




EUROPEAN DEALER CHAMPIONSHIP

12 > 15 JUNE 2023
GRAND CASINO BRUSSELS AT VIAGE

europeancasinoassociation.org

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GRAND CASINO
BRUSSELS
AT VIAGE



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WELCOME LET US ENTERTAIN YOU!

Welcome to Grand Casino Brussels VIAGE, Brussels largest entertainment space. There's a lot to discover. 'So come on, let us entertain you,' as Robbie Williams would say.

Grand Casino Brussels VIAGE is unique. Situated in the heart of the Capital of Europe, in the ever more popular pedestrian area of Brussels, VIAGE is more than just a casino. At our temple of entertainment, you find everything you can expect from the biggest casino in Belgium and so much more!

We have been in this spot for over 10 years and it thrills me to say that we still grow stronger every day. Spread over more than 14.500 m², you will discover all we have to offer.

Our gaming tables are setup in a spacious manner. Poker fans can feel the thrill in the different poker areas. For a quieter place, it is best to look a bit higher up in **The Oak Room**. It is my favourite room. While the casino has fifty tables, this room has only six and is very popular with high rollers. No wonder that players flock from far and near to place their bets here.

“The Oak Room with its classical architectural design reminds me of my earlier years in London. Everything is made of high-quality materials.
— Mark Banks

Our slot machines area is unrivalled: an unequalled range of over 400 machines with more than 150 different games to choose from, of which many have multi-game and multi-denomination options. And don't forget to check out our rooftop gaming area on the 7th floor and enjoy a game while taking in the incredible view of the city. VIAGE, where the sky is not the limit!

And there is even more. We offer a great range of food and beverages. At **VIAGE Grill** you can enjoy dishes from around the globe with a 'licence to grill!' In a warm homely atmosphere, our restaurant brings the real steakhouse atmosphere to the heart of Brussels until the early hours. **VIAGE Chill** is our street level coffee bar that welcomes guests from 8 am in the morning for breakfast and from noon for tapas and home-made pastries. In the casino you can delight in cocktails at **The Cinna Bar** while often listening to live music.

Finally, on the 6th floor you will find our theatre: **The Viage**. Many public and private events take place here, such as dinner shows, an immersive theatre version of *The Great Gatsby* and the incredible *Viva Frida Kahlo Experience*.

Today, I am proud to welcome the European Dealer Championship to our venue. I'm proud of where we are in the European casino scene and I'm proud of the people that make it happen every single day. My staff and I are always at your service and wish you three amazing days in the heart of Europe.

Mark Banks,
CEO VIAGE

ABOUT THE ECA

The European Casino Association (ECA) represents national associations and individual operators of licensed land-based casinos in Europe. To date, the ECA represents the interests of approximately 900 casinos and over 70,000 employees in 30 countries across Europe. Founded in the early 1990s as the European Casino Forum, the ECA has grown steadily over the years and today includes members from nearly EU Members States and non-EU countries.

The main purpose and objective of the ECA is to address and promote issues related to casinos and/or casino operations. In so doing, the ECA hopes to provide a focal point on casino matters for casino operators as well as for EU and national policy makers and stakeholders. To this end, the ECA aims to serve as a network for information; information that shall be used to communicate and work with the EU institutions on anything related to casino operations.

The ECA does not pursue any profit motive. Within said purpose, the association aims to:

- Collect and provide information on casino operations and casino administration including the assessment of European and national legislation and regulations addressing casino operations.
- Increase awareness and understanding of the casino industry amongst EU policy makers and stakeholders.
- Constructively contribute to EU decision making on matters affecting the casino sector

ABOUT THE ECA

The ECA and its members understand and recognise that training is crucial in order to learn all the necessary skills to become a good and qualified dealer. To this end, the ECA promotes training and supports its members by always trying to improve professionalism in casinos across Europe.

The European Dealer Championship underlines this ethos while at the same time providing the perfect opportunity to exchange information, expand networks, and meet with friends. The championship also provides European dealers with the opportunity to showcase their high levels of professionalism and promote best practices in creating a welcoming, fun, safe and fair environment in European casinos.

