



A TOUCH OF LUCK

RELAX & ENJOY YOUR GAME

INDEPENDENT CONTRACTOR MASSAGE THERAPIST RESOURCE MANUAL

APRIL 2019



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WELCOME

Congratulations!

You are now officially a member of the A Touch of Luck (“ATOL”) team! We are excited to have you join our national network of highly skilled, independent contractor massage therapists who work hard, have fun, and are rewarded personally and financially for their efforts!

We thank you for your commitment to quality and professionalism in the field of massage therapy and we commend you for the adventurous spirit that has led you to embark on this new, exciting opportunity. We know we made the right decision in offering you a position on our team and we certainly believe you have made the right decision in accepting this new challenge!

It takes an extraordinary blend of skill, energy, teamwork and dedication to succeed as a casino massage Therapist and that’s why you’re here! Therapists like you are **THE REASON** that **ATOL** has been the undisputed leader and gold standard bearer in the casino massage industry for more than a decade.

We believe casino massage can be a flexible, fulfilling, and empowering way to utilize your massage skills and training. And we believe you are going to build a successful **AND** financially lucrative casino massage practice.

Please take the time to familiarize yourself with all the information contained in this Resource Manual and your Licensing and Rental Agreement. You can request a hard copy of either from your casino’s Casino Massage Coordinator or any ATOL corporate staff member at any time. An electronic copy is also always available to you on the ATOL Therapist Portal, which you can access 24/7 via your unique login at www.atouchofluck.com.

We are here for you and we believe in you! We will support you in any way we can on your ATOL journey so that your work is rewarding, fun, and financially fruitful.

Welcome aboard! We are all looking forward to seeing you succeed!



OVERVIEW

This Resource Manual is divided into 6 sections:

- 1. About Us.** Our mission, values, history, and how we are structured.
- 2. Your Work.** Everything you need to know about maintaining a casino massage practice with ATOL.
- 3. “While-You-Play” vs. Spa Massage.** Your success depends on not only being aware of the differences but also embracing them!
- 4. Casino and Gaming 101.** Never stepped foot in a casino? No problem. Gaming massage is all we do and we’ll show you the ropes. Understanding how a casino works and the “flow” of action is critical to your ability to hit the ground running.
- 5. Therapist Expectations.** The way you run your business is a reflection of yourself and the casino in which you operate. The standards, expectations, and legal requirements to do what you do are high but we know you are up to the challenge!
- 6. Our Policies & Procedures.** These policies reflect the obligations and responsibilities you agreed to in your Licensing and Rental Agreement and the requirements of our casino partners and various state gaming agencies to which we are all accountable. Following through on those obligations will help you to run your business as efficiently and effectively as possible and remain in good standing with ATOL, the casino, and your state gaming authority.

There’s a lot to learn before your first day in the casino as an ATOL therapist. Please read this Resource Manual and your Licensing and Rental Agreement carefully and if you have any questions, ideas, or think we can do better somewhere please do not hesitate to contact us!



ABOUT US

OUR MISSION

Our Mission guides every action and decision we make and is critical to your understanding of what working at ATOL is all about.

ATOL THERAPISTS CREATE INDIVIDUALIZED MASSAGE EXPERIENCES FOR CASINO GUESTS WHILE THEY PLAY.

You keep players fresh, in their seats longer, and coming back for more!

OUR THERAPISTS ARE THE FOUNDATION UPON WHICH OUR BUSINESS IS BUILT.

We must continually work to create a company culture and casino environment that gives our Therapists the best opportunity to succeed!

OUR CASINO PARTNERS ENTRUST US WITH THEIR MOST VALUABLE ASSET – THEIR GUESTS!

We strive to build enduring, mutually beneficial relationships with our casino partners and we must continually innovate to add value to their business.

COMPANY HISTORY

Joe Galloway, Founder (1966 – 2016)

ATOL was founded in St. Louis, MO in 2006 by entrepreneur and poker player Joe Galloway. Prior to founding ATOL, Joe enjoyed a successful career in IT where he managed teams and projects all over the world for multi-national technology companies. He then founded and ran his own IT consulting company based out of the U.K that serviced client-guests throughout Europe. Eventually, Joe sold his IT business and returned to the US, settling in St. Louis where he became a regular in the town's casinos and poker rooms.

Joe was a true student of the game of poker but his knowledge extended far beyond the table. As a lifelong player of accomplishment who traveled extensively, Joe had developed a deep knowledge of the business side of the gaming industry and had professional gaming connections all over the world.

In 2004, the “while-you-play” casino massage industry was still in its infancy. Most casinos that had the service were in Las Vegas and many of the first casinos to experiment with the offering either tried (and failed) to provide it themselves using their spa staff or engaged therapists in the community on a one-off basis for special events.

During his travels, Joe had the opportunity to sample “while-you-play” massage while he played and immediately realized the benefits it brought to both the player and the casino. Whenever Joe was able to get a massage while



he played, he immediately felt stress relief, refreshed, and stayed and played longer than he would have under the same circumstances without a massage.

