

Glossary of Terms

Hotel Glossary of Terms

Adjoining Rooms	Guestrooms located side by side without a connecting door between them.
Affiliate Reservation System	A hotel chain's reservation system in which all participating properties are contractually related. Each property is represented in the computer system database and is required to provide room availability data to the reservation center on a timely basis.
Affiliated Hotel	A hotel that is a member of a chain, franchise, or referral system. Membership provides special advantages, particularly a national reservation system.
Amenity	Service or item offered to guests or placed in guestrooms for the comfort and convenience of guests, and at no extra cost. Examples are various guest services (such as in-room entertainment systems, automatic check-out, free parking, concierge services, and multilingual staff) in addition to an array of personal bathroom items offered by most hotels and motels. Amenities are designed to increase a hotel's appeal, enhance a guest's stay, and encourage guest to return.
American Plan (AP)	A type of room rate which includes the price of the room, breakfast, lunch, and dinner. Also known as <i>Full Pension</i> .
Apartment Hotel	Accommodation in apartment-style units rather than rooms: with minimum or expanded in-suite cooking facilities. Defined by legislation for licensing and classification purposes.
Available Rooms	The number of rooms normally available on a day to day basis, LESS those permanently used for some purpose other than guest occupancy.
Average Daily Rate (ADR)	The total room revenue for a given period (day, month to date, month, year to date), divided by the number of rooms occupied for the same period. Frequently used as a measure of economic performance.
Barter	The trading of merchandise instead of paying cash. (i.e. advertising)
Bed and Breakfast (B&B)	A small inn or lodge that provides a room and a breakfast. Often a B&B is in a residential home setting and/or a historic building converted to a quaint lodging facility.
Bed Tax (Transient Occupancy Tax of TOT)	City or county tax added to the price of a hotel room.
Blocked	Hotel rooms held without a deposit.
Boutique Hotel	Historical, classic buildings, remodeled into boutique hotels which usually have less than 30 rooms.
Casino Hotel	A hotel that features legal gambling, with the hotel operation subordinate to the gambling operation.
Central Reservation System (CRS/CRoS)	The ability of guests to make a reservation for one out of a number of hotels by contacting one agency, contracted by the hotels acting as a group, to operate this "central" reservation service.
Chain Operating Company	A firm that operates several properties, such a Holiday Inn Worldwide or Hilton Hotels Corporation. Such an operator provides both a trademark and a reservation system as an integral part of the management of its manage properties.
Check-In	The procedures for a guest's arrival and registration.

Hotel Glossary of Terms

Check-Out	(1) The procedures for a guest's departure and the settling of his or her account. (2) A room status term indicating that the guest has settled his or her account, returned the room keys, and left the property.
Commercial Hotel	A property, usually located in a downtown or business district, that caters primarily to business clients.
Complimentary Room	A complimentary or "comp" room is an occupied room for which the guest is not charged. A hotel may offer comp rooms to a group in ratio to the total number of rooms the group occupies. One comp room may be offered for each fifty rooms occupied, for example.
Condominium Hotel	A hotel in which an investor takes title to a specific hotel room, which remains in the pool to be rented to transient guests whenever the investor is not using the room. The investor expects to receive a gain from the increase in value of the hotel over time, as well as receive ongoing income from the rental of his or her room.
Credit Card Commissions	A fee paid to credit card companies based upon a contracted percentage of credit card charges accepted.
Destination Clubs	The newest entrant to lodging, this niche most closely resembles country clubs in ownership structure. While developers of destination clubs expect to branch out into other price segments, for now this niche targets the most affluent of travelers. Customers pay initiation fees that can run as high as \$500,000 and annual dues running as high as \$25,000. In return, customers get to stay for weeks at a time in multi-million dollar residences and villas in prime urban and resort locations and enjoy a full range of amenities and services.
Extended-Stay Hotel	Hotel that caters mostly to persons who must be in an area for a week or longer. The guestrooms of mid-price/extended-stay hotels have more living space than regular hotel guestrooms, and may also have cooking facilities. Guestrooms in these hotels tend to be less expensive than guestrooms in full-service or all-suite hotels.
Facilities	Core physical features: accommodation, restaurants, bars, and meeting rooms.
Frequent Independent Traveler (FIT)	Designation which applies to visitors who arrive on their own as opposed to being a part of an organized group.
Franchise	The right to market a service and/or product often exclusive for a specified area, as granted by the manufacturer, developer or distributor in return for a fee: prevalent in the fast food industry but increasingly adopted within the hotel community.
Front Office	An office usually situated in the lobby, always located inside the main entrance, whose primary function is to control the sale of guest rooms, provide keys, mail, information service for guests, maintain guest accounts, render bills, receive payments as well as providing information to other departments within the hotel.
General Manager	The chief operating officer of a hotel.
Guest Account	An itemized record of a guest's charges and credits, which is maintained in the front office until departure. Also referred to as a guest bill, guest folio, and/or guest statement.
Guest Amenities	Not to be confused with "amenities", this is the term given to the range of disposable items provided in guest room bathrooms and includes such items as shampoo, lotion, conditioner, soap, toothpaste, toothbrush, shower caps, etc. The cost of these items are built into room rate.

Hotel Glossary of Terms

Guest History	A record maintained for each guest who has stayed at the hotel with a separate entry for each visit and details of pertinent preferences. This is a valuable reference tool for reservations, marketing, and credit departments. Guest histories are now more readily available through the increased utilization of computers and technology.
Guest House	A personal residence with a small amount of overnight accommodation sometimes limited by legislation and residence constraints. Typically provides breakfast which is included within the room rate but no other meals. Not licensed to provide alcoholic beverages commercially.
Guest Service Directory	A documented listing of all hotel features, together with general and pertinent information about the community within which the property is located. Directories are usually provided within each guest room.
Heads in Beds	Industry slang referring to the primary marketing objective of accommodations and most destinations – increasing the number of overnight stays.
High (Peak) Season / Shoulder Season	The period of consecutive months during which optimum revenues, room/suite occupancy and average room rates are generated.
Hotel	Minimum number of available rooms, services, and amenities, usually defined by legislation for licensing and classification purposes as well as eligibility for fiscal incentives in some jurisdictions. May provide food and beverage services on site but not always within the accommodation building(s): usually by in-house staff but occasionally through an outside food and beverage contractor. May or may not provide a range of recreation and other amenities on site or by arrangement with others off site. Includes motor hotel, resort hotel or resort, and commercial hotel.
Hotel Representative	An individual or firm with the responsibility to facilitate market accessibility to the hotel property by the travel trade.
Independent Hotel	A hotel with no chain or franchise affiliation. It may be owned by an individual proprietor or a group of investors.
Ingress and Egress	Ingress/Egress relates to the Civil Authority coverage part of the Business Income/EE forms. How easy is it for your customers to enter/exit the property?
Innkeepers Statutes	Statutes that limit the common law liability of innkeepers.
Intelligent Hotels	Hotels that are identified because they have state of the art technology systems for their operations. These hotels have replaced the traditional systems to reduce their energy cost and usually have integrated systems which join analog and digital systems to achieve an effective communication in their hotels. The return on investment is reflected in the energy-cost savings and the comfort they provide to their guests.
Late Charge	Charged purchase made by a guest that is posted to the guest's folio after their guest has settled his or her account.
Limited (Select) Service Hotels	Brand hotels with franchise memberships of recognized hotels, built within limited areas without a restaurant. These hotels are located near business areas such as industrial parks, cities, and airport terminals.
Low (off-peak) Season	The consecutive months during which the lowest revenues, room/suite occupancy and average room rates are generated.
Mini Bar	A specially designed small floor mounted refrigerator containing a variety of beverages and snacks located in guest rooms, with individual guest room key access. This amenity serves as a more credible and profitable substitute for room service.

