

## XXXXXX Report (Casino name X'ed out)

XXXXXX is a “best bet” in my book and I have the reasons to prove it. If you pick up or subscribe to any newsletter or report that covers blackjack playing conditons, they always feel the need to mention that the XXXXXX tracks players via computer. Though this is true, it is completely false. Allow me to explain.

The XXXXXX was the first casino to test and purchase the “BJ Survey” software, which was invented by my old friend Oliver Schupert (who incidentally sold his software and all the rights to a company by the name of Shuffle Master). Shuffle Master renamed it “The Bloodhound” and, in turn, hired Oliver to oversee their Research and Development department. Oliver Schupert is to blackjack what the DEA is to illegal Drug Pushers. Besides, Oliver is a true Genius.

When Oliver sold this software, it came with a two-day training seminar. Most of the students that I witnessed were clueless even after they completed the training, and when the time came to use the software on the job they decided to wait and ask another employee how to operate it (only to find out that the other employee didn't have a clue either). My point here is FEAR the Bloodhound Software but not the operator. Please, stop laughing for a minute as I explain: you see it's not the surveillance department's fault, and if you need a person to point the finger at, it would be the Casino Games Director because...and you're going to love this...he felt the need to set the criteria on how and when to use the software. Now here is where you get your treat so pay attention. The Casino Games Director's criteria are:

1. Surveillance must be requested to run a player by the floor games shift manager or higher-level supervisor.
2. You must get a solid, square picture of the player.
3. You must have all pertinent information on the player including all past records.
4. You must run that player for at least three 6/8 deck shoes or 1,000 round on a single- or double-deck game in one setting. Anything less is a wash and is deleted.
5. You must present your finding to the Casino Shift Manager (CSM) with the results, and more than likely, have to explain the finding via sixth-grade logic so that they understand it. The CSM must now contact the Casino Games director who, in turn, must contact the Games Director for permission to take any action which, without over exaggerating, they get permission about 65% of the time, at best.
6. You must never run a player on the Bloodhound without permission.

If you haven't figured it out yet, everyone in the chain of command is afraid to make a decision. This, my fellow readers, works in your favor. Yet another rather large factor that leans in your favor is the in-room discrimination practices that they used to practice (I don't know via personal knowledge if they still do this but an insider friend

has assured me that they do). The surveillance shift managers are all in a little clique and like to put the subordinates that they dislike (because they have less knowledge or little training, or are funny looking, or tell corny jokes, or have irritating personalities) on the graveyard shift (11:30 pm to 7:30 am). Now I'm not going to tell you WHAT TIMES YOU SHOULD PLAY or HOW MANY ROUNDS YOU SHOULD PLAY BEFORE LEAVING (HINT, WINK, HINT!). If you didn't get it: Play during the grave shift and never play more than three full 6/8-deck shoes or, if you're on a single- or double-deck game, always play less than 1,000 rounds.

The floor people are required to be customer service monkeys and are required to bother players in an attempt to get information from them, all the while ignoring their games and leaving the pole between you and all the casino cheques (and we all know how dealers fall into that robotic, auto pilot mode which we, when I worked surveillance, used to refer to such dealers as DWBs, meaning "Dealing While Blind").

Any individual with a "player's" I.Q. of 90 could easily score in this joint as long as they remember that the surveillance shift change occurs at 7:30 am, 3:30 pm, and 11:30 pm, and the floor's shift change is 8:00 pm, 4:00 am, and noon.

Buy in prior to the floor supervisors' shift change then move to another table or hide out for 20 minutes. This serves numerous purposes but the main one is that when they take the table drop and count, the table that you nibbled from will be seen as a loser but...and this is important...it will reflect on the prior shift so that the new shift coming on will not feel threatened and will assume that the advanced players have left.

Don't be a hero and vary your wagers by more than six units if using red, four units if playing green, and two units if playing black unless it's a case-bet (that's an all in wager while you stand up pretending that you're anticipating a stiff against the dealers pat and you're going to walk away after the hand). Leave the early or day shift to the grind players while the surveillance crew is changing tapes (if applicable), making coffee, or passing on worthless information and B-S-ing each other. In essence, they're flying blind with the floor thinking that the eye has their back, and the eye thinking that the floor has their back. This equates to a free-for-all for you.

Stay away from the elevators (they have good cameras in there) and, if you happen to win big, leave the car in the parking lot and take a cab to one of the other joints. Just make sure it's not one of their sister properties. Wait at least one hour, and then hoof it back to your wheels. Never leave a joint you just beat and walk to your vehicle (unless it's a rental). The XXXXXX shares information with their sister properties and they are Griffin Gold subscribers as well as S.I.N. and Biometric subscribers so don't get greedy.

### ***Extra Information***

- Always have or order a hard drink as the straws the bartenders place in your drink is a signal to surveillance as to whether it is a hard drink or a soft drink. Advanced players don't drink or smoke because they're not risk takers. So, light up a cigar and nurse a low volume alcohol drink like a house wine, Amaretto, etc.

- Don't worry about the eye; instead, play to the floor people and keep in mind that everything you do is being recorded, not watched, mind you, just recorded. Something bad has to happen before they will go back and review their tapes/DVR.
- Dress based on the amount that you're wagering. If you're a jeans and t-shirt type, don't play black or higher; instead, play green or lower.
- If you want the floor to think you're from out of town, adjust your watch 1, 2, or 3 hours ahead of Vegas time.
- Never, never, never allow the dealer to color you up to purple. Reason? You do not want to be in possession of purple cheques (\$500). First, these cheques draw too much heat when you try to cash them in or even play them. And secondly, if the casino feels they have been cheated by anyone, they will broadcast it to all casinos to not accept or cash in their purple cheques. This renders them useless (plus you'll get the third degree from the casino in which you won the cheques and end up with a hash mark against your name in their database).