Sensing an opportunity to merge his love of gaming and entrepreneurial abilities, Joe decided to seize the moment and formed A Touch of Luck with the goal of introducing “while-you-play” casino massage to St. Louis. For 2 years he laid the groundwork for his new business by learning everything he could about the massage industry and refining his unique business model. His guiding philosophy was simple; use only the best, licensed therapists, continually train and educate them on the gaming environment, and organize and support them within a corporate structure that gave them the best opportunity for long-term success.

In 2006, ATOL began providing “while-you-play” massage service at Harrah’s St. Louis. The service was an immediate hit and Joe soon thereafter expanded the business to Horseshoe Council Bluffs and Horseshoe Hammond. Both Horseshoe properties remain serviced by ATOL to this day (unfortunately we can no longer service Harrah’s St. Louis due to the Missouri Gaming Commission no longer allowing third-party vendors to operate on the gaming room floor and in the poker rooms.)

In 2010 Joe married his best friend, a massage therapist named Deana, who worked alongside him day in and day out with ATOL and helped him to continue to grow the business while supporting the existing therapists.

Over the next 5 years the company added locations across the Midwest and to the East Coast, while growing internally by adding additional back office staff, managers, and business development professionals.

On April 11, 2016, Joe Galloway had a stroke and suffered extensive brain damage and paralysis. As he bravely fought for his life in the ICU, Deana and ATOL were inundated with cards, notes, flowers, wishes, and even visits from ATOL therapists, casino personnel and fellow players from across the country.

Against all odds and doctors expectations, Joe battled for 6 heroic weeks before passing away peacefully from complications related to his stroke. The ATOL team continues to mourn his passing and our loss but Joe’s spirit survives in our organization as we continue to push ATOL to new heights and success.

OUR CORPORATE STRUCTURE

ATOL’s corporate headquarters is in St. Louis, MO and our staff can be found on the “About Us” page on the ATOL website.

Each casino we service has a dedicated Casino Massage Coordinator. Your Casino Massage Coordinator performs a variety of functions that assist ATOL, its therapists, and the casino, such as:

- Being the 24/7, on-call point of contact for ATOL and casino management;
- Assisting in the hiring process and orientation of new therapists;
- Communicate and resolve the day-to-day issues and needs of the casino and ATOL’s Therapists;



JOE GALLOWAY, FOUNDER



- Assisting in organizing and coordinating Therapists shifts and schedules in your casino;
- Information sharing with other casino Casino Massage Coordinators to raise the level of Therapists performance and success company-wide.

Most importantly, each casino is staffed with an ATOL team of independent contractor, licensed massage therapists who provide the “while-you-play” massage service pursuant to the terms of their Licensing and Rental Agreement and the contract between ATOL and the individual casino.

As independent contractors, the terms of your work relationship with ATOL are fully set forth in your Licensing and Rental Agreement. As stated in the Licensing and Rental Agreement, you are an independent contractor and not an employee of ATOL.

ATOL does guarantee or require any amount of work from its independent contractor Massage Therapists and you are free accept or turn down any work opportunities we may offer. We also do not provide you player clients or guarantee any level of compensation from them.

While we will guide you on how to work in the highly regulated casino environment, we do not provide massage therapy training of any kind nor do we control or supervise your massages.

You are free to simultaneously work for other casino massage companies, even direct competitors of ATOL.



ATOL THERAPISTS

As an ATOL therapist, you have the ability to use your massage skills to enhance the guest experience for every guest you service in the casino. The casino is great place to work and we have fun doing what we do but we recognize that this job is not a fit for everyone. We believe you have what it takes to be a successful ATOL therapist but that will require you to understand and embrace the following:

REQUIREMENTS TO WORK WITH US

- You must be an active, licensed massage therapist in the state in which your casino is located. ATOL must have a current copy of your license at all times.
- You must carry and keep current individual professional and/or general liability insurance in an amount of no less than two million dollars (\$2,000,000.00). ATOL must have a current policy declaration which names A Touch of Luck as an additional insured on file at all times.
- You must understand and comply with the personal conduct, appearance, gaming, and licensing and badging standards of the casino in which you work.
- You must sign an ATOL Licensing and Rental Agreement and abide by the terms and conditions contained therein.
- You must pass an ATOL background check and/or drug test in addition to any state gaming authority or casino background check (where applicable).



A DAY IN THE LIFE

You are independent contractor so your work with ATOL is also your business! Of course you must work within the rules and regulations of the casino as well as the guidelines of your Licensing and Rental Agreement but within those parameters you have the freedom to self-direct how you get business, provide your massages, and personalize the experience to your casino client-guests.

We want to see you succeed and have some tips to get you started out on the right foot. After more than a decade in this business we have observed over and over again that our most successful therapists are the ones who operate their business efficiently, strategically, and have a high level of engagement with their fellow therapists and the casino staff. But what does that look like in real life and on a day-to-day basis? Let's follow ATOL therapist "Amber" over a typical day in her casino to see how she maximizes her time - and profit - during her ATOL shifts.