Hotel Glossary of Terms

M.O.D.	Manager On Duty.
Motel	Overnight accommodation originally targeted to automobile travelers and therefore, situated at roadside locations. A more contemporary definition would be the provision of accommodation only, with no other amenities and services provided by the motel.
Night Manager	Evening Manager.
No Show	A customer with a reservation at a hotel who fails to show up and does not cancel.
Occupancy (Occ. %) (Occ Rate)	The percentage of available rooms occupied for a given period of consecutive time. This figure is calculated by dividing the number of rooms occupied for a period by the number of rooms available for the same period and is expressed as a percentage.
Overbooking	A situation in which more room reservations have been taken by a hotel than what the hotel is able to accommodate. Hotels that use overbooking as a policy are increasingly being targeted by tour wholesalers and operators in an attempt to better control and minimize the serious adverse marketing effects which overbooking has for all stakeholders.
Package	The name given to an assembly of components under a one price system. Typically, the core package price would include: return transportation, ground transfers, baggage handling, accommodation, one or more meals per day, and applicable taxes. Car rentals, recreation, entertainment, and gratuities may also be included, but are more often supplementary to the core package price.
Property	A hotel, motel, inn, lodge or other accommodation facility.
Proprietary Booking Engine	An internet reservation system that is owned and operated by an individual hotel or group of hotels to allow them to take reservation on their own website without paying a fee to the GDS, third party booking engines or franchise reservation systems.
Rack Rate	The current public rates quoted for each accommodation as established by the property's management. However, most rooms are discounted. (i.e. rented at less than the rate rack).
Registration Card	A form on which arriving guests record their names, addresses, and other details including mode of transportation used, nationality, purpose of visit (usually business or pleasure), method of payment, and length of stay. A space is also provided for signature, room rate and room number. Additional questions may be included as a part of the hotel's market research platform.
Resort Hotels & Spas	A hotel that caters primarily to vacationers and tourist(s) and typically offers more recreational amenities and services, in a more aesthetically pleasing setting, than other hotels. These hotels are located in attractive and natural tourism destinations and their clientele are groups, families, couples, or individuals who like adventure with sophistication and comfort.
Revenue Per Available Room (REVPAR)	<p>Revpar is the key measure in the performance of the core business of hotels-selling rooms. Revenue per available room (revpar) is the key indicator of performance for hotels and can be broken down into two parts reflecting occupancy and rates:</p> $\text{Revpar} = \text{occupancy (percentage of available rooms occupied)} \times \text{average room rate per night.}$ <p>Trends in revpar are very important. Revpar can be used to compare companies but only if they have broadly similar hotels - i.e. similarly priced in similar locations. This is less unlikely than it may seem as most hotels companies give regional breakdowns of revpar and this can be compared.</p>

Hotel Glossary of Terms

Room	Double: No guarantee of two beds; Double Double: Two double beds (or two queens or kings); Twin: Two twin beds (or two doubles or queens).
Room Block	A predetermined number of rooms reserved in advance for group (conference, tour) use.
Room Rack	A card index system that is constantly updated to reflect occupied and vacant rooms. In the evening, the room rack contains forms for only those registered guests remaining for the night who are to be charged for rooms. A daily room report can be prepared from the room rack.
Room Service	Food and beverage delivered and served in a guest room.
Rooms Management Module	A front office application of a computer-based property management system. The module (a) maintain up-to-date information on the status of rooms, (b) assists in the assignment of rooms during registration, and (c) helps coordinate various guest services.
Safety Deposit Boxes	Individual boxes provided for the safekeeping of guest valuables. Located either in a central, secure, and supervised location or in individual guest rooms.
Service Charge	A percentage of the bill (usually 15% to 20%) added to the guest charge for distribution to service employees in lieu of direct tipping.
Shoulder Season	The time between high and low seasons when rates are lower but the weather and crowds are almost as ideal as high season.
Star Ratings	<p>Five Star Hotel</p> <p>Luxury hotels; most expensive hotels/resorts in the world; numerous extras to enhance the quality of the client's stay (for example: some have private golf courses and even a small private airport).</p> <p>Four Star Hotel</p> <p>First class hotels; expensive (by middle-class standards); has all of the previously mentioned services; has many "luxury" services (for example: massages or a health spa).</p> <p>Three Star Hotel</p> <p>Middle class hotels; moderately priced; has daily maid service, room service, and may have dry-cleaning, Internet access, and a swimming pool.</p> <p>Two Star Hotel</p> <p>Budget hotels; slightly more expensive; usually has maid service daily.</p> <p>One Star Hotel</p> <p>Low budget hotels; inexpensive; may not have maid service or room service.</p> <p>No Category Hotels</p> <p>These hotels include motels, cottages, bungalows and others with limited services. Nevertheless, these hotels represent 41% of the total hotel market share.</p>
Third Party Booking Engine	An internet site that provides a booking engine where a traveler can search a large number of lodging facilities for availability and reserve a room. The lodging facilities are not affiliated with the site and pay a fee for the business that the third party site generates. Examples of third party sites include: hotels.com, priceline.com.

Hotel Glossary of Terms

Timeshare (Vacation Ownership)	<p>A marketing and equity financing concept which permits participants to enjoy vacation accommodation for a fixed, one time amount for life, or shorter contracted period. According to the American Resort Development Association (ARDA), timeshare consumers make a one-time purchase of furnished resort accommodations, at a fraction of whole ownership costs, and pay an annual maintenance fee. Each condominium, or unit, of a vacation ownership resort is divided into intervals, either by the week or points equivalent, which are sold separately.</p> <p>The accommodations are priced according to a variety of factors, including size of the unit, resort amenities, location, and season. The purchaser owns the vacation accommodations, but only for the amount of time he or she plans to use it - typically one or two weeks each year. With time-share, the owner has all the benefits of a vacation home without the year-round costs. From its origin, the idea behind time-sharing was to give people the ability to purchase their future vacation - at current prices.</p> <p>Fractionals are a variation of timeshare in which the purchaser owns longer intervals, from four to 12 weeks a year. Costs of fractionals are significantly higher, ranging to more than \$600,000. Major branded hotel companies participate in fractional timeshare, though not to the extent of independent operators.</p>
Tour Operator	<p>An organization or individual who actively manages and escorts tours and tour packages to Frequent Independent Traveler (FIT) and group visitors.</p>
Traditional Lodging	<p>Guests pay nightly rates for single rooms or suites and have full access to the hotels' range of amenities and services. Rates begin at "rack," but vary widely, based on time of week and season and nearby events and attractions.</p>
Transfer	<p>This refers to the transportation of visitors between their point of arrival and selected hotel, and back again on departure day.</p>
Wake up call	<p>A telephone call made by a front office representative at the guests' requested waking time in lieu of setting an alarm clock.</p>
Walk-In Guest	<p>A guest who checks-in without an advance reservation.</p>
Walked Guests	<p>When a hotel is overbooked and a guest room is not available for a confirmed guest, the hotel has to "walk the guest" to a nearby hotel. This usually includes paying for transportation to the hotel and covering any difference in the room rate at the hotel the guest was "walked" to.</p>
Waterpark Hotel	<p>A hotel that offers large recreational water elements such as large pools, multiple pools, slides or other water related venues.</p>

Glossary of Terms

Restaurant Glossary of Terms

Back of the House (BOH)	The area of the restaurant that customers typically do not access, such as the manager's office, kitchen area and the employee break room.
BEO/Catering Contract	Banquet Event Order (BEO) or Catering Contract is the document that shows everything you have requested and ordered to the Catering Manager. It should indicate times, food and beverage items and instructions and room preference set-up. Always carefully review this document before signing it and never assume that because you mentioned something verbally to your catering manager that it will be implemented. It should always be mentioned in the BEO/Catering Contract.
Cover	Each diner at a restaurant.
Cross Contamination	Occurs when bacteria and/or chemicals from one product come into contact with another product. An example would be storing vegetables under a meat product in a cooler and the juices from the meat drip on to the vegetables.
Dramshop Laws	Law concerning establishments serving alcoholic beverages to the public.
FIFO	The first-in, first-out method of rotation used in restaurants to avoid expiration by using up older products before newer ones.
Front of the House (FOH)	The part of your restaurant where the customer goes. These areas can be the entry area, the public bathrooms, the dining area, and conference room areas.
Guest Check	The invoice presented to restaurant and bar patrons for food and beverage consumed during a visit. Also referred to as a waiter's check or restaurant check.
HACCP	Hazard Analysis Control Point System. It helps ensure food handling errors do not occur and that safe food is served to your customers.
Hazard Communication Program	An OSHA standard requiring all food service operations to properly communicate and train employees in order to protect them against any hazardous chemicals used on the premises. This also included Material Safety Data Sheets (MSDS) as well as proper training.
Ingress/Egress	How easy it is for your customers to enter/exit your restaurant parking area.
Maitre D'	Heads the reservation/host desk at upper-scale restaurants. It is his/her job to oversee and coordinate reservations, seating, servers, etc. The Maitre D' commands much respect and is the one to see for special requests, concerns, comments, etc.
No Show	A customer with a reservation at a restaurant who fails to show up and does not cancel.
Par-Level	The amount of a certain product the restaurant should always have on hand for the period of time between deliveries.
Point of Sale System (POS)	Computerized systems that retail outlets such as restaurants enter orders and maintain various accounting information. The POS generally interfaces with the property management system (PMS).
Single Service Articles	Disposable tableware, carry out utensils designed for one-time or one personal use.
Sommelier	A trained wine expert who specializes in all aspects of wine at a fine dining restaurant.
Stair-Stepping	Scheduling employees at different intervals to improve productivity.
Street-Fighting	Marketing your store in your actual neighborhood (distributing flyers on car windshields, donating food to businesses, working with community based organization).

Restaurant Glossary of Terms

Table Turns

How many times a table in a restaurant is used to serve a new customer.

