

# COMMON TELLS

Listed below are tells to a number of common scams or indicators of advantage play used in Blackjack

## Card Counting

- Bet Variation
- Strategy variation
- Taking or not taking insurance at certain times
- Player watching all cards
- Non-drinker or doesn't drink beer or cocktail ordered
- Places bets after all cards picked up

## Card Mucking

- Player touching cards or bet twice
- Player picking up cards with one hand, replacing with the other hand
- One or both hands going off the table
- Unusual hand movements
- Both hands handling the cards
- Distractions on the game

## Card Switching

- Players sitting close together, arms in folded position
- Hands on/off game
- Touching cards or bets twice
- Big money next to small money
- Distractions on game

## Chip Cup

- Frequent buy-ins and/or color changes by same player(s)
- Dealer pays frequent attention to and manipulates cheques in tray
- Player bets small denomination cheques but has later denomination cheques in front or in pockets
- Rat holes cheques

## Computer Play

- Unusual hit/stand pattern
- Hesitation prior to strategy decisions
- Bet variations
- Unusual physical movements

## Cooler Deck or Shoe

- Distraction during cut or placement of cards into shoe
- Player wearing jacket/coat
- Sudden increase in bets
- Game locked up
- Players receiving unusual number of naturals, double downs, splits, or strong hands not requiring a decision
- Dealer extends cards for cut farther than normal
- No cut of cards

## Daubing

- Hands off game
- Minimum bets, maximum hands
- Hand movements to body, face, or hair
- Handles cards unusually, fingers may not touch all cards
- Rechecks cards frequently

## Dealer/Agent

- Frequent player buy in and color changes
- Dealer favoring player
- Incorrect pay-offs
- Pay-off not clear
- Total of hands not clear
- Tipping hole card or flashing of top cards by dealer
- Unusual hit/stand pattern (receiving information)
- Dealer holding deck unusually
- Rubber necking

## Dealing Seconds

- Unusual deck hand movements (peeking moves)
- Audible snap of cards
- "Dead Thumb"

## Dealer Stealing Cheques

- Hands moving/touching body, face without clearing hands
- Unusual pick up of cheques
- Frequent manipulation of cheques, and/or straightening cheques in tray
- Rubber necking

## False Shuffle

- Incorrect house shuffle
- No squaring of deck
- Sudden increase in bets
- Game locked up
- Players receiving unusual number of naturals, double downs, splits, or strong hands not requiring a decision
- No cut of cards

## Hole Card Play

- Unusual hit/stand pattern (receiving information)
- Placement of arm or device in a stationary position on the game
- Player(s) slumping
- Signal pattern from other player(s)
- Incorrect ole card placement by dealer

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## Marked Cards in Play

- Unusual hit/stand pattern (receiving information)
- Sudden increase in bets to table maximum
- Game locked up
- Signal pattern from other player(s)
- Big money next to small money
- Dealer not dealing as per procedure

## Pinching/Pressing

- Movements to bets when dealer is facing away
- Touching cards or bet twice
- Hands moving over bet
- Hands close to bet
- Distractions on game

## Shuffle Tracking

- Large bets at top of shoe
- Large bets from outside game
- Sudden increase in bets
- When offered cut player takes a long time placing cut card
- Players at game often refuse cut, allowing one specific player to cut cards

## Common To Most or Cause for Further Investigation

- Procedure break or violation (intentional or not)
- Unusual hit/stand pattern
- Larger or maximum bets (Follow the Money)
- Rubber necking
- Distractions on the game

Listed below are tells indicative of slot cheating, slot advantage play or employee theft

## Counterfeit Bills Placed in Validator Units

- Frequent input of cash, frequent cash out of credits
- Minimal or brief play
- Player or associate continuously cashes out
- Unknown/new player
- Rubber necking
- Bills rejected often, suspect tries same bill repeatedly
- Counterfeit and good money kept separate, bills into validator from one location and from cash out to another

## Counterfeit Bills

- Maximum bills in, then cash out of credits
- Minimal play
- On and off play
- Unknown/new players
- Rubber necking

## Distract and Grab (Purse/TITO Theft)

- Individuals who enter casino together, then split up and move about in different directions in slot area
- Individual(s) roam slot areas without playing
- Often carrying bills, wallet, purse, or TITO ticket to throw on floor
- Individual approaches slot players and engages them in conversation or to toss an item on the floor

## Devices Used to Disrupt Coin Readers

- Coin payout meter does not match coin paid out
- Payout does not match symbols on reels or on screen
- Player reaches into payout chute or other area of machine to place and retrieve device
- Hoppers found empty or near empty without players present
- Rubber necking