- The night before, Amber checks her schedule to verify the start time of her shift on the ATOL App or online ATOL Therapist Portal. She makes sure her ATOL uniform is cleaned and ready to go. Her bag is packed with her casino badges, parking pass, black business cards, and hand sanitizer.
- Amber arrives at the casino 15 minutes early for her shift and parks in the parking area designated by her casino for casino employees and vendors.
- She enters the casino through the employee and vendor entrance and proceeds through the “back of house” area to a room where ATOL therapists are authorized to store their belongings.. This is where she picks up an ATOL “wedge pillow” to use for massages during her shift.
- She then checks in for her shift on the ATOL App.
- After storing her belongings, Amber adjusts her uniform, affixes her casino badge, then silences her phone and puts it in her pocket.
- As she walks through the back of the house, Amber makes sure to smile and say hi to the casino staff and even stops to briefly chit chat with a few of her favorite dealers (Amber has a reputation at the casino for being a positive, high-energy person and gets LOTS of referrals and promotions help from dealers).
- At the start of every shift Amber says hello or introduces herself to the casino floor staff working in the gaming areas she will be servicing that day. Amber lets them know how long she will be there and asks if a PA announcement can be made that says “Amber from ATOL is here and available for massages, just ask any floor personnel and we will send her over!” Amber also asks the floor managers to remind guests that she is available when it is appropriate and to wave to her when a guest has requested a massage.
- No one has requested a massage from the floor staff so Amber begins “making her rounds”, passing by each table and smiling at guests. She makes her presence known and looks for indicators of interest but is careful not to intrude on the players’ concentration or distract the dealers.
- A regular player, Dave, waves at her and Amber has her first possible client-guest of the day.
- Amber approaches Dave between hands of his game. She greets him, tells him the price per minute and asks how many minutes he would like.
- Dave tells Amber he would like 20 minutes. While Amber is positioning the wedge in his chair she asks him how he is feeling and if there are any specific areas he would like her to work on. He tells her his shoulders and then Amber tells him to let her know if he wants more or less pressure during his massage.
- Amber then massages Dave’s shoulders, back, neck, arms and hands as he continues to play. Dave wins a pot and is in a good mood but Amber does not try to talk to him while he plays unless he initiates the conversation. Even then, her answers are short, polite, and professional Amber knows that Dave is first and foremost there to play. Also, Amber understands that her service is supposed to take place in the background of a game and not be disruptive to it.
- Dave is in the middle of a hand as the 20-minute mark passes. In order to not disrupt him, Amber continues to massage Dave an extra few minutes while the hand finishes. After he folds his hand, Amber lightly taps him on the shoulder and informs him that time is up and asks him if he would like to extend his massage. Dave says he would like to add another 10 minutes. **Practice tip:** Look for an opening ahead of time expiration to ask if the guest wants to add additional time.



- In between hands, the dealer announces to the table that Amber gives a great massage and if anyone else is interested they should tell her now before she moves on to another table.
- At that point, Bill, a guest sitting next to Dave, interjects that he would like a massage after Amber is finished massaging Dave.
- After a half hour, Dave pays Amber for the massage minutes. He asks her if she can accept a chip for a tip and she politely declines, saying her casino’s regulations do not permit that, at which time Dave gives her an extra tip. [Acceptance of casino chips for payment and tips is regulated on a state by state basis. Ask your Casino Massage Coordinator if you are unsure of your casinos policy.] Amber then moves on to Bill.
- Amber continues this routine over the next few hours, making her rounds to various tables, making connections with guests herself and also being introduced to guests by various casino floor personnel.
- Halfway through her shift, Amber decides to take a 15 minute break in the designated back of house break room that the ATOL therapists can access. Before she leaves, Amber informs a few floor people who have consistently referred her business throughout the day that she is going to take a quick break but will be right back. Upon her return she asks for another PA announcement about her availability.
- As her shift is winding down, there is a “wait-list” of guests who want massages. Becky, another ATOL therapist, is about to begin her shift and she and Amber talk for a few minutes before the changeover. Amber tells Becky about the tournament that has been running all day and the wait list. She also gives her tips about the tables that seem to be generating the most business that day and relays a message from the Floor Manager about positioning at the high limit tables. Becky is a newer therapist and asks Amber for tips on a few specific situations she has encountered and Amber is glad to share her experiences and give Becky some advice.
- At that point, Amber checks out of her shift via the ATOL app then exits the gaming area through the back of the house area and the employee and vendor entrance in which she arrived. On her way home, Amber stops her bank’s ATM to deposit cash sufficient to cover her ATOL rent for the day.



As you can no doubt imagine, Amber’s “day-at-the-office” is never the same. Each day brings a different set of guests, traffic level, casino personnel, events, etc. The one constant is Amber and her attitude. Amber truly believes that she has the skills to give a great massage and her personality allows her connect with both the casino guests and staff. Of course she has to adapt to the ever-changing casino environment each day but that is what keeps things fun and fresh for Amber.