Glossary of Terms

Gaming Glossary of Terms

Accountability	The total amount of currency, coins, chips, tokens, receivables, customer deposits, and other items representing value for which the casino bank is responsible at a given point in time.
Ace	A playing card with the highest value. In blackjack, an ace may carry the value of 1 or 11 at the player's option.
Action	The amount of gambling a player does at a casino or the denomination which the player bets; the amount which is wagered; or the act of wagering.
Advantage (Casino Advantage, House Edge)	The statistical advantage a casino has over a player on a particular table game, slot machine handle pull, or other wager. It is usually expressed as a percentage.
Agent	A person who places customers into a book for a commission.
All-In	A poker player who has no chips remaining with which to continue betting a hand but retains the right to contend for the portion of the pot that he has already wagered.
Anchor Man	(3) The blackjack player who receives his cards last. (2) The player at the dealer's right. Also referred to as <i>Third Base</i> .
Ante	The predetermined wager required of each player in some card games before cards are dealt.
Apron	The area where chips are stacked on a roulette table.
Automated Coupon Redemption Machine	A device which dispenses coins or slot tokens for casino coupons or currency.
Award Schedule Card	See <i>Payout Schedule</i> .
Baccarat	A card game where players wager either on the player or the bank. The object is to obtain 9 or the highest two cards dealt closest to 9.
Back Door Cover	This occurs when a team usually out of the game scores meaningless points to cover the spread.
Bad Bet	A game you thought you had won and then lost.
Ball or "Boule"	The game of "boule" is an ideal introduction to table games. Boule is made up of a wheel and one or more gaming tables. Players gather around the table, place their stakes on the felt and watch as the croupier throws the 'boule', which skips from one number to the next on a wheel with 36 holes numbered from 3 to 9 four times each.
Bank	An inventory of items of value consisting primarily of currency, coins, chips, and receipts or other paperwork evidencing value. Banks are in many different areas of the casino including the cage, the tables, and the slot booths. For example, the bank is used to make change, pay winning bets, pay slot machine jackpots, perform hopper fills.
Banker	The entity bankrolling the game or casino. Also referred to as the <i>House</i> or the <i>operator</i> .
Bank Hand	In baccarat, one of the two hands on which a player may bet.
Bankroll	It pertains to the total money that either the player or the casino has on hand to back their wagering activities.
Barred	Someone who is not allowed to enter the casino premises permanently. Also referred to as <i>Banned</i> .

Gaming Glossary of Terms

Base Jackpot	The minimum fixed amount of a progressive slot machine's jackpot payout.
Base Plate	The interior shelf of a dealing shoe upon which the cards rest.
Basic Strategy	In blackjack, the best statistical method of playing without card counting.
Beard	A person who makes bets for someone else; a Runner.
Belly Glass	The glass panel on the bottom of the slot machine. It generally indicates the denomination of the machine or the name of the casino.
Bet	The act of wagering.
Betting Limits	These represent the minimum and maximum amounts of money that a player can wager on one bet in a table game. You cannot wager less than the minimum or more than the maximum amount posted.
Betting Right	(1) Betting with the shooter in craps. (2) Betting that the shooter will pass (betting the dice will be a 7 or 11 on the come out roll), or after a point is established, betting the point will be rolled again before a 7. Also known as <i>Betting With the Dice</i> .
Betting Ticket	A written record of a wager. It is printed serially and is used to record the event for which the wager was placed. It also includes the amount, date, and the line or spread. A betting ticket is usually used for racing and sporting event wagers.
Betting Wrong	(1) Betting against the shooter in craps. (2) Betting the dice will be a 2, 3 or 12 on the come out roll, or after a point is established, betting that 7 will be rolled before the point is made. Also known as <i>Betting Against the Player</i> .
Beve	The act of rounding the corners of dice in order to make certain outcomes more likely. One of the many ways to illegally alter dice.
Big Bertha	The name used to describe very large slot machines with many reels and a larger than average handle.
Big Six	See <i>Wheel</i> .
Bill Changer	A device within a slot machine that dispenses coins or tokens from the hopper in exchange for currency.
Bill Validator	Any electro-mechanical device attached either on or into a slot machine, electronic gaming device, or video lottery terminal which accepts and analyzes the legitimacy of currency and/or vouchers, validates the currency and/or vouchers, stores the currency and/or vouchers, and issues electronic credits equal to the value of currency and/or vouchers inserted into the device.
Bingo	A game of chance in which each player has one or more cards printed with differently numbered squares on which to place markers when the respective numbers are drawn and announced by a caller. The first player to mark a complete pattern of numbers (e.g., a row) wins.
Blackjack	A wagering game using cards. The object of blackjack is to achieve a score as close to 21 as possible without going over 21. The value of the player's cards must exceed the value of the dealer's cards in order to win.
Blind Bet	A mandatory wager before the cards are viewed (or in most cases before the cards are even dealt). It is collected in some poker games and required only of players sitting in specific positions at the table. The table positions rotate.

Gaming Glossary of Terms

Blower	In keno or bingo, a device used to mix the numbered balls and blow them individually into a receptacle for drawing.
Bluff	A common strategy utilized in poker, the player attempts to mislead his/her opponent(s) by pretending that his/her hand is better than it actually is.
Bookie	Short for bookmaker or a person who takes bets.
Booth Cashier	A casino employee who serves as the custodian of a slot booth bankroll.
Bottom Dealing	Cheating by dealing from the bottom of the deck of cards.
Boxman	The casino executive in charge of the craps game (sits between two dealers). On high-action, high-activity games, there may be a boxman for each half of the table.
Boys	A slang term for the dealers in a casino. "Boys" is an archaic term that is probably unacceptable in broader circles today.
Break Hand	In blackjack, a hand that has the potential for being higher than 21 by drawing an additional card (a hand totaling 12 or above). Also referred to as a <i>Bust Hand</i> .
Buck	A US\$100 wager.
Bump	To raise.
Burn Card	After a shuffle, the dealer takes away the top card (the card most likely known by an unscrupulous dealer or player after a shuffle) and places it face down in the discard holder. In a single deck game, the burn card is reversed on the bottom of the deck so players cannot see the bottom card in the deck.
Bust (Busting)	In blackjack, taking an additional card so that the total of the cards in front of you exceeds 21, resulting in a losing hand.
Buttons	Smaller chips used to mark various transactions in a casino including: (1) identifying the assigned value to color chips in roulette; (2) temporarily identifying credit granted to a player until a counter check can be signed; (3) temporarily identifying chips being credited to the cage before the receipt is obtained; and (4) identifying certain bets in craps.
Buy-In	The amount of money a player uses to buy coins or chips when commencing play. A player may increase his/her buy-in throughout the game.
Call	In poker, to make a wager equal to the immediately preceding bet.
Call Bet	A wager made orally by players.
Caller	In bingo or keno, the person who calls the numbers as they are drawn.
Candle	The lighted column mounted on top of the slot machine. The various lights indicate (1) the type of machine; (2) machine malfunctions; (3) machine door openings; (4) the player's request for change.
Capping	A form of cheating in which a card player places extra chips on top of the initial bet after the deal has begun or in some instances after the hand has concluded.
Card Counter	In blackjack, a player who counts the cards played to determine whether the remaining cards give an advantage to the player or the casino. A <i>Back Counter</i> is a player who counts cards and only joins the game when the remaining cards indicate an advantage.
Card Sharp	A person who is an expert at cards.
Cash Count Sheet	The form used to record and itemize the contents of the bank as they are counted.

Gaming Glossary of Terms

Cash Equivalents	Certified checks, cashier's checks, treasurer's checks, recognized traveler's checks, recognized money orders, and recognized credit cards.
Cashiers' Cage (Casino Cage)	A secure location within the casino which houses the cashiers, maintains custody of the cage's inventory, and provides banking services for players and other casino banks.
Cash Loads	The initial amount of currency, coins, tokens, or chips issued to a gaming table or slot machine.
Casino Advantage	See <i>Advantage</i> .
Casino Cashier	A person who works in the cage or is part of the cage staff.
Casino Host	An executive in the casino who is responsible for interacting with important players (high rollers). A host's duties can include the granting of credit and the issuance of complimentary services.
Casino Manager	The executive responsible for casino operations.
Catwalk	A clandestine area above the casino floor where surveillance personnel or casino management can observe play through one-way mirrors.
Central Credit	A company which maintains credit and other information on players for the mutual use of the casinos which subscribe to its services.
Chalk	A favorite.
Chalkeater	A person who bets only favorites.
Change Machine	A device which dispenses coins or tokens in exchange for currency.
Change Person	A casino employee who exchanges a player's coupons, coins, currency, or tokens for coins or tokens.
Check	(1) A draft on a bank account directing a bank to pay money as instructed. (2) A poker player waiving the right to initiate betting in a round, but still retaining the right to act if another player initiates betting. (3) A slang term for chips.
Check Credit Slip	A document that shows the total amount of a check accepted by the casino in return for credit to be issued to the player. Usually part of a counter check.
Chip Liability	The amount in currency of chips held by players at any point in time. Also known as <i>Chip Float</i> .
Chipper	In roulette, the second dealer who usually sorts chips. This individual is sometimes also referred to as a <i>Mucker</i> .

