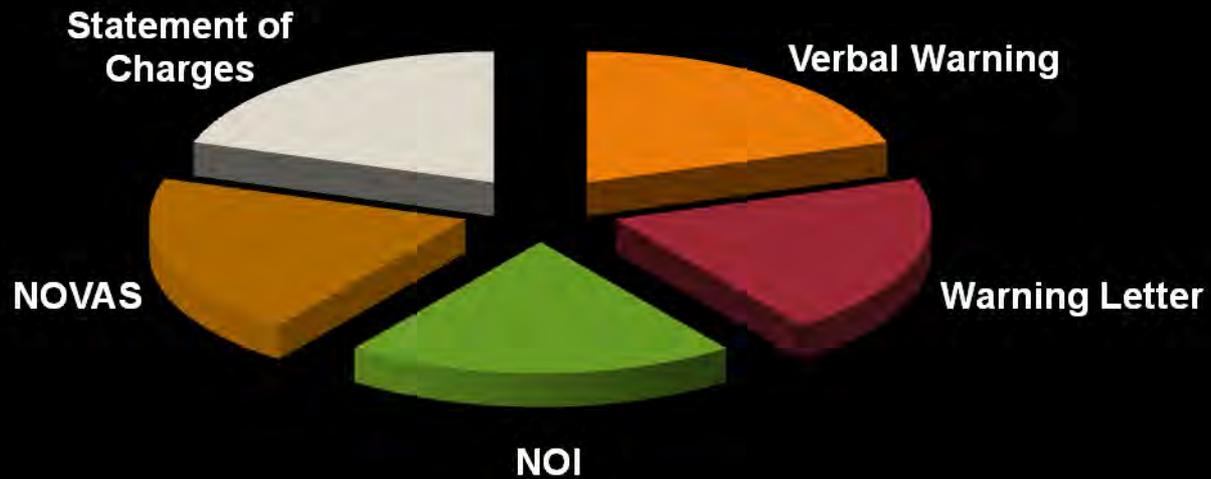
Zero Tolerance for Certain Violations

There will be *no verbal or written warnings* for the following violations:

- Unlicensed Employees
- Cheating the public or employer
- Stealing from the public or an employer
- Lying

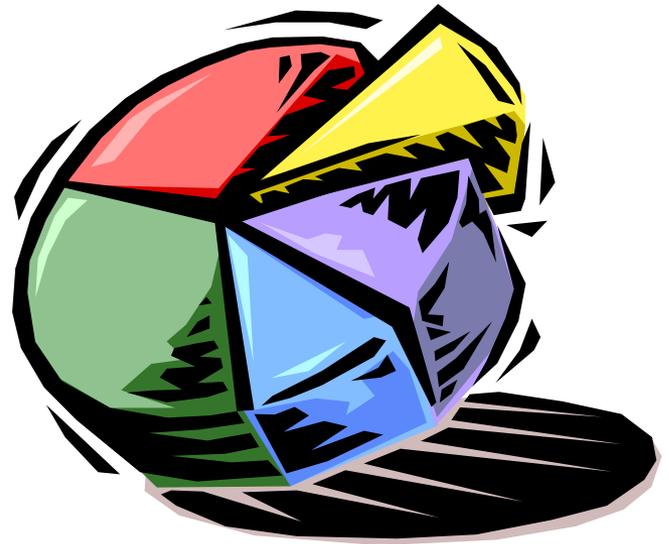


How a Violation May be Handled



Verbal Warning

- Issued by Special Agent
- Documented in the agent's route book





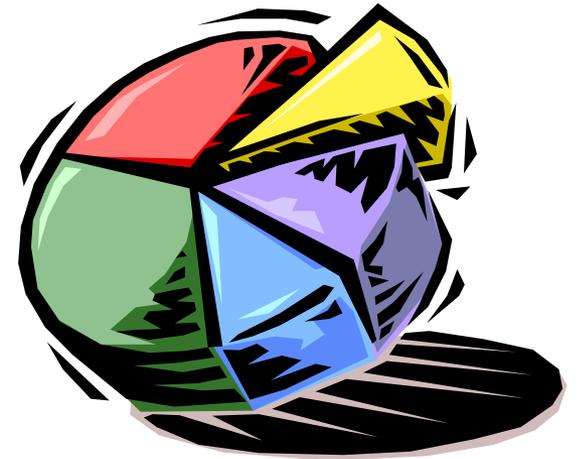
Warning Letter

- Failure to correct after verbal warning given or for a more serious offense
- Letter sent to you and your employer
- Copy of letter kept in permanent license file and will be used as evidence in future

N.O.V.A.S.