If you have an entrepreneurial spirit and thrive on a fast paced work environment where no day is the same then you are going to enjoy your work as an ATOL therapist!



TOOLS AND RESOURCES

As stated before, your best source of tips, feedback, and coaching is most often your fellow therapists that work alongside you each day. Every casino has a different culture that extends to both its guests and casino staff. Your fellow therapists who operate their business each day in the same environment and under the same constraints have more knowledge about the challenges and opportunities specific to your casino than anyone else.

Your Casino Massage Coordinator is typically the best person to ask any questions specific to your schedule, policy & procedure, or how to improve your business within your individual casino. If your Casino Massage Coordinator does not know the answer, which sometimes happen, we will help her find it or get it for her to give to you. Your Casino Massage Coordinator is in communication with ATOL corporate staff and other Casino Massage Coordinators multiple times per week so any requests, questions or feedback you have will be passed on in short time.

The owners and CEO of ATOL have an “open-door” policy and are happy to address any issues related to your contract, pay, or confidential concerns that you do not feel you can address with your Casino Massage Coordinator or fellow therapists.

You can also call our Therapist Support Line 24/7 and leave a message for the Management Team and someone will return your call within 24 hours. The Therapist Support Line can be reached at 1-877-202-2751.

In addition to the aforementioned human resources, you have the ability to access the ATOL Therapist Portal at www.atochofuck.com. Each Therapist has a unique log-in to this system which gives them access to a variety of information. At present, the Therapist Portal contains:

- Copies of all signed agreements between the Therapist and ATOL
- The most recent version of this Resource Manual
- Detailed ACH withdrawal history for the Therapist
- Stored insurance and licensing documentation (and ability to upload more)
- All therapist’s contact and banking information (with the ability to update)
- Your casino schedule

Finally, please keep and refer to this Resource Manual and your Licensing and Rental Agreement. Understanding and complying with the information contained therein will be critical to your success as an ATOL therapist. If anything is unclear in these documents or you have any questions just let us know, we are happy to discuss!



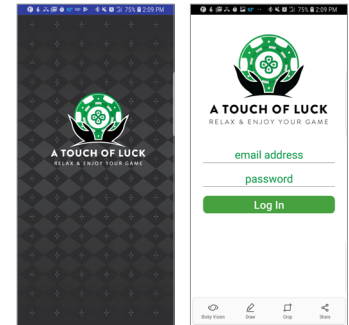
SCHEDULING

ATOL's casino partners require ATOL to deliver its schedule to them by the 1st of the month for the upcoming month. That is so the casino knows who is working and when. Also, the casino can work with us to request more or less staff based on their planned events and/or marketing activities.

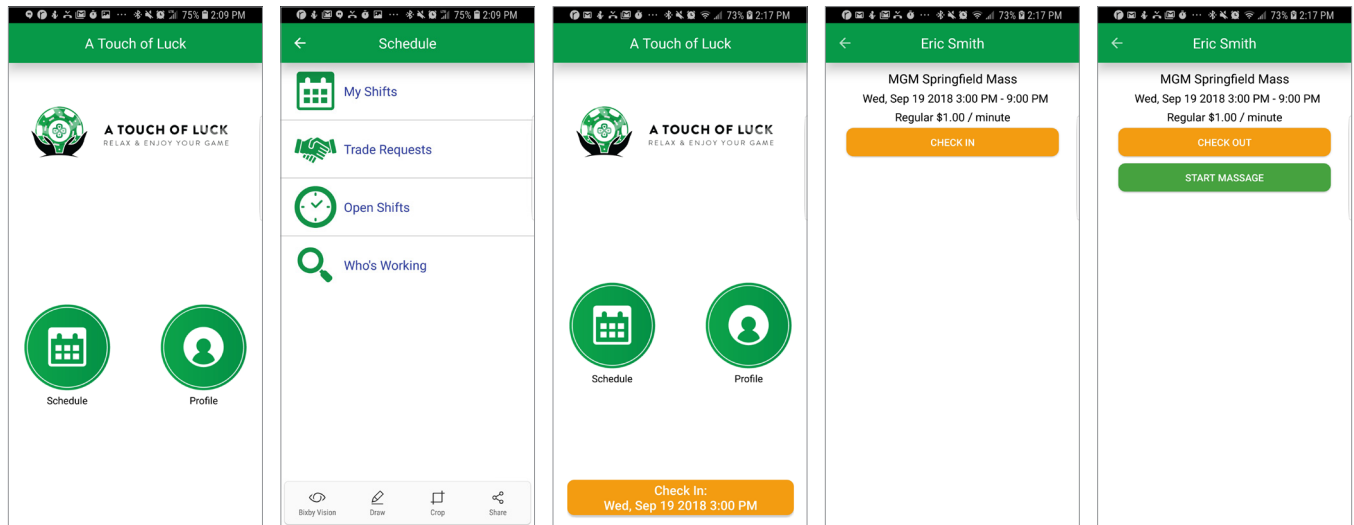
Accordingly, ATOL opens up shifts for your casino 1 month in advance via our online scheduling platform found in the ATOL app and Therapist Portal. You will be given access to this system at the time you are hired. The schedule is usually full and posted by the 23rd of each month for the following month. Holidays and other factors may affect the exact date of posting from time to time.