Gaming Glossary of Terms

Chips	Substitutes for actual currency in various denominations issued by the casino. Chips are used in gaming transactions between the house and the player. Chips are round in shape and contain the name of the issuing casino and the specific value of the chip. Their predefined values are typically as follows (in US\$): \$1.00, \$2.50, \$5.00, \$20.00, \$25.00, \$100.00, \$500.00, \$1,000.00, and \$5,000.00. Each denomination of value chips is colored differently in order to easily distinguish one set from the other. The most commonly used chip denominations and colors are: <table><thead><tr><th>Color</th><th>Value</th></tr></thead><tbody><tr><td>White</td><td>US\$1.00</td></tr><tr><td>Pink</td><td>US\$2.50</td></tr><tr><td>Red</td><td>US\$5.00</td></tr><tr><td>Yellow</td><td>US\$20.00</td></tr><tr><td>Green</td><td>US\$25.00</td></tr><tr><td>Black</td><td>US\$100.00</td></tr><tr><td>Purple</td><td>US\$500.00</td></tr><tr><td>Orange</td><td>US\$1,000.00</td></tr><tr><td>Gray</td><td>US\$5,000.00</td></tr></tbody></table>	Color	Value	White	US\$1.00	Pink	US\$2.50	Red	US\$5.00	Yellow	US\$20.00	Green	US\$25.00	Black	US\$100.00	Purple	US\$500.00	Orange	US\$1,000.00	Gray	US\$5,000.00
Color	Value																				
White	US\$1.00																				
Pink	US\$2.50																				
Red	US\$5.00																				
Yellow	US\$20.00																				
Green	US\$25.00																				
Black	US\$100.00																				
Purple	US\$500.00																				
Orange	US\$1,000.00																				
Gray	US\$5,000.00																				
Chip Tray	The tray in front of a dealer that holds the table's inventory of chips.																				
Churn	The effect of betting and rebetting money.																				
Circled Game	A game where the betting limits are lowered, usually because of injuries and/or weather.																				
Clapper	The indicator at the top of the Big Six Wheel which marks (designates) the winning number on a respective spin.																				
Class I Game	A social game that is not considered a game of chance, played solely for prizes of minimal value; or a traditional form of Indian gaming engaged in by individuals as a part of or in connection with tribal ceremonies or celebrations.																				
Class II Game	A game of chance including (if played in the same location) bingo, pull tabs, lotteries, punchboard and other games similar to bingo, whether live or electronic, in which players bet against other players; an electronic game played on a "linked" video gaming device that is connected to a central computer system.																				
Class III Game	Any form of gaming besides a Class I and Class II game, including electronic gaming devices with random-number generators and housebanked tables games.																				
Closer	The original of the table inventory slip form used to record each table inventory at the end of a shift. See also <i>Opener</i> .																				
Coin In	The amount of coins put into a slot machine by a player.																				
Coin-Operated Gaming Device	Any of the variety of mechanical, electronic, or computer devices used by players to place wagers by inserting coins or tokens. See also <i>Slot Machine</i> , <i>Video Lottery Terminal (VLT)</i> and <i>Electronic Gaming Device (EGD)</i> .																				
Coin Vault	A secure area within the cashiers' cage that performs banking functions and maintains custody of currency, coins, slot tokens, and supporting documentation.																				
Cold	A player on a losing streak, or a slot machine that is not paying out.																				
Cold Deck	(1) In card counting, the remaining cards (in the shoe), being unfavorable to the player. (2) Cards which are prearranged in order to affect the outcome of a card game. When a cold deck is put into a game, those cards are "cooler" to the touch than the cards which have been in play and handled by the dealer.																				

Gaming Glossary of Terms

Color Change	To change chips into larger or smaller denominations. Color changes can be (1) done by the dealer for a player—typically done immediately prior to a player leaving the table; (2) a breach of procedure where a casino executive avoids a fill or credit to a table by performing a color change between two or more tables (sometimes called a Cross Fill). Color change is also referred to as Color Out or sometimes simply Color.
Color Chips	Non-value chips which can be assigned any value based on the player's preference.
Color-In	In roulette, the cashing in of non-value chips for value chips when a player has concluded play.
Come Out Roll	In craps, the initial roll of the dice before a point has been established.
Commercial Casino	A private-sector establishment (i.e., nongovernmental) — whether land-based, riverboat, dockside or limited stakes — that exclusively offers games of chance and is regulated and taxed by the state where it is located.
Common Card	In the poker games Hold'em and Omaha, a card dealt face up which is used by all players. It is dealt only if a deck holds insufficient cards to finish dealing cards to all players individually. Also referred to as the <i>Community Card</i> .
Complimentary Services (Complimentary, Comp)	Food, beverage, entertainment, hotel rooms, or transportation given by the casino, at reduced or no cost, in return for significant action from the player.
Count	(1) The total counted for a particular event, game or shift. (2) The process of counting coins, currency, chips, markers, or any other item of value.
Counter Check	A blank check provided by the casino for the player in lieu of a personal check. The casino presents the counter check to the player's bank for payment of credit. A counter check is issued directly against the player's bank account. It is commonly referred to as a <i>Marker</i> .
Counting Cards	In blackjack, the process of counting the cards played to determine whether the cards remaining in the shoe give an advantage to the player or the casino.
Counting Machine	A mechanical or electronic device to count coins or currency. When the value of the coins is determined by weight, the scale is also considered to be a counting machine.
Cover	To win by more than the point spread.
Craps	(1) A game that is based on rolling the dice. (2) Roll of 2, 3 or 12 on the dice. On the come out roll, craps loses when "betting right."
Credit Chips	A separate set of value chips used only by players playing on credit.
Credit Limit	The amount in currency of credit available to a player.
Credit Manager	The executive responsible for the execution of the casino's credit policies.
Credit Play	Wagering by means of credit available to a player.
Credit Slip	A casino form recording the amount of chips removed from a gaming table and transferred to the cashiers' cage. A credit slip can also be used to transfer markers from the gaming tables to the cage.
Cross Fill	See <i>Color Change</i> .
Crossroader	A cheat who travels cross-country (or from casino to casino) to cheat at card games.
Croupier	See <i>Dealer</i> .
Customer Deposit	An amount placed on deposit with the cashiers' cage by the player for use in the future.

Gaming Glossary of Terms

Cut	Splitting the deck(s) of cards to create a different order. Players are offered a plastic card or marker to indicate the position at which they would like the cards cut.
Day Shift	Represents scheduling of employees and cashiering responsibilities for the daylight period (e.g., 8:00 a.m.—4:00 p.m.). See also <i>Swing Shift</i> and <i>Grave Shift</i> .
Deal	To give out cards during a card game.
Dealer	A casino employee who deals cards (or runs such games as roulette, craps, big six), collects and pays off players' bets and controls the speed of the game. Anyone involved in the direct conduct of the game such as bankers, boxmen, stickmen, and croupiers come under the general description of a dealer.
Dealing Shoe	A device from which playing cards are dealt.
Deck	The fifty-two playing cards with which casino games are played. A deck consists of four suits (hearts, diamonds, spades, and clubs) with value cards of 2 through 10, plus a jack, queen, king, and ace in each suit.
Deuce	A two in dice.
Dice (Die = 1)	A pair of cubes with the numbers 1 through 6 represented on the sides. The opposite sides of a die will always add to 7 (e.g., 1 and 6 are on opposite sides of the die).
Dime Bet	A wager of US\$ 1,000. To bet two dimes is to wager US\$2,000, three dimes equals US\$3,000, etc.
Discard Tray	A tray or box where cards used in a game are held awaiting shuffling. Discard trays are used predominantly in blackjack.
Diverter	A device which channels coins played in a slot machine to the hopper or to the drop bucket when the hopper is full.
Dockside Casino	A casino on a body of water that is not required to cruise or is a permanently moored barge.
Dog	The underdog.
Dolly	In roulette, the marker used to indicate the winning number.
Don't Pass	In craps, a wager that (1) on the come out roll, a 2, 3, or 12 will be rolled, or (2) subsequently, a wager that a 7 will be rolled before the point which was established on the come out roll.
Double Down	In blackjack, a player's option of doubling the bet on the first two cards received and subsequently receiving one additional card.
Doubling Up	Doubling the size of the previous bet. Many players use this strategy in an attempt to "get even". Table limits prevent this strategy from being utilized on an unlimited basis. Also referred to as pressing.
Draw	In poker, to exchange discarded cards, after the initial betting round, for an equal number of new cards out of the deck.
Drop	(1) In table games, the total money, plaques, and chips in the table drop box and the amount of markers issued at the table. (2) In slot machines, the total amount of coins and tokens in the drop bucket and cash in the cash storage box.

