



### **- Finer Points of Card Counting for Casino Personnel**

This 3 hour seminar will provide participants with a complete background in the mechanics of card counting in the casino environment and an understanding of how the professional counter attacks casino blackjack games. Participants are guided through the importance of basic strategy, through the basic mechanics of card counting, and how a professional card counter thinks when attacking casino blackjack. This seminar includes the examination of team play and how professional teams attack the game, and goes into methods casino staff can use to determine whether a player is actually counting cards.

Key topics include:

- Basic facts about casino blackjack and card counting
- Simple play deviation based on the card count
- Understanding blackjack basic strategy
- Count betting strategies and bankroll estimations
- Counting strategies employed by professional counters
- Short cuts for identifying card counters
- Simple method for confirming a player is counting cards

### **- The Importance of knowing Basic Strategy in Blackjack**

This 2 hour seminar will provide participants with a complete background in the basic strategy of blackjack and how it can be used by the casino executive to maximize the profit potential in blackjack. Participants are guided through how basic strategy is determined, the importance of basic strategy when determining blackjack house rules, the mechanics for determining true house advantage, and the importance of using basic strategy knowledge to better protect blackjack and identify profitable customers. Key topics include:

- Theory behind the development of blackjack basic strategy
- The effect of different game rules and decks on the game of blackjack
- The difference between basic house advantage and actual house advantage
- How to optimally use basic strategy to increase your casinos win and hold percentage

Note: A more uniformed version of this subject is included in the Finer Points of Card Counting seminar.

### **- Understanding and Preventing Advantage Play in Casino Blackjack**

This 3 hour seminar will give participants the opportunity to examine the variety of methods used by professional shuffle tracking teams to defraud your casino. Learn how to parry this assault without sacrificing important time and motion issues. The seminar will also demonstrate techniques used to locate and steer key cards that give the professional player advantage of more than 52% on a single hand off the top of the deck or shoe. Key topics include:

- Basic understanding of advantage play and team play
- Hole card playing techniques; past and present
- Zone shuffle tracking
- Sequential and Key Card (Ace) tracking
- Location techniques
- Understanding and identifying problem with playing cards (known as “sorts”)
- Identifying advantage plays; correct counter-measures

### **- Mathematics and Statistics of Casino Gaming (Part 1)**

This 3 hour seminar will give the participant a good understanding of the mathematics behind the determination of house advantage and hold percentage. The students will be exposed to result probabilities and how probabilities are converted into gaming odds. The instructor will then illustrate how odds can be changed into wagering house advantage which we use to determine game profitability. The seminar will also demonstrate how house advantage effects hold percentage, and also the dynamics behind the variation in hold percentage. Key topics include:

- Understanding the calculations of result probabilities
- Converting probabilities into odds
- How house advantage is determined using game odds
- Examples of different game house advantages
- Factors surrounding the dynamics of the hold percentage

## **- Mathematics and Statistics of Casino Gaming (Part 2)**

This 3 hour seminar is an extension of Mathematics and Statistics of Casino Gaming Part 1. Part 2 examines issues surrounding time and motion concerns, identifies problems with redundant game protection procedures, examines mathematics behind creating successful promotions, and explains how standard deviation and chi square test can be used as a tool in the casino. Key topics include:

- How time and motion issues affect live casino game's performance
- Why card counter countermeasures actually reduce the game's performance
- Examines how probabilities and statistics apply to casino promotions
- Reviews casino promotions that have been disastrous and why they failed
- Explains the basics of standard deviation and chi square fitness of good test
- Examines possible uses of standard deviation for projecting confidence levels
- How to accurately project live game hold percentage for a future period

## **- Dynamics of the Hold Percentage**

This 2 hour seminar examines the different factors that affect pit games volatile hold percentage. Participants learn why the hold percentage goes up and down, and how to rationally examine low hold percentage. The seminar also explores examples of hold percentage related problems, examines hold percentage of every game type from blackjack to three card poker, and shows the students how hold percentage ranges can be calculated for more exact forecasting. Key topics include:

- Fallacies about hold percentages
- The dynamics that force hold percentage up and down
- Examples why hold percentage is a poor measuring stick
- Variances in hold percentage in different markets
- How to accurately project future hold percentages

Note: A more uniformed version of this subject is included in the Mathematics and Statistics of Casino Gaming Part 1 and Part 2.