We ask that you update or make changes to your availability for the upcoming month prior to the posting of the monthly schedule.

You may “trade” shifts at anytime with other ATOL therapists working at your casino or another therapist may agree to take your shift for you. You are responsible for notifying your Casino Massage Coordinator of any trade or take-over and facilitating the same within the ATOL scheduling system. Changing the assignment of shifts in the scheduling software is essential for accurate scheduling at your casino.



Below are photos from the ATOL app screens:



PAY & RENT

ATOL has two financial models for your pay and “rent” to ATOL. The model under which you will operate depends on the casino in which you work (everyone operates under the same model at your casino). The two rent models are:

- You pay ATOL a percentage of the money you collect for massages during your shift (excluding tips); or
- You pay ATOL a flat rate fee for each hour of the shift you work. All revenue and tips that you generate over and above that amount is yours to keep!

At ATOL, our “work week” with regard to pay calculation is Friday – Thursday.

Rent is calculated and withdrawn as follows each week:

- On Friday morning, you will receive an email from ATOL detailing the amount you owe for shifts worked the previous Friday – Thursday and any other outstanding amounts due and owed. The email also states that the total amount due will be initiated for withdraw from your bank account on the following Monday, 3 days later. If this calculation is inaccurate you must notify your Casino Massage Coordinator or ATOL corporate staff immediately by clicking on the “Report a Problem” link and following the directions provided in the email.
- On Monday, ATOL will initiate an ACH withdraw of your bank account in the total amount due as calculated and shown on the Friday email.

FINANCIAL RESPONSIBILITY

As stated in your Licensing and Rental Agreement, you are financially responsible for all rent due for any shifts worked. We expect you to show up and work any shifts for which you have made yourself available to work and which appear on the monthly published scheduled. ATOL’s contract with the casino requires specific amounts of shifts and coverage and we must honor our commitment to the casino to staff those shifts to the best of our ability.

If you are scheduled for a shift that you cannot work, you should immediately notify your Casino Massage Coordinator of the issue and post the shift as available for trade or take-over on the scheduling system.

Pursuant to your Licensing and Rental Agreement, you will be charged a minimum rental fee for shifts which you have agreed to work but do not work or find a trade or replacement therapist. may avoid minimum rental fees by notifying ATOL of a desire to cancel an agreed-upon shift at least seven (7) days in advance, or by arranging for a replacement Therapist to work the shift.

In the event that your weekly ACH withdraw is returned or “dishonored” by your bank, you will receive an email from ATOL notifying you of the return and informing you that the amount due + a \$20 administrative fee will be withdrawn from your account the next business day. Upon receipt of this email, you should immediately check your bank account to ensure sufficient funds. If you believe there is a problem with your account you must contact your bank and resolve the issue yourself.

ATOL cannot and will not contact your bank in an attempt to resolve issues on your behalf. It is your responsibility to ensure ATOL has the correct account information for your bank account and that the account has sufficient funds to cover any scheduled or agreed to withdraw.



“WHILE-YOU PLAY” CASINO MASSAGE

Therapists come to ATOL having been trained by different schools around the country and with a variety of work experience. They have different levels of skills, are trained in different techniques, and have different philosophies about using massage as a healing art or therapeutic practice.

Generally speaking though, the vast majority of our Therapists have training and an employment background rooted in giving massages in a traditional spa setting. Practicing your craft in a casino, and on the gaming floor no less, is substantially different than providing massage in a spa. Despite the differences, our therapists typically find that there are some commonalities which are present in both “while-you-play” casino massage and traditional spa massage.

DIFFERENCES VS. SPA MASSAGE

- The casino floor environment is loud, noisy, and fast moving. You must always be aware of your surroundings so that you do not interrupt a game or interfere with any guests enjoying a game or casino staff performing their job.
- You will be massaging your client-guests in a chair and have a limited amount of space in which you have to maneuver. This will require you to be flexible and adapt and adjust your technique and body mechanics to the specific situation.
- In a spa, you might only see 3 to 6 client-guests at the most during a 6-hour shift. In that same 6 hour time period, you may massage 20 or more people at tables in a casino.
- Non-verbal communication is not very important in a spa, after all most of the time your client-guest is laying face down with their eyes closed! In the casino you must remain ever vigilant to pick up non-verbal signals of interest and direction from a guest who may be across the room and whose concentration and attention is on their game. Also, your non-verbal communication is on display at all times for guests to see when deciding whether or not to request a massage. Players have repeatedly told us that they pre-judge a therapist based on their body language, confidence, and display of mood.
- You will have many co-workers at the casino. Casinos can employ thousands of people in a rotating cast who will work alongside you on the gaming room floor and in the poker rooms.
- In a spa, the client-guest is coming in specifically to be massaged, that is the singular purpose of their visit. In the casino, guests come to play and to a lesser extent socialize. You are not the reason they came to the casino but you can definitely be a reason they stay and more fully enjoy their visit.
- A spa is a very private setting. In a casino, you are visible to everyone on the gaming floor at all times. You may not realize it but you are auditioning for your next client-guest at the table each time you give a massage, or even just interact with a guest or casino staff person. Additionally, due to the regulatory environment and money involved, casinos employ comprehensive state-of-the-art surveillance that continuously records all activity in the casino and back of house at all times.