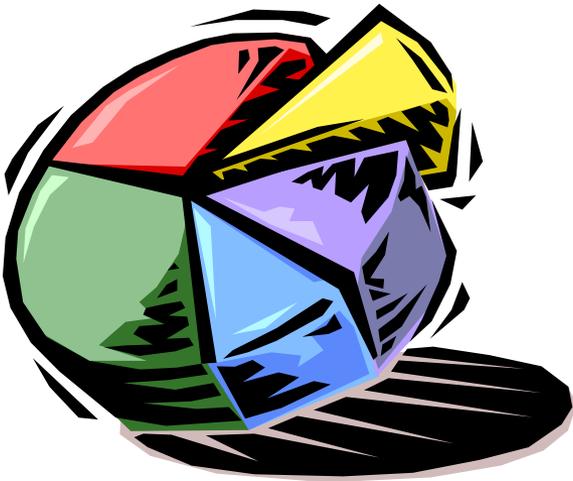
(Notice of Violation and Settlement)

- Issued by Special Agent
- \$200 fine
- Must be paid within 15 days of issuance

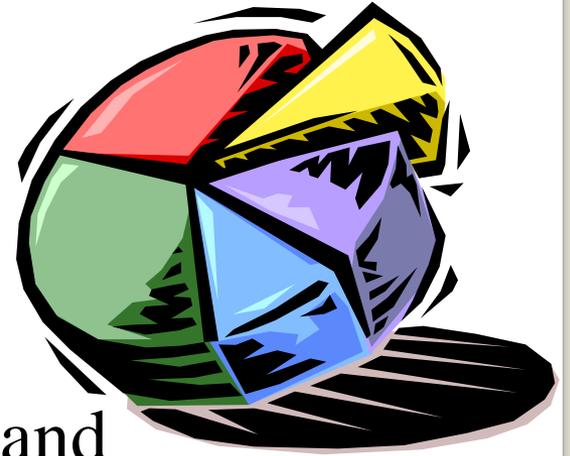


N.O.I. (Notice Of Infraction)

- On-site written warning given by Special Agent
- Copy given to employer and license file



Statement of Charges



- Statement of charges sent to you and your employer
- Administrative Hearing set
- You may represent yourself or hire an attorney

Administrative Hearing Process

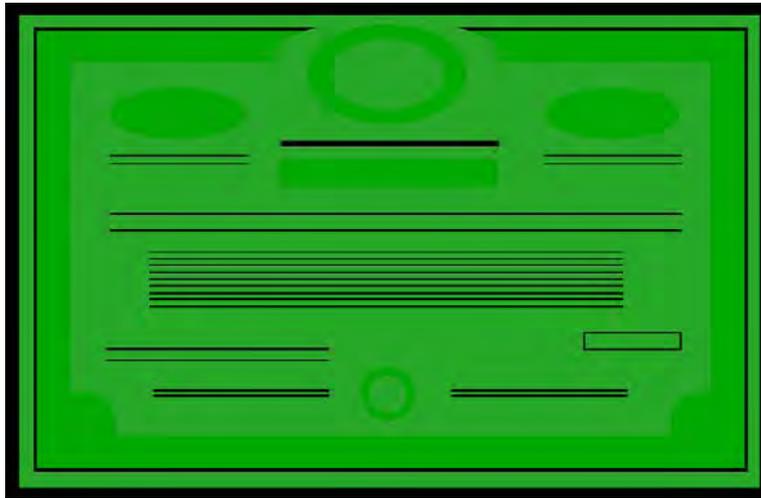


- Suspension of license
- Revocation of license
- Appeal Process: 5 member Commission and then to Superior Court if necessary
- Outcome posted in the Card Room Industry newsletter

Criminal Citations

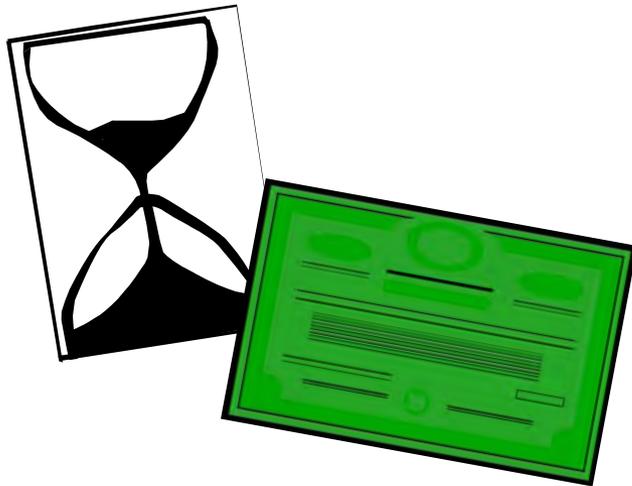
- The Criminal Complaint/Citation form is used for offenses classified as misdemeanors or gross misdemeanors.
- Misdemeanors and gross misdemeanors are those offenses that are criminal and normally the possibility of a jail sentence upon conviction.
- The Criminal Citation is not an administrative action. The citation case is not heard by an administrative judge but is written into a District or Municipal court.

