



EDC Judging criteria

The criteria for the European Dealer Championship will be multiplied by a factor of importance; hospitality (3x), Technical skills (2x) and control of the game (2x). The minimum score per criterion is 0, the maximum score is 5, with intervals of 0,5.

1 Hospitality

- **Conforms to grooming standards**
Is always neat and tidy while complying with the individuals' casino guidelines.
- **Demonstrates punctuality**
Arrives at the assigned table on time to commence the heat.
- **Follows directives**
Follows reasonable directives from Championship Representatives without questioning and completes any assigned tasks accurately and promptly.
- **Polite and courteous**
Is approachable and well mannered to all Patrons in all situations.
- **Greets players**
Welcomes a player appropriately and is attentive.
- **Responds actively to meet customer needs**
Is pro-active in meeting patrons' customer service expectations.
- **Acknowledges patrons after transactions**
Uses appropriate body language and/or verbal acknowledgement, including eye contact with the patron, at the right moments.
- **Remains impartial at all times**
Shows equal attention to all without showing bias towards any patrons. Is consistently neutral and professional in any difficult or delicate situations.
- **Projects positive posture and body language**
Faces the customers when dealing. Appears approachable and friendly using appropriate body language.

2 Technical Skills

- **Cuts chips correctly**
Cuts chips accurately. Does not demonstrate any incorrect habits. Can drop-cut where appropriate.
- **Uses both hands correctly**
Pays and takes bets using both hands to maintain game pace and table security.
- **Uses technical equipment appropriately**
Uses the supplied equipment smoothly and efficiently.

2a Technical Skills American roulette

- **Moves stacks correctly**
Pushes stacks out and brings stacks in using the appropriate configuration and in a smooth and efficient manner.
- **Positions chips correctly during transactions**
Positions chips correctly, taking into account factors such as game security, during all cash/colour transactions.

European Casino Association

Rond Point Schuman 9 • 1040 Brussels • Belgium
Phone +32 2 541 03 32 • info@europeancasinoassociation.org

- **Spins the ball correctly**
Spins the ball, and at the appropriate moment calls 'no more bets' (i.e. three revolutions) before the ball drops into the number.
- **Clears the winning number correctly**
Clears the area around the winning number in a smooth and efficient manner, without touching winning chips. Clears the layout in a smooth and efficient manner.

2b Technical Skills Black Jack

- **Initial deal**
Deals the cards smoothly and efficiently to the boxes
- **Handling bets at boxes**
Pays winning bets and collects losing bets in a smooth and efficient manner.

3 Control of the game

- **Current and accurate knowledge of gaming information**
Deals games in accordance with Championship rules and procedures.
- **Calculates payouts accurately**
Calculates all payouts accurately prior to making up the winning bets.
- **Maintains table security**
Protects float with correct body positioning. Does not turn away from the table at any time.
- **Focuses on table activity**
Actively monitors the table, players, unusual behaviour, and players' betting patterns.
- **Shows clean hands**
Shows an open palm at all times when dealing with cash/colour, when going into or out of the float and when arriving at or leaving a table.
- **Performs cash/colour changes correctly**
Announces all changes loudly, without compromising game security. Places chips in the correct area. Accurately performs the transactions, taking into account the Patron's wishes.
- **Calls games loudly and clearly**
Announces the game in an appropriate manner and always clearly and audibly.
- **Protects winning areas**
Follows correct dealing procedures and is aware of movements around the winning area at all times.
- **Float management**
Maintains readable float, ensures that the float is well-managed and readable at all times. Regulates chip movements and anticipates float requirements in advance. Plans chip movements efficiently to minimise the requirement for additional chips.
- **Communicates clearly and accurately**
Communicates effectively with no unnecessary information.
- **Is discrete where necessary**
Conveys information discreetly.