SIMILARITIES WITH SPA MASSAGE

- You can develop regular client-guests and a relationship with them in a casino just as you would a spa. Having a consistent work schedule is key, as many players frequent the casino at the same time each day or week due to the constraints of their personal and work schedules.
- Your client-guest's body does not care that you are in a casino. If stress, tightness, and soreness are present you can help. Your massage is healing and can offer restorative benefits in a casino just like a spa.
- Although the environment and business model is different, providing massage and developing relationships can be very personally and professionally rewarding.

CASINO & GAMING 101

Unfamiliar with casinos? Not sure what to expect? Relax, you are not alone. The vast majority of our new therapists have never spent any meaningful amount of time in a casino as guest or player, much less working in one. And for some of our therapists, the very first time they have ever set foot in a casino is for their ATOL new hire training!

There is no way we can tell you ahead of time everything there is to know about casinos and their operations. They are remarkably complex organizations, even the small ones! We can, however, give you an overview and framework so that you have a basic understanding of this exciting, new world you are about to enter.

CASINO REGULATIONS

First and most important, you must understand that casinos are highly regulated operations. Each state has its own division of gaming with regulations that cover virtually every aspect of a casino's operations. Each casino must be licensed and in good standing with its respective division of gaming in order to continue to operate. As you can imagine, with the hundreds of millions of dollars (or billions!) that company's invest in their casinos along with the millions of dollars that are at stake every year through play, a casino's license is its most valuable asset that it must protect at all costs.

In addition to being the regulating body, the state division of gaming also acts as the "casino police", strictly supervising the casino's operations to make sure they remain in compliance with all applicable regulations. As stated before, a casino's license is its most valuable asset, which is why casinos have zero tolerance for employee and vendor non-compliance with the state and the casinos rules of operation and personal conduct.

These standards of excellence extend to you and all ATOL Therapists as well. Even though you do not work for the casino, you work on the highly regulated casino floor and in the poker room pursuant to a contract between ATOL and the casino. Mistakes and carelessness by you could not only jeopardize our contract with the casino but also the casino's license with the state. That is why all of our casino partners require ATOL staff to understand and abide by the casino's own policies and procedures and state gaming regulations even though our therapists do not work for the casino.

Additionally, even though you do not have a contract with casino, the casino always has the right to deny you the right to work in its casino, for any reason whatsoever.



CASINO STRUCTURE

Although every casino is different, most casinos have the same general hierarchy of staff. For illustrative purposes, let us show you the organizational structure of a typical mid-size poker room.

DIRECTOR OF POKER

The Director is in charge of poker operations for the casino 24 hours a day, 7 days a week, and even when they are not in the casino.

POKER ROOM MANAGER

The Manager oversees the poker room in the absence of the Director. A casino usually has multiple managers who work separate, rotating 8-hour shifts. The Managers report to the Director.

FLOOR MANAGER

A poker room usually has multiple Floor Managers on each shift. Floor Managers are usually assigned a specific section of tables and oversee the games being played in their section. The Floor Managers directly supervise the dealers and are the first point of contact for guests who have issues that need to be addressed. If an ATOL Therapist has a problem with a guest or casino employee, the Floor Manager is usually the person from whom the Therapists should seek help.

The Director, Poker Room Manager, and Floor Manager are identifiable in that they are badged and are usually wearing suits. In fact, their collective nickname is “the suits.” When you hear of someone relaying a message to or from “a suit”, you can assume “the suit” is part of casino management.

DEALERS

The Dealers are at the table facilitating play of the games with the guests. Dealers may wave you over for guests wanting a massage and may even announce your availability to the table (it is always good to build relationships with your casino’s dealers). That said, you should not initiate communication with a Dealer while they are working. Mistakes by Dealers are costly to the casino, both in dollars, with regard to compliance issues, and even guests who expect flawless dealing at all times. Thus Dealers are the most watched and scrutinized of all casino employees. Their job can be incredibly difficult. Games are fast moving and complex, with players trying to get every advantage they can against the Dealer and their fellow players. You should make every effort not to break their concentration or in any way take their attention away from their job.