The EDC was first held in Spain in 2007 and is now in its fourteenth year. Over the years more and more participants have taken part in the competition, reaching the record number of 3 for the last edition held in Monaco, hosted by Société Bains de Mer – Monaco. We now look forward to the new edition of the EDC in the exceptional setting of Brussels, Belgium at the stunning Grand Casino Brussels Viage.



The championship also provides European dealers with the opportunity to showcase their high levels of professionalism



TIME SCHEDULE

DAY 1 MONDAY 12 JUNE 2023

21.00 – 00.30 Welcome drink,
buffet and lottery draw
📍 VIAGE SPORTS BAR

DAY 2 TUESDAY 13 JUNE 2023

10.00 – 10.30 Group picture

10.30 – 11.00 Championship opening by
Mark Banks, CEO VIAGE and
Erwin van Lambaart, ECA Chairman

11.00 – 11.30 Information for
Participants and Jury members
(separate briefing for jury members
and participants)

11.30 – 12.30 Technical events
(Best card handler and
Best Pushing stacks)

12.30 – 13.00 Standing Luncheon
(available from 12.30 to 14.00)

13.00 – 14.00 Start first round of the competition
(20 mins)

14.00 – 14.20 Break

14.20 – 15.20 Continue first round

15.20 – 15.40 Break

15.40 – 16.40 Continue first round

16.40 – 18.00 Technical events
(Best chipper)

21.00 Gala Dinner
Welcome words by ECA:
Erwin van Lambaart, Chairman
Pascal Camia, Senior Vice-Chair
Tiina Siltanen, Vice Chair
📍 THE VIAGE THEATRE

DAY 3 WEDNESDAY 14 JUNE 2023

13.30 – 13.35 Opening second day

13.35 – 14.00 Announcement for Semi final
and photoshoot
(16 participants)

14.00 – 15.00 Semi final
(15 mins)

15.00 – 15.50 Technical events
(Best cutting chips and
Best mathematician)

15.50 – 16.10 Standing Luncheon
(available from 15.50 to 17.20)

16.10 – 16.30 Announcement Final
and photoshoot
(8 participants)

16.30 – 17.50 Final

17.50 – 18:10 Break

18:10 – 19.30 Final

22.00 Announcement of
European Dealer Champion
& Winners' Party
📍 THE VIAGE THEATRE

Note: English will be the official language
during the championship.



CHAMPIONSHIP RULES

General

The ECA reserves the right to promote and provide reportage of the championship via various broadcast mediums such as radio, television, internet, newspapers, etcetera, or to report (live) on the championship itself on the internet or through other media. Participants may be named or pictured in such report or upon registration. By registering for this event participants declare to agree to this unconditionally and irrevocably.

Participating dealers are requested to be dressed in full uniform of their respective casinos. English is the official language of communication at the championship tables.

A participant may be disqualified if found to contravene any of the rules of the Championship.

In the event of a dispute relating to these rules, the decision of the Championship Director will be final and the Championship will not proceed until the dispute is settled.

ECA and the Championship Director reserve the right to amend these Rules at any time.

In the event that the Rules are amended ECA will inform all participating casinos as soon as possible after the amendments are introduced.

It will be the responsibility of the participating casinos to inform their team members of the rules and any amendments.

A copy of these rules will be available beforehand and at the Championship.

Should the number of entries be less than the minimum requirement of 16 contestants, ECA reserves the right to (i) cancel the Championship or (ii) invite national runners up to enter the Championship in order to meet the minimum requirement of 16 contestants.

ECA reserves the right to cancel the Championship without any liability. All prizes are to be supplied by ECA (and/or sponsors).

All prize winners will be awarded the prizes published in the prize list for the Championship.

Conditions of Competition

Tournament chips do not represent cash value.

The judges on the table will be responsible for placing wagers.

On Black Jack boxes shall be played with a minimum of € 10 and a maximum of € 500 (in units of €10).

On Roulette a maximum of 100 colour chips per player shall be permitted on the inside layout.

The minimum on the inside bets shall be € 5. The maximum on the inside bets shall be:

Straight up: 100 - Split: 200 - Street: 300 - Corner: 400 - Sixline: 600

The minimum on the outside bets shall be € 500 to a maximum of € 5.000 (in units of € 500).

Colour chips will not be permitted on the outside bets.

General rules of Black Jack and Roulette shall apply, with the addition of supplementary Championship rules.