Gaming Glossary of Terms

Drop Box	In table games, a locked metal container attached to the gaming table with a locking mechanism. The drop box is permanently marked with a number corresponding to the table. It is also marked to indicate the type of game and the shift during which the box is used. All drop, as well as any other documents that may be involved with gaming transactions at the table, are put in the drop box.
Drop Box Sleeve	The five-sided metal receptacle into which the drop box is inserted to attach to the table.
Drop Box Slot	An opening in the top of the table over the drop box permitting money and paperwork to be inserted in the drop box.
Drop Bucket	The bucket placed in the slot machine cabinet which fills with coins after the slot machine's hopper is full.
Edge	An advantage over an opponent.
Effective Tax Rate	The total percentage a casino pays in taxes, including taxes on direct gross gaming revenue and admissions as well as corporate, payroll, real estate and other taxes similar to those paid by other business.
Electronic Gaming Device, or EGD	Any mechanical or electrical game of chance, including slot machines, video lottery terminals (VLTs) and video bingo, video pull-tabs and video poker machines.
Encryption	A software security measure taken by online casinos to ensure that online transactions are safe from hackers.
En Prison	(French phrase) The stake left on the table in roulette for another spin after backing an "Even Money" bet and the outcome was zero or double zero. It is similar to a bonus, offered in some casinos.
EPROM	The computer chip in a slot machine. EPROM stands for 'erasable programmable read only memory.'
Even Money	A bet that pays back the same amount that was wagered, plus the original wager. A wager on which a side lays no juice or vigorish.
Even Money Exchange	The act of exchanging two items of value, one for another. For instance, US\$100 in currency for US\$ 100 in chips is an even money exchange. Increasingly, even money exchanges between cashiers or banks are accompanied by paperwork evidencing the transaction.
Exclusion List	A list or lists which contain the identities of persons who are to be excluded or ejected from any licensed gaming operation in any jurisdiction. The list may include any person whose reputation or conduct is such that his/her presence within a gaming operation may call into question the honesty or integrity of the operation or pose a threat to the interests of the jurisdiction.
Exotic	Any wager other than a straight bet or parlay; a proposition or "prop" bet.
Expected Field Return	The theoretical payout percentage on a poker or blackjack machine being played by players using various strategies.
Exposure	The maximum amount of money a sports book stands to lose on a game.
Extension	The amount of money the house theoretically will risk losing on a game or a race.
Eye in the Sky	The overhead surveillance system which monitors gaming transactions on the casino floor.
Face Cards	The playing cards with a face -jack, queen, and king. These cards carry a value of 10 in most casino card games. Also referred to as a <i>Picture Card</i> .

Gaming Glossary of Terms

Face Plate	The front wall of a dealing shoe against which the next card to be dealt rests.
False Drop	Cash or credit used to purchase chips at a gaming table by a player when that player does not play.
Fan	The spread of the playing cards for inspection.
Favorable Deck	In blackjack, when the remainder of the deck is known to have cards which, when dealt, will be favorable to the player.
Figure	Amount owed by or to a bookmaker.
Fill Slip	A document showing the transfer of chips from the cashiers' cage to the gaming table.
Final Fill or Final Credit	The last transfer of chips to (fill) or from (credit) the gaming table. The cashiers' cage uses it to restore the table float to the original imprest amount.
Firing	Betting a lot. A player who is 'firing' is wagering large sums.
First Base	In blackjack, (1) the player at the table that is first to receive cards or act on them. (2) The player to the dealer's left.
Fish	A player who loses money. See also <i>Shark</i> .
Flash	To show the dealer's hole card to a partner.
Flat Betting	A way of betting where the same amount is bet on each wager. For example, if a player always bets US\$ 10 on each hand or spin and never raises or lowers their bet, they would be said to be flat betting.
Flat Passers	Dice which have been altered to make the outcomes 4, 5, 9, and 10 occur more frequently than normal. In craps, it usually involves shaving down the opposite 6-1 sides on one die and the 3-4 sides on the other die. These dice are illegally introduced to the game after the point is established.
Float	The chip tray and/or amount of chips on a table game.
Float Cover	The locking lid covering the chip tray.
Floorperson	A casino executive who supervises the gaming tables in a specified area within the casino pit.
Flush	In poker, a hand with five cards of the same suit.
Fold	In poker, to withdraw from a hand; it is signaled by discarding the cards and refusing to equal the preceding wager.
Foreign Chips	Chips from another casino.
Free Bets	The craps odds bets available to the player after a point is established. Free bets have no casino advantage. See also <i>Odds Bet</i> .
Front Money	A customer deposit used in lieu of credit to guarantee payment of a marker issued.
Full House	In poker, a hand with three of a kind combined with any other pair.
Futures	Bets made on one day that place on a later day, maybe months later.
Gaming Count Sheet (Master Game Report, Hit Sheet, Stiff Sheet)	The form used to record the count of currency, coins, chips, markers, and other items of value from the drop box for each of the table games. It is used to compute drop and win.
Getting Down	Placing a bet.

Gaming Glossary of Terms

Grave Shift (Graveyard Shift)	Represents scheduling of employees for the early morning period (e.g., 12 midnight to 8:00 a.m.). See also Day Shift and Swing Shift.
Grease	A bribe.
Grifter	A dishonest gambler.
Grind (Grind Joint)	(1) A small stakes player. (2) A casino where small stakes players generate the majority of revenue.
Gross Gaming Revenue	The amount a gaming operation earns before taxes, salaries and other expenses are paid — the equivalent of “sales” not “profit.”
Hand	(1) The original cards dealt to a player or dealer. (2) The cards held by a dealer or player at the completion of play.
Handicapper	A person who studies factors such as statistics, injuries, weather and news to predict the outcome of games.
Handle	(1) The total amount of money bet by players. (2) In slot machines, the amount measured by the coin in meter in a slot machine. The total amount wagered on gaming tables and unmetered slot machines cannot be measured.
Hard Count	(1) The total amount of coins or tokens removed from the slot machine drop buckets. The amount of money counted during the hard count is also considered the drop. (2) The actual process of counting the coins and tokens.
Hard Total	In blackjack, a total count of a player's cards which does not include an ace or when the hand includes an ace that is counted as a 1. Example: Hand number 1: A 7 card and a 10 card is a Hard 17. Hand number 2: A 7 card and one Ace is a Hard 8.
Heat	Casino supervision or attention to a game particularly when cheating is suspected.
Hedge	To reduce amount of action by wagering on the opposite side of a previous bet.
High Rollers (Premium Players)	High stakes players. See also <i>Whales</i> .
Hit (Hit Me, Draw)	A term used when a player wants to receive an additional card(s).
Hit Sheet	See <i>Gaming Count Sheet</i> .
Hold	(1) For table games, the comparison of the win to the drop. (2) For slot machines, the comparison of the win to the handle (coin-in). Sometimes the hold is referred to as the P.C. or hold percentage.
Hole Card	In card games, the card which is dealt face down to the dealer or player and is not known until the hands have been played.
Hook	The half point in point spreads; as in 6 1/2, 6 and a hook.
Hopper (Payout Reserve Container)	The mechanism in a slot machine which contains the coins or tokens used to make automatic payouts when winning combinations occur.
Hopper Fills	(1) Coins or tokens placed in a slot machine when it is first placed on the casino floor. (2) Placing coins or tokens in the slot machine hopper in order for the machine to pay machine-paid jackpots.
Hopper Fill Slip	A form used to record the value of coins or tokens put into the slot machine hopper.