## Injecting Slot Machine RAM with False Information

- Unknown/new player
- Blockers/distracters in use, blocking camera angles, usually must open machine to access RAM (random access memory)
- Playing machine or linked machines for substantial jackpot (usually a progressive) for cash or high value prizes (cars, boats, etc)

## Manipulation of Machine or Malfunction

- Rubber necking
- Player attempting to disguise/camouflage, or cover up method of play or readouts of the machine
- Payout does not match combination or display on machine or screen
- Wins consistently and cashes out frequently
- Machine in constant play by individuals using same method of play
- Abnormal amount of fills
- Unusual and consistent method of play
- Expert input of coin or use of play/credit buttons
- Items observed that could be used as tools such as: bobby pins, drink or cocktail straws, etc

## Professional/Advantage Players

- All machines of type in constant play
- Players are extremely adept playing machines
- Players familiar with casino rules, procedures and operations
- Players appear to be locals

## Theft from Slot Machine

- Floorperson or slot technician enters machine for no apparent reason and/or a player not present
- Hands to body without clearing hands after entering machine
- Does not sign entry card and/or use card system

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- Usually occurs on higher denomination machines
- Player may sit with legs up on each side of machine
- Unknown/new player

## Drop Door Breaking/Entering - Theft of Bill Validator

- Illegal drop door or drop door open signal/alarms at unusual time of day and/or without prior notification
  - Suspicious individuals loitering about during drop or during quiet periods
  - Unsecured and/or broken drop door or lock (internal/collusion)
- Drop crew leaves behind drop bucket or validator (internal/collusion)

## False Jackpots

- Required number of employees not present at jackpot
- Jackpot not locate at machine listed on slot system and/or paperwork
- Signatures of verifying employees not legible or identifiable
- Jackpot paperwork not signed at location of jackpot

## Slot/Casino Employee Impersonator

- Dresses as or similar to other casino employee
- Roams slot areas without playing
- Approaches players, obtains cash (pretending he/she will get their change for them) and immediately leaves the property

Listed below are tells indicative of employee theft in POS positions (Retail and/or Food and Beverage).

## Discounts

- Tender type
- Timing of discount
- Terminal transactions/patterns
  - Low cash sales
  - Excessive check duration times
  - Excessive tip %
  - Cash drawer log on/log off
  - No sale

## Voids

- Tender type
- Access
- Authorizer
- Terminal transactions/patterns
  - Low cash sales
  - Cash drawer log on/log off
  - No sale

## Comps

- Tender type
- Timing of comp
- Terminal transactions/patterns
  - Low cash sales
  - Excessive check duration times
  - Cash drawer log on/log off
  - No sales

## Splits/Combines

- One pass or multi pass
- Tender type
- Access/Authorization
- Terminal transactions/patterns
  - Low cash sales
  - Excessive check duration times
  - Reprint last receipt

## Print Last Receipt

- Tender type
- Requirement for accounting
- Access/authorization
- Terminal transactions/patterns
  - Low cash sales
  - Excessive check duration times
  - Cash drawer log on/log off
  - No sale

## Cash Drawer Log On/Log Off

- Tender type before and after
- Terminal transactions/patterns
  - Low cash sales
  - Pass cancel
  - Print last receipt
  - Discounts
  - Voids
  - Comps
  - Splits/Combines

## No Sales

- Tender type before and after
- In addition to terminal transactions
- Access/Authorization
- Terminal transactions/patterns
  - Low cash sales
  - Pass cancel
  - Print last receipt
  - Comps
  - Voids

## Excessive Tip %

- Tip on cash
- Identification of guest
- Compare tip to check

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<ul style="list-style-type: none"> <li>○ Cash drawer log on/log off</li> <li>○ No sale</li> </ul> <p><b><u>Overs/Shorts</u></b></p> <ul style="list-style-type: none"> <li>• Timing of variance</li> <li>• Washing variance</li> <li>• Impressment</li> </ul> <p><b><u>Credit Card Settlements</u></b></p> <ul style="list-style-type: none"> <li>• Card decline</li> <li>• Known customer</li> <li>• Refunds</li> <li>• Terminal transactions/patterns <ul style="list-style-type: none"> <li>○ Excessive tip %</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Access/Authorization</li> <li>• Terminal transactions/patterns <ul style="list-style-type: none"> <li>○ Credit card settlements</li> <li>○ Excessive sale of low \$ item(s)</li> <li>○ Discounts</li> </ul> </li> </ul> <p><b><u>Zero Cash</u></b></p> <ul style="list-style-type: none"> <li>• Access/Authorization</li> <li>• Terminal transactions/patterns <ul style="list-style-type: none"> <li>○ Low cash sales</li> </ul> </li> </ul>
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