Licensing Basics

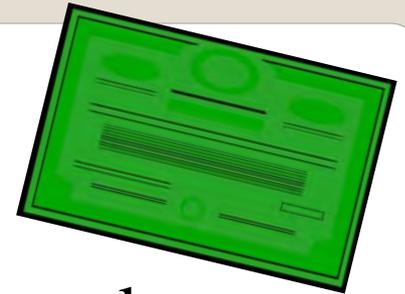


Expiration Dates

- One year minus a day from the date application is received by commission
- Expiration date remains the same if you transfer to another card room or tribal casino



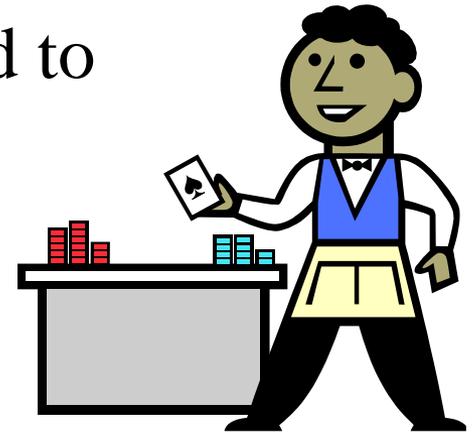
Renewing Your License



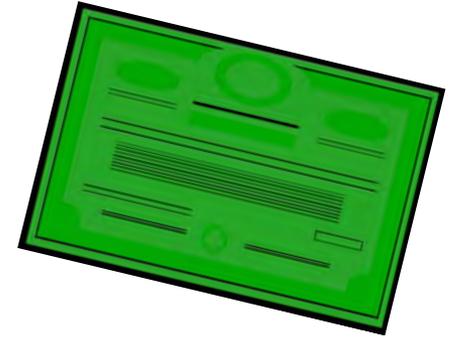
- Must have a current license on premise to work
- A courtesy renewal notification is mailed out 45 days prior to the expiration date of your license
- Notification is mailed to the last address on our records
- The renewal license will be mailed to your employer
- You must check with your HR dept. to know exactly what day the application and fees were mailed

Transferring to a New Employer or Adding an Employer

- Card Room Employee Transfer/Add Employer Application Form submitted to the Gambling Commission
- Transfer fee must be mailed with the Transfer Application
- Terminations must be submitted within ten (10) days of terminating employment



Changes to Your License Information



- **Individual Name** – You must notify us and pay a fee no later than thirty days after the effective date of the change
- **Address** – You must report the change in writing to our Licensing Dept within 30 days

Reporting Criminal, Administrative, and Civil Actions



- You must report, in writing, within 30 days, all criminal actions filed against you and all administrative charges filed by other gambling regulatory agencies.
- We must receive a copy of the final written decision or settlement within 30 days after the case is resolved.

Operational Section



Inspection of Premises and Records



- WSGC – Unlimited access to premises and records
- Local law enforcement – unlimited access to premises and records
- Procedures for accessing sensitive areas of premises
- Procedures for removing records, video tapes, files etc.

Criminal Activity

- Bookmaking
- After hours card games
- Cheating as a player/employee
- Theft from the employer/public
- Reporting requirements



Credit

- Examples of credit
- Acceptance of checks



Problem Gambling, Intoxicated, & Underage Players

- Washington State Council on Problem Gambling (800) 547-6133
- Self exclusion - house policies
- Cutting off intoxicated players – house policies
- Minimum age to play is 18



Acceptance of Tips

- Who can accept
- Forced tipping
- Letting tips “ride”



Internal Controls

- Departmentalized
- Know and review your areas of responsibility



Record Keeping Requirements

- Signature Requirements
- Signature Card Requirements
- Key Controls
- Importance of Documentation Flow



Job Duties/Conflicts

- Incompatible Functions
- Required Levels of Supervision



Surveillance Requirements

- CCTV Requirements
- Surveillance is always watching



**This concludes our card
room employee
orientation session**