Gaming Glossary of Terms

Hopper Storage Area	A secure compartment located adjacent to the drop bucket compartment of a slot machine that is used for temporarily storing coins or slot tokens to be deposited only into the corresponding slot machine's hopper.
Hot Deck (Positive Deck)	See <i>Favorable Deck</i> .
Hot Hand (Hot Shooter)	In craps, a player who is rolling the dice and making points and numbers for a long period before rolling a 7.
House	The casino or gambling facility.
House Advantage	A measure of how much a casino expects to win, expressed as a percentage of the player's wager.
House-Banked Game	A game in which the player bets against the house; Class III games (e.g., blackjack and other table games).
House Edge	See <i>Advantage</i> .
Identification Credentials	A valid credit card, driver's license, passport, or other form of identification which contains the player's signature.
Imprest Basis	The basis upon which the cashiers' cage and slot booth funds are replenished from time to time. The replenishment is done in exactly the amount of the net expenditures from and the amounts received in those locations.
Incompatible Function	A function that places conflicting demands on any person or department by putting them in a position to both perpetrate and conceal errors or irregularities in the normal course of their duties.
In-Meter	The meter on a slot machine that records the number of coins played. It is also referred to as the coin-in meter.
Insurance	In blackjack, a bet the player may make, which will pay if the dealer has Blackjack. It is "insurance" against a dealer having Blackjack. Insurance is only offered when the dealer's up card is an ace.
Jackpot	Any money, merchandise or thing of value paid to a player as the result of a specific winning combination of characters indicated on a slot machine and the amount due to the player.
Jackpot Meter	The meter on a slot machine which records the amount of jackpots paid.
Jackpot Payout	The portion of a jackpot paid manually. The amount is the difference between the amount paid by the slot machine.
Jackpot Payout Slip	A form specifying the amount of money paid to a slot machine winner that was not automatically paid by the slot machine.
Joker	The fifty-third card in a deck, sometimes used as a wild card.
Juice	(1) Slang term for having good contacts within the casino (i.e., having friends who are casino decision-making executives). (2) Another name for the commission paid to the house. See <i>Vigorish (Vig)</i> .
Junket	A group of players who travel to a casino for the primary purpose of gambling at that casino. Often the cost of the food, lodging and transportation for these players is paid by the casino.
Junketeer	A player participating in a junket.
Junket Representative	The person responsible for organizing a junket. Also referred to as a <i>Master</i> .

Gaming Glossary of Terms

Keno	A game using 80 numbered balls from which 20 are selected. Players bet on 1 to 15 of the numbers they believe will be selected.
Key Control Log	A log in which personnel must sign to obtain keys enabling access to drop boxes, safety deposit boxes, count rooms, the cashiers' cage, and other restricted areas.
Ladder Man	A supervisor sitting on a high chair to observe gaming play.
Lammer Buttons	See <i>Buttons</i> .
Land-based Casino	A casino that is built on an earth foundation, not on a waterway.
Late Bet (Past Posting)	An illegal bet placed after the outcome is known.
Layoff	A "wager" made by one race or sports book with another to balance an excessive amount of customer bets on one possible outcome of an event.
Layout	The felt surface of a gaming table displaying the game and spaces for placement cards and various bets.
Limit	The minimum and maximum amount allowed to be bet at a table, game or casino.
Limited Stakes Casino	A casino in which the allowable bet on a single hand is limited to a maximum wager.
Line	The odds on a game, also referred to as the price. See <i>Point Spread</i> .
Link	Two or more slot machines linked to a single progressive meter.
Load (Loaded Dice)	Dice which are weighted unevenly to affect the outcome.
Location Number	The number assigned to an area of the casino floor which identifies the site where the slot machine is positioned.
Longshot	Large underdog.
Loose (Liberal) Slots	Slot machines with a high payout percentage.
Machine Payout	Coins paid out automatically by the slot machine to a player as a result of a winning combination.
Main Bank	A fund of currency, coins, tokens, and chips in the cashiers' cage. As the name implies, the main bank is the primary bank in the cashiers' cage.
Manufacturer's Serial Number	A unique number permanently assigned to a slot machine by the manufacturer for identification and control purposes.
Marker	See <i>Counter Check</i> .
Marker Card	In blackjack, the plastic card used to indicate which cards will not be used in the shoe. The use of a marker card guarantees a certain number of cards will not be played, thereby helping the casino eliminate the effectiveness of card counting.
Master Game Report (Stiff Sheet)	See <i>Gaming Count Sheet</i> .
Meters	Mechanical or electronic devices in a slot machine recording the number of coins in, coins dropped, coins paid out to players, and times the slot machine handle was pulled. There is also a meter which shows the player how many coins should be paid when a winning combination is hit.
Middle	Betting both sides of a game at different prices with the hope of winning both wagers; for example, if a bettor played Chicago (minus-4) and Los Angeles (plus-6), and Chicago won by 5, the bettor would win both wagers.

Gaming Glossary of Terms

Minus Count (Negative Count)	In blackjack, when the remainder of the deck is known to have cards which, when dealt, will have a player disadvantage. See also <i>Cold Deck</i> .
Money Management	A player varying the amount of his bets.
Move	Cheating; particularly sleight-of-hand cheating.
Mucker	(1) In blackjack, the process of adding cards which are favorable to the player in a multiple-deck game. (2) See Chipper.
Multiple Deck	The use of two or more decks, which are usually dealt from a shoe, in a card game. Casinos use multiple-deck games to speed play (less time for reshuffles) and to discourage card counting.
Natural	(1) In blackjack, a hand totaling 21 after the first two cards are dealt. (2) In craps, a 7 or 11 on the first roll of the dice. (3) In baccarat, an 8 or 9 on the first two cards.
Negative Count	See <i>Minus Count</i> .
Net Winnings	Total payout less your stake.
Nickel	In betting terms, US\$500.
Non-Negotiable Chips	Promotional casino chips that cannot be exchanged for cash.
Non-Value Chips	Chips with a value assigned during play. Non-value chips are most commonly used on roulette tables to differentiate players.
Numbers	See <i>Point</i> .
Nut	Slang term for the expenses the casino must cover with casino win before a profit is earned.
Odds	The probability of one outcome versus all other outcomes.
Odds Bet	In craps, a bet made in addition to the pass, come, don't pass or don't come bets on which the house has no advantage.
Off the Board	A game on which bookmakers are not accepting wagers, generally because of injuries.
One-Armed Bandit	A slot machine.
Open	In poker, the player who bets first.
Opener	The duplicate copy of a two-part table inventory slip upon which the table inventory is recorded at the end of the shift. It serves as the record of each table inventory at the beginning of the following shift. The original copy of the table inventory slip is called the <i>Closer</i> .
Overlay	When the odds of a proposition are in favor of the bettor rather than the house.
Over/Under	In sports wagering, the number that is set by oddsmakers to represent the total number of points scored in a given sporting event (over or under the final score). An over/under line can be set with regard to other aspects of the game aside from the final score (see <i>Proposition Bets</i>).
P.C.	See <i>Hold</i> .
Paddle	A device used to insert money and casino paperwork into the drop box through the drop box slot. The paddle remains in the slot to help prevent unauthorized insertion of paperwork into the drop box.
Pair	Two cards or dice with the same value.

Gaming Glossary of Terms

Pair Splitting (Splitting Pairs)	In blackjack, the player's option to split a pair into two hands so each can be wagered as a separate hand.
Panguingui (Pan)	A rummy-like card game usually played in poker rooms.
Par	The base amount of coins, token, currency or chips in a defined area.
Parlay	A one-bet ticket written with at least two wagers. All bets must win for the ticket to cash.
Pass	In craps, (1) a winning result in dice. (2) A wager that on the come out roll, a 7 or 11 will be rolled or subsequently duplicating the point which was established on the come out roll.
Past Posting	See <i>Late Bet</i> .
Pat (Stand Pat)	In blackjack, a hand which does not require an additional card. Dealers must stand pat with a total of 17 or higher.
Payline	The line on a slot machine window on which the symbols from each reel must line up. Slot machines can have as many as 20 paylines.
Payoff	The amount of money paid out on a winning wager.
Payout	Any money, merchandise or thing of value, including coins, paid to a player who wins a jackpot.
Payout Percentage	Also referred to as payback percentage. The percentage of each currency unit played in a video or slot machine that the machine is programmed to return to the player. Payout percentage is 100% minus the house edge.
Payout Reserve Container	See <i>Hopper</i> .
Payout Schedule	The schedule of payouts for various winning combinations on a slot machine.
Payout Sheet	A display illustrating the statistics of the slot machine supplied by the manufacturer.
Pick	A game where neither team is favored; an even game.
Pigeon	An uneducated, naive, or unsophisticated gambler.
Pit	An area of a casino in which a group of tables are arranged. The center area is restricted to dealers and other casino personnel.
Pit Boss	The casino supervisor responsible for all games in a particular pit.
Pit Clerk	An employee at the pit stand in a table game pit who prepares documentation (or operates a computer terminal) for fills, credits, player credit instruments, and player ratings.
Pit Stand	The desk in the center of a casino pit where activity reports are generated and stored.
Plaques	Objects that substitute for money and are similar to chips in appearance. Plaques are frequently used in foreign casinos and in some casinos in the US for baccarat. Plaques are also used in some casinos when there is a large amount of buy-in occurring at the cashiers' cage in different currencies. When the player takes the plaque to the gaming table, it is dropped as if it were cash and the player is given chips for use at the table.
Player	A bettor; gambler.
Player-Banked Game	A game in which the player bets against other players; Class II games (e.g., bingo and pull tabs).
Player Cash Deposit	See Customer Deposit.
Player Check	A check provided by the player to the casino drawn on the player's bank.