CASINO GAMES

Poker, Craps, Blackjack, Baccarat, Roulette, Pai Gow. Chances are you have heard of some or most of these games, but do you know how to play them? Do you know the rules and strategy? What about all the variations of Poker, like No-Limit, 7-Card Stud, Omaha or Hi-Lo? The number of different games going on any given time in a casino can be overwhelming to anyone new to the casino environment.



Just relax, no one expects you to know the in's and out's of all of these games and there will never be a test about these games! You will be surprised what you pick up over time just by observing the games but an intimate knowledge of them is not necessary for your work or success as an ATOL Therapist.

What is important, however, is that you begin to pick up and understand the flow of the various games, such as when breaks in action occur or when a big pot is on the line. But again, this knowledge will come over time as you immerse yourself in your work in this new environment. Your ATOL trainer, Casino Massage Coordinator, and fellow Therapists are here to help and guide you. And floor personnel and dealers are usually happy to talk and answer any questions you may have when they are in the back of the house or not actively involved in games on the floor.

Here a few more general pieces of information that will be helpful to you on your first day.

TABLES

Familiarize yourself with the tables and their respective numbers. There is usually a plaque on the table that shows the table number. This is important because a floor person may tell you something like “a guest at table 8 would like a massage.”

SEATS

Knowing the seat numbers at each table is also very important. This is a very simple and uniform throughout all casinos. First, find the dealer. The seat left of the dealer is always seat number 1, and then the numbers continue all the way around the table to the last seat to the right of the dealer.

CHIPS

Knowing the color of chips and their value is also important so you can recognize how much money is on the table at any given amount of time. Generally speaking, chip colors and value of each:

White: \$1
Red: \$5
Green: \$25
Black: \$100

There are \$500, \$100, \$5,000 and \$10,000 chips as well. These are sometimes larger in size and their color depends on the casino.

HIGH LIMIT AREA

The High limit room is a place where players generally are playing casino games for higher dollar amounts. Usually in the high limit room the minimum bet is \$50 and it goes up from there.



THERAPIST EXPECTATIONS

In order to remain the gold standard-bearer of our industry, each ATOL team member must be professional, honest and held accountable for their words and actions.

The following expectations are borne from requirements in our casino contracts, state gaming and board of massage therapy regulations. They are not listed in order of importance because all combine together to result in a professional service that provides value to the casino and best positions you for success!

If you have any questions or anything is unclear please contact your Casino Massage Coordinator or an ATOL corporate staff person.

1. Comply with all casino, state gaming, and state board of massage therapy rules and regulations.
2. Once you have a gaming badge, you must following the Gaming Policy, Appearance Policy, Code of Conduct, as well as any other policy of the casino in which you work with regard to gambling on property.
3. Scheduled Shifts. Once you agree to work a scheduled shift, you are expected to show up on time for that shift and work the duration of the shift. Our schedule of shifts is designed to maximize value to the casino and our therapists.
 - Coming in late or leaving early for a shift you agreed to take disrupts the carefully optimized staffing plan and your casino coverage, even if you pay ATOL for the time you were not there.
 - Coming in early or staying past your shift; you must have permission from an ATOL Casino Massage Coordinator or staff member to come in and work prior to your shift's start time or to stay after your shifts end time. If permission is granted, your scheduled will be adjusted accordingly and you will have to pay additional rent for that time. You are using our license to operate in the casino. Time spent using that license without paying for it will result in immediate termination. The only exception to this policy is that you may finish your last massage prior to the end of your scheduled shift.
4. The "Wait List". At the start of your shift you should check with the Therapist already on to see who is waiting. Those guests waiting should be taken care of first before you hit the floor. At the end of your shift your wait list should be passed to the Therapists still working or the Therapists starting their shift.
5. "Regulars". It is wonderful if you develop a professional relationship with casino guests who enjoy and regularly get a massage from you - and hopefully tip well! That said, no ATOL Therapist "owns" or is entitled to exclusive business from any casino guest. The casino contracts with us to offer the best massage amenity available to all of their guests, period. The casino wants as many of their guests to take advantage of the service as possible with ZERO problems, drama, or disruption from our Therapists.
6. No drinking alcohol with casino guests during your shift or outside of your shift while in an ATOL uniform. No getting drinks for guests; always refer them to a cocktail waitress or other casino employee for assistance.