## **- Casino Game Protection for Casino Personnel**

This 3 hour seminar will provide participants with the understanding of many recent and past methods cheaters attack casino games. Participants are shown different methods various casino games can be attacked, what key elements the casino employee should look for, and how these inconvenient attacks can be eliminated or parried. Key topics include:

- Identifying marked card play

- How cheaters muck cards in and out of play
- Basics of false shuffles and cooler decks
- The many of the most common methods of cheating in today's industry
- Cheating in Baccarat and Mini Baccarat
- Different cheating methods involving Craps
- Examines many of the alternative games such as Three Card Poker and Pai Gow Poker

Note: This seminar can be tailored towards the game types in your casino. The material in this course is regularly updated to include recent scams and cheating techniques.

### **- Casino Game Protection for Oklahoma Casinos with Players Pool**

This 2 hour seminar will provide participants with the understanding of many methods cheaters use to attack player pool games now present in the State of Oklahoma. Participants are shown different methods various casino games can be attacked, what key elements the casino employee should look for, and how these inconvenient attacks can be eliminated or parried. This seminar is also discusses the impact of player pool and natural deterrents. Key topics include:

- Identifying marked card play
- How cheaters muck cards in and out of play
- Basics of false shuffles and cooler decks
- Bet pressing and pinching
- Understand why card counting isn't a threat

### **- Casino Game Protection for Card Room Personnel in California**

This 2 hour seminar will provide participants with the understanding of many recent and past methods cheaters attack casino card games. Participants are shown different methods various casino games can be attacked, what key elements the casino employee should look for, and how these inconvenient attacks can be eliminated or parried. This seminar is given with the rotating bank games in mind. Key topics include:

- Identifying marked card play
- How cheaters muck cards in and out of play
- Basics of false shuffles and cooler decks
- The most common methods of cheating alternative casino card games
- Pinching and pressing bets

Note: Can be extended to 3 hours to include the Asian game of Pai Gow tiles

### **- Evaluation and Training of Pit Staff**

This 2 hour seminar examines methods for evaluating the operational ability of your pit personnel from dealer to shift manager. Different methods of employee evaluation are discussed as well as strategies for correctly training your pit staff to create an ultimate pit crew. Both levels of game protection and customer service are discussed. Key topics include:

- Different areas that your employees need to be evaluated
- How employees need to be evaluated to create a better overall pit staff
- Levels of game protection abilities
- Importance of customer service
- Method for evaluating time and motion issues

### **- Optimal Customer Service – Pit Staff**

This 2 hour seminar will provide participants with the tools needed to provide their casino pit customers with optimal customer service. Participants are shown different methods to improve their level of customer service, understand how customers think and what they want, and how to continue providing a superior level of customer service. The participants discuss different customer service “Don’ts” as well as examine different “problem situations”. Key topics include:

- Issues surrounding customer service and how they can be used to the employee’s advantage
- How to greet customers at the game tables and pit
- How to satisfy the customer’s needs, eliminate their fears, and surpass their expectations
- The importance of team interaction when applied to customer service
- Examining “Don’ts” of customer service
- How to handle problem situations

### **- Table Game Promotional Strategies**

This 2 hour seminar will provide participants with the understanding of many recent and past methods for increasing table games play and maximizing promotional investments. A number of tools in the promotion arsenal are examined and examples provided as to their optimal use. Real world table promotion examples are examined and discussed. Key topics include:

- The use of coupons, different game rules, value-added strategies, tournaments, special events, etc. are discussed in detail.
- Both successful and unsuccessful promotions are examined
- Mathematics behind different promotions are calculated

### **- Understanding Player Development**

This 2 hour seminar examines the process successful marketing department use to establish a profitable data base of players. The participants are shown how to filter and work their casino's player lists to optimize their marketing and player reinvestment dollar. This seminar is a perfect fit when combined with Table Game Promotional Strategies. Key topics include:

- Importance of customer service
- Basic player list filtering
- Activating inactive players
- Establishing tiered player database structure
- Working with casino hosts
- Understanding the importance of identifying problem gamblers

### **- Creating an Optimal Table Game Mix**

This 2 hour seminar helps the participants understand live table game mix through discussion and examples. The student learns to use different gaming metrics to develop an optimal strategy for floor table mix in any venue or gaming region. Emphasized are the need for measurement tools, projecting the live game market need, and the need for floor flexibility. Key topics include:

- Understanding the importance of table mix both horizontally and vertically
- Tools such as game utilization percentage, win per unit per day, and revenue per square foot
- Real examples of table mix using number of table per venue, win per unit per day, and floor percentage

### **- Other Seminars Provided by Last Resort Consulting (all two hour seminars)**

- The Basics of Poker Room Management
- How to Detect Roulette Wheel Bias
- Enhancing the Customers Experience – Floor Layout, Use of Signage, and Senior Customers
- Future of Live Games