Gaming Glossary of Terms

Point	In craps, if during the come out roll, the player rolls a 4, 5, 6, 7, 8, 9, or 10. That number (the point) has been established as the number to roll again before rolling a 7 in order to win the pass line bet.
Point Spread	The number of points by which a team is favored to win a sporting event. This number is systematically set by oddsmakers whose job is to even out the total amount wagered so that it is distributed equally on both sides (or on both teams). Also referred to as the <i>line</i> , or <i>betting line</i> .
Poker	A fifty-two card game. Players wager against each other based on the value of their hand. The casino takes a commission or rake from the pot of wagers.
Positive Deck	See <i>Favorable Deck</i> .
Pot	In a poker game, the amount of money that accumulates in the middle of the table as each player antes, bets, and raises. The pot goes to the winner of the hand.
Press	Increasing the size of the next bet, usually by doubling.
Probability	The likelihood of one outcome over all other possible outcomes.
Progression Betting	A system of betting applied to many games where the bet size is systematically changed, up or down, across series of rounds of play according to some predetermined formula.
Progressive Slot Machines	A slot machine with a jackpot that increases with each wager.
Proposition Bets	Side wagers. Bets that are placed on aspects of the game (or other event) aside from the end result.
Puck	In craps, the round plastic marker used to indicate the point (looks like a hockey puck).
Pull-tabs	A game of chance in which a player opens perforated windows on a paper card, matching symbols on the card to win. Each group, referred to as a set, of pull-tabs has a unique prize structure; winners collect the prize that correlates to the specific pull-tab set.
Punter	A UK term for a <i>table games player</i> .
Punto Banco	European name for <i>baccarat</i> .
Push	A tie in a casino game.
Quading	In surveillance, viewing and taping from four cameras on the same monitor and VCR.
Queer	Counterfeit money.
Rabbit Ears	A V-shaped device which holds the 20 balls drawn during a keno game such that the numbers are visible to players and employees. See also <i>Blower</i> .
Race Book	An area in a casino specializing in the acceptance of wagers on the outcome of racing events.
Racetrack Casino, or Racino	A hybrid of a pari-mutuel venue — horse track, dog track or jai alai court —and a casino. Typically, the “casino” at a racino offers only slot machine games.
Racino	A racetrack facility that has been modified to include slot machines, electronic gaming devices, or video lottery terminals. The racetrack may conduct either horse racing or dog (greyhound) racing events.
Rack	The plastic tray holding 100 chips.
Rail	(1) The cushioned padding surrounding the gaming table. (2) The outer wall of the roulette wheel.

Gaming Glossary of Terms

Raise	In poker, to make a wager greater than the preceding wager.
Rake	(1) The dealer's stick. (2) See Take.
Random-Number Generator	A mechanism inside the computer of a Class III game that ensures that each pull has an equal chance at hitting the jackpot.
Rated	Determination by the casino that a player's skill level is above average or on a professional level. A player's rating may be stored on computer and referred to the pit.
Rating Slip	A slip used in the casino pit to keep track of a player's action for purposes of determining if the player is entitled to comps.
Reel Cycle	The theoretical playing of a slot machine with each possible combination occurring once before there are any repetitions.
Reel Settings	The positions on a slot machine wheel controlling the outcome of winning combinations.
Request for Credit	A document to authorize the preparation of a credit slip for the transfer of chips, coins, plaques, or markers from the gaming table to the cashiers' cage.
Request for Fill	A document that authorizes the preparation of a fill slip for the transfer of chips, coins, and plaques from the cashiers cage to the gaming table.
Reserve Chips	A second complete set of chips with colors and markings that enable them to be distinguished from the primary set of chips. These chips replace the primary set when the casino suspects counterfeit chips are in circulation.
Returned Check	Any dishonored player check returned to the casino by the player's bank.
Reverse	A specific type of wager in sports betting in which the player combines two bets into one in an attempt to win four times the initial wager. The player must win both options in order to collect the maximum payout (four times the initial wager) on the bet. A losing reverse generally pays out twice the amount of vigorish to the house than what would be paid on a straight wager. If the player ties (pushes) on one end of the bet and wins on the other end, the player receives twice the initial wager. If the player ties (pushes) on one end of the bet and loses on the other end, twice the initial wager is lost to the house, plus the vigorish. A <i>reverse</i> is a high-risk, high-reward sports wager.
Rig	To fix the outcome illegally.
Right Bettor	See <i>Betting Right</i> .
Rim Credit	Temporary advance of chips to players well known to the casino until their marker is prepared. The amount is usually noted with a lammer button.
Roll	(1) A single roll of the dice. (2) A complete series of rolls until a player sevens out. A player can establish and make several points before sevening out in a long roll.
Roller	The plastic weight holding cards against the face of the shoe.
Roulette	A game where players bet upon which of 38 numbers on a rotating wheel a small ball will come to rest.
Round	A complete series when all players and the dealer have finished acting on their cards.
Round Robin	A single ticket comprised of more than one parlay.
Royal Flush	In poker, a hand of 10, jack, queen, king, and ace, all of the same suit.
Run	The length of play. A good or bad "run."
Rundown	A list of odds on a particular day's games.

Gaming Glossary of Terms

Runner	See <i>Beard</i> .
Running Count	In blackjack, the value of the remaining cards which are yet to be dealt in a card counting strategy.
Scalper	One who attempts to profit from the differences in odds from book to book by betting both sides of the same game at different prices.
Scam	Cheating, stealing and other dishonest gaming techniques.
Scamdicker	A tout who gives outlandish promises about win percentages and expectations.
Score	To win a lot of money.
Scratch	(1) In blackjack, the signal a player uses to request an additional card (scraping the finger or card on the surface of the table). (2) Withdraw or cancel.
Security Department Member	Any person employed by a casino to provide physical security in the casino.
Seven Out	In craps, the roll of a seven after a point has been established thereby ending the player's roll (sometimes referred to as a "crap out").
Shark	A good, crafty player often posing as a fish early in the game. See also <i>Fish</i> .
Sharp	A sophisticated or professional sports bettor.
Shaved	Dice which due to alteration are not symmetrical cubes, thus preventing the outcome of a roll from being random.
Shift	The regular, daily work period of a group of casino employees administering the operation of table games, slot machines, and the cashiers' cage.
Shift Boss	The person responsible for all casino operations during a given shift. The pit bosses from any given shift report to the shift boss.
Shill	A gaming player employed and bankrolled by the casino to start a game or keep a sufficient number of players in a game. Most often a shill is used in baccarat when too few players are available.
Shoe	The secure container from which cards are dealt in blackjack and baccarat. The dealer places shuffled cards into the shoe and then deals the cards from the shoe.
Shooter	In craps, the player currently rolling the dice.
Short Pay	A slot machine payout less than the amount required by the payout schedule. The player receives the additional amount from a slot attendant or from the slot machine after a hopper fill.
Shuffle (Shuffle Up, Reshuffle)	The process of mixing the cards prior to dealing in an effort to achieve randomness in deck(s).
Signature	A signature should include at least the signer's first initial and last name. It signifies the signer has prepared the material or participated in the transaction to the extent of being able to attest to the accuracy of the information, including counting the items, which is part of the transaction. Signature records are usually stored. It is usually helpful to have the signer print his or her title.
Single Deck	A blackjack game played with one deck.
Sleeper	A bet left on the table by the player's forgetfulness or a winning wager not presented for payment.

Gaming Glossary of Terms

Slick Dice	Polishing or smoothing some sides of the dice to affect the outcome.
Slip Dispenser (Form Dispenser, Whiz Machine)	A locked form dispenser used to issue forms in numerical sequence. One of the copies of the form is retained in a locked section of the dispenser after the transaction.
Slot Booth	A bank in the slot machine area used to provide change to players, issue jackpots and hopper fills, and redeem coins for currency.
Slot Carousel (Slot Runway)	A circular or oval configuration of slot machines. In the center of the slot configuration is a raised area where a slot cashier can provide change to players.
Slot Cash Storage Box	A container located in each bill changer which accumulates the cash inserted into the bill changer.
Slot Fills	See <i>Hopper Fills</i> .
Slot Machine	A device that pays off based on the outcome of mechanical or electronic wheels initiated by a handle pull. Slot machines are also called one-armed bandits. In modern times, machines on which poker is played are also referred to as slot machines.
Slot Machine Count Sheet	A document for recording the amount of coins or tokens retained by the casino from a particular slot machine. The count sheet often includes meter readings, coin weight, hand-paid jackpots, hopper fills, and any other information necessary to determine the slot machine's drop and win.
Slot Machine Drop	The sum of the total amount of coins and slot tokens removed from the drop bucket and the cash in the slot cash storage box.
Slot Machine Load	The initial slot machine fill.
Slot Machine Runway	See <i>Slot Carousel</i> .
Slot Machine Win	Revenue generated by a slot machine which is determined by subtracting the hopper fills (other than the initial hopper fill and initial fill of hopper storage areas) and manual jackpot payouts from the slot machine drop.
Slot Mechanic (Slot Technician)	A casino employee who repairs the slot machines.
Slot Win Sheet	The accounting record of slot machine winnings. The slot win sheet can include the amount of coins or tokens retained by the casino, meter readings, coin weight, hand-paid jackpots, hopper fills and the net win and win percentage by denominations for the period.
Slug	A metal disk having no cash value, used to cheat a slot machine.
Snake Eyes	In craps, when both dice are rolled and each shows a 1 (totaling 2 on the roll).
Soft Count	(1) The total amount of currency, chips and plaques removed from the drop box. (2) The process of counting the drop box contents for table games. (3) The amount of table drop, in terms of currency.
Soft Total (Soft Hand)	In blackjack, a total count of the player's cards which includes an ace counted using 11 as its value. For example, a 3 card and an ace equals a soft 14, but the player can also look at these cards as a hard 4, allowing the option of taking a hit without fear of going over 21 (busting).
Splitting Pairs	See <i>Pair Splitting</i> .
Spread	(1) Betting more than one hand at a time. (2) See <i>Point Spread</i> .