7. The following massage guidelines have been promulgated by our casino partners and are strictly enforced:
 - Leg massage (including thighs, calves, and hips) is not permitted.
 - Under the shirt massage that occurs by hands entering through the bottom of the shirt is not permitted.
 - Under the shirt massage via the neck and sleeve opening is allowed but entry is limited only to Therapist's wrist to access the shoulder and deltoid.
 - Access to the chest or lower back through the neck or sleeve opening is not permitted.
8. "Comp Cards" of free massage minutes are limited to 1 per guest per day per ATOL's agreement with each casino.
9. If your casino and state gaming agency allows you to accept casino chips for payment, those casino chips should be cashed out through the casino employee window. This window is usually located on the side of the cashier's cage. Please check for the specific location within the your casino. Do not exchange cash for chips with other therapists or guests of the casino.
10. You cannot offer discounted massage rates. The rate per minute for massage at your casino is set by ATOL's contract with the casino and can only be altered by agreement between the casino and ATOL.
11. You are only authorized to provide massage services in the casino areas designated in the contract between ATOL and your casino. Do not massage any casino guests outside of this area. Outcalls to the casino hotel are strictly forbidden.
12. Do not stand on any part of a chair, stool, wall or anything to give you additional leverage during your massage. This is a workplace safety issue that will be enforced by your casino.
13. Cell phones should be off or on vibrate while you are on the gaming floor. Texts and calls should be made in the back of the house while you are working or in your ATOL uniform. If you have an emergency call please explain the situation to any player you are massaging and excuse yourself to take a call. **PLEASE DO NOT TALK ON THE PHONE AT A GAMING TABLE OR WHILE MASSAGING A GUEST.**
14. You must use restrooms and dining facilities designated for casino employees and vendors before, during, or after your shift while you are in your ATOL uniform.
15. Gum chewing is not allowed while you are working or in your ATOL uniform on the gaming floor.
16. No food or drink is allowed while you are working or in your ATOL uniform on the gaming floor.
17. Only one therapist is allowed to work on a single guest during a massage.
18. You must wear your ATOL uniform while working at the casino. Your individual casino may dictate the color or style of undershirt permitted to be worn under your uniform.
19. Headphones or Bluetooth are not allowed to be worn while working.
20. As stated in your Licensing and Rental Agreement, you must protect and not share any of the casino's confidential information that you may receive or become aware of.
21. Immediately report to ATOL any discipline or violations at the casino or with your state gaming agency and/or board of massage therapy that involve you personally.



22. You must obey commands and direction given by casino management while you are working.
23. It is highly recommended that you refrain from discussing pay, tips, and rent amounts amongst ATOL Therapists, casino personnel, and guests.
24. If you find money at the casino, IMMEDIATELY report it to security.

The above are our expectations for all ATOL Therapists. The above expectations are requirements of the casino and the state gaming agencies that we are all beholden to by virtue of our respective licenses. The rest are guidelines we have put in place to operate our business in professional manner that provides the organization, fairness, and value to both our Therapists and casino partners.

Your honesty, personal integrity, and ethics are the key to protecting your ability to work and comply with all the rules of the casino environment. We know you can do it and look forward to watching you succeed!



POLICIES & PROCEDURES

NO-SHOW POLICY

You have contracted with ATOL to work pursuant to our contract with your casino. ATOL's contract with the casino requires ATOL to staff a specific schedule of shifts. The schedule is set to not only provide continuity of coverage but also it is an essential part of the casino's overall marketing and promotions strategy. You are scheduled according to the availability that you provide us and your assigned shifts in the schedule are necessary for us to fulfill our obligations to the casino. Unfulfilled shifts also create confusion and dissatisfaction amongst the guests that can affect business for the entire team of ATOL Therapists at your casino. Thus attendance and punctuality for all of your assigned shifts is of the utmost importance.

If for whatever reason you cannot work an assigned shift, you must immediately notify your Casino Massage Coordinator and post the shift for trade or take-over on the company's scheduling software. Leaving a voicemail message or sending a text to which you receive no response is not sufficient. We need you to personally make contact with your Casino Massage Coordinator or a member of our corporate staff so we can work to ensure that a lapse in coverage will not occur. Lack of a telephone or absence from town is not an excuse for failing to notify your L Casino Massage Coordinator that you cannot work an assigned shift.

Per your contract with ATOL you are financially responsible for all shifts to which you are scheduled unless another therapist agrees to assume the shift via trade or take-over.

ATOL realizes that there are limited times when absences and tardiness cannot be avoided. The decision to waive financial responsibility for a shift is the exclusive right of ATOL and is decided on a case-by-case basis by the company's owner and/or corporate staff. If your absence or tardiness is due to personal emergency, illness or injury to your immediate family, you may be required to provide a documentation supporting the same.

COMPLAINT & REPORTING PROCEDURE

Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of violation of casino, gaming, or ATOL company policies. Therefore, while no fixed reporting period has been established, ATOL strongly urges the prompt reporting of complaints or concerns so that rapid and constructive action can be taken.

Individuals who believe they have experienced conduct that they believe violates our company policies, or who have concerns about such matters, should report their complaints verbally or in writing to their Casino Massage Coordinator and/or an ATOL corporate staff member before the conduct becomes severe or pervasive. Individuals should not feel obligated to report their complaints to their casino Casino Massage Coordinator before bringing the matter to the attention of the designated ATOL corporate Human Resource staff member. Any investigation will be conducted in as confidential and thorough manner as possible. A response to the complaining party will always be given following the conclusion of any investigation.

The availability of this complaint procedure does not preclude individuals who believe they are being subjected to unwanted conduct from promptly advising the offender that his or her behavior is unwelcome and requesting that such behavior immediately stop.

