



## EDC Championship 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

- Polite and courteous

Is approachable and well-mannered to all customers in all situations.

Is authentic in communication and interaction.

- Greets players

Welcomes a player appropriately and is attentive.

- Responds actively to meet customer needs

Is pro-active in meeting customer's service.

- Exceeds customer expectations

Creates a pleasant atmosphere at the table at all times, even when the costumers are winning or losing. Always tries to give all customers a memorable experience.

- Acknowledges customers after transactions

Uses appropriate body language and/or verbal acknowledgement, including eye contact with the customer, at the right moments.

- Is professional at all times

Gives equal attention to all customers without showing preference towards a specific customer. Is 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 / nonverbal communications.

- Conforms to grooming standards

- Follows directives

Follows reasonable directives from Championship Representatives without questioning and completes any assigned tasks accurately and promptly.



## 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.

- 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 customer'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.