Gaming Glossary of Terms

Sports Book	An area in a casino specializing in the acceptance of wagers on the outcome of certain professional and amateur athletic sporting events.
Square	A novice or rookie sports bettor.
Squirrel Cage	A device used in keno to mix the balls.
Stack	Twenty chips. Also referred to as a <i>barrel</i> .
Stacked Deck	Cards that are pre-arranged in a sequence to deliberately affect the outcome of the game.
Stand (Stand Pat)	In blackjack, a player requiring no additional cards.
Steam	When a large amount of money starts to come in on one side of a game and the line moves rapidly.
Stick	In craps, the device used by the dealer to move the dice on the table.
Stickperson	In craps, the person working at the table who controls the dice with the stick, calls the numbers thrown (on the dice), and is responsible for dictating the tempo of the game.
Stiff Sheet	See <i>Gaming Count Sheet</i> .
Straight Bet	One wager, as opposed to a parlay.
Streak	A run of wins or losses, as in a hot streak or a cold streak.
Strike Number	In card counting, the plus or minus position of the remaining cards to be dealt. The strike number is used to determine when to increase or decrease the bet.
Strippers	Cards which have been cut along the edges to make them a slightly different shape, thus enabling the skilled card handler to manipulate the outcome of the game via recognition of such cards.
Sucker Bet	A bet that holds a high casino advantage.
Suit	Any one of the four types of cards: clubs, diamonds, hearts or spades.
Swing Shift	Represents scheduling of employees and cashiering responsibilities for the late afternoon and evening periods (e.g., 4:00 p.m. to 12:00 midnight). See also <i>Day Shift</i> and <i>Grave Shift</i> .
System	A method of betting.
T's	Dice which are misspotted, repeating some of the same numbers on opposite sides.
Table Bank (Table Inventory, Table Load, Chip Tray Float)	Coins, chips, and tokens assigned to a particular table as its inventory.
Table Chip Tray	A device used to hold chips and coins at the gaming table. A chip tray facilitates inventory counts and typically has a locking cover to secure the tray to the gaming table and protect the inventory while the table is idle.
Table Game Drop	The total amount of currency, coins, and chips contained in the drop box, plus the total amount of credit issued at the table.
Table Game Win	The net win from gaming activities at the gaming tables. The table game win or loss is determined by adding the amount of cash, the amount recorded on the closer, and the totals from amounts recorded on the credits and issuance copies of counter checks removed from a drop box, and subtracting the amount recorded on the opener and the total amounts recorded on Fills removed from a drop box.
Table Limit	See <i>Limit</i> .

Gaming Glossary of Terms

Take	A commission (usually a percentage of the pot) in chips, tokens, or currency taken from a pot for each hand by the house for dealing certain card games such as poker. Also referred to as <i>Rake</i> .
Tapped Out	A player who has exhausted his/her gambling funds. To be out of money.
Tease	In sports wagering, a type of bet that involves the act of increasing or decreasing the point spread by a set amount of points (predetermined by the house) in hopes of obtaining an advantage. A tease or "teaser" is a bet that has two sides, meaning the player must essentially win two separate wagers in order to collect on the bet. Losing teasers generally pay twice the amount of vigorish to the house than would be paid on a straight wager.
Ten Rich	In blackjack, when the cards remaining to be dealt in a game contain a high concentration of cards with individual values of 10.
Ten Value Cards	The 10, jack, queen, or king of each suit that have a value of 10 (the most common value in a deck of cards) in certain card games.
Theoretical Slot Machine Hold Percentage	The theoretical hold percentage that a slot machine would have by completing one reel cycle, which consists of the net win amount retained by the casino if every combination in a slot machine were to occur once divided by the amount of coins played. This amount is the reciprocal of the Theoretical Slot Machine Payout Percentage.
Theoretical Slot Machine Payout Percentage	The sum of the number of coins expected to be paid (both automatically and manually) as a result of jackpots divided by the expected number of coins to be played in a slot machine for a complete reel cycle.
Third Base	(1) The player at a blackjack table that is last to receive cards or react to them. Also referred to as the <i>Anchor</i> . (2) The player at the dealer's right.
Ticket-In, Ticket-Out (TITO)	A cashless slot system that utilizes coupon vouchers (tickets) in lieu of currency at the machine. Tickets can be redeemed for cash at predetermined locations on the casino floor.
Tight Slots	Slot machines with a low payout percentage.
Token	A slang term for gratuities given to casino employees by players, as in a "token of appreciation."
Token Box	The dealer's tip box which is usually attached to the table.
Tokens	Substitutes for coins at certain stated values which are used in slot machines. Tokens are most often used for denominations of US\$1.00 or greater.
Total	A player bets either over or under the number of points scored in that game.
Tout	A person or company that either sells or gives away selections on games.
Travel Disbursement Voucher	A form prepared by the casino to approve a disbursement to a player requesting reimbursement of transportation expenses.
Twenty-One (21)	Another name for blackjack.
Twenty-Three (23)	A card table game, but not very widespread in French casinos.
Underlay	When the odds on a proposition are in favor of the house. A bad or unfavorable bet.
Unredeemed Chip Liability	The estimated maximum liability that the casino has to patrons that are in possession of chips. This amount will vary due to the percentage of chips kept by patrons as souvenirs or chips that have been lost by the patron.
Up Card	In blackjack, the card of the original two cards, dealt face up.

Gaming Glossary of Terms

Value Chip	Chip with a value imprinted permanently on the chip. See also <i>Chips</i> .
Vault	A secure area typically in the cashiers' cage where excess quantities of currency, coins, chips and tokens are stored.
Velocity of Play	The speed of play, usually defined as the number of gambling decisions per hour.
Verbalize	To orally express a transaction.
Video Bingo	An electronic version of traditional bingo.
Video Lottery Terminal (VLT)	Any gaming machine in which bills, coins, or tokens are deposited in order to play a game of chance in which the results, including options available to the player, are randomly and immediately determined by the machine. A machine may use spinning reels or video displays or both. This definition may vary from one jurisdiction to the next, as the configuration of the machine could differ depending on the type of gaming legislation that was passed in that jurisdiction.
Video Pull Tabs	An electronic version of paper pull-tabs.
Vigorish ("Vig")	A commission charged by the casino for certain bets including, but not limited to, betting with the banker in baccarat and buy and lay bets in craps. Also referred to as <i>Juice</i> .
Wager	(3) The act of placing a bet. (2) The actual bet that is placed by the player.
Weighed Count	The value of coins or currency counted by a scale.
Well	The hollow container in a slot machine into which coins and tokens fall when a player wins. The well is manufactured out of metal and is specifically designed to make a lot of noise when the coins fall from the machine.
Whale	A slang term used to describe a high roller. A person who wagers large amounts of money in a relatively short amount of time.
Wheel (Big 6, Wheel of Fortune)	A game using a large wheel with different combinations of certain numbers on which the player can wager specific dollar amounts. The player wins when the indicator on the wheel stops at the number upon which the player placed a bet. The wheel has a high casino advantage.
Whiz Machine	See <i>Slip Dispenser</i> .
Wild Card	A joker or other card that can be used as any other card to complete your hand in card games.
Win	See <i>Table Game Win</i> and <i>Slot Machine Win</i> .
Wire Transfer	A transfer of funds by means of the Federal Reserve Bank wire system.
Wise Guy	A smart professional sports bettor, one who plays the steam before it becomes steam.
Wrap	The total amount or value of coins wrapped in hard count and prepared for transfer to the cashiers' cage.
Write	Total amount of currency collected for tickets from keno, bingo, race and sports books.
Writer	A person who writes keno tickets, sports wagers, and racetrack wagers.
Wrong Bettor	A player betting the don't pass line. See also <i>Betting Wrong</i> .