Give tips during the game is not allowed.

Drawn Results

If there is a drawn result between contestants, which may cause more than the allotted number of contestants to advance to the next round, or poses a problem to determine the winner of the Championship, each criterion of that round will be reviewed and tallied in the following order:

- 1 Hospitality
- 2 Technical skills
- 3 Control of the game

The participant with the highest score for hospitality will advance to the next round or be awarded as the winner. If there is still a drawn result, the next criterion will be reviewed and tallied. In the event that all the cumulative scores are drawn, the participants will take part in a practical mathematical exercise to determine the person to advance, or the winner.

Mathematical Exercise

- The mathematical exercise will consist of a series of wagers on American Roulette and the participant will have to determine the payout for each wager, based on the normal payout odds on Roulette.
Each participant will be timed during this exercise.
- To determine the winner, the results of the exercise will first be marked with the highest scoring participant proceeding to the next round or awarded as the winner.
- If the scores are drawn, the participant who has the fastest time will then advance to the next round or be awarded as the winner.
- In the event that the result and times are still drawn a second series of practical mathematical exercises will be conducted with the same criteria as outlined above and will continue until a result is determined.

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 is 1, the maximum score is 10, in increments of 1."

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.



SIDE EVENTS

TOURNAMENT CHIPS

The (non) value chips are provided and sponsored by Matsui.



BEST CHIPPER

On the table are 300 chips (3 different colours). The time will start when the dealer touches the first chip. The dealer must sort, chip and stack all the chips. Each stack contains 20 chips with identical colour. All chips have to be well placed (and on top of each other). For each stack with mixed colour chips, the dealer receives a penalty of + 5 seconds. The time stops as soon as the dealer finishes chipping and calls out "STOP". The fastest dealer will win.



Start position



End position

BEST CARD HANDLER

Each dealer must draw 5 times the initial deal at Blackjack (7boxes, 2 cards for each box and 1 card for the dealer). All cards must be placed under the insurance line. All cards must be visible both for the player and the dealer. For each mistake (card numbers not visible) the dealer receives a penalty of +2 seconds. After each initial deal, the dealer picks up the cards and places them into the discard holder. If there is no discard holder available, the dealer will place the cards in the back of the machine. The time stops when the last set of cards is placed in the discard holder (or in the machine). The fastest dealer will win.



Correct position of the cards



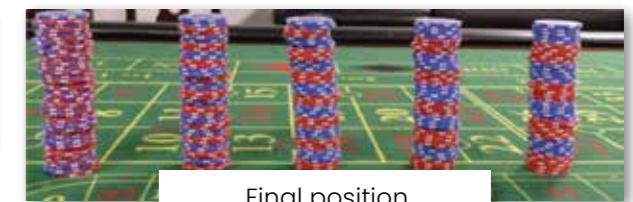
Penalty situations

BEST CUTTING CHIPS

The dealer starts with ten stacks of twenty chips each in two colours in pairings (5+5) in front of him. Drop-cut chips from each stack onto a new one. Starting from one on one, then two on two, three on three, four on four, five on five. The dealer is allowed to correct a cut during the session. For each bet that isn't placed accurately at the end, the dealer receives a penalty of + 4 seconds.



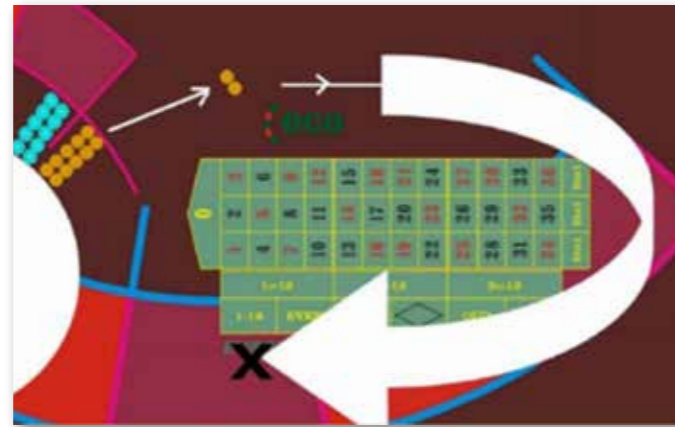
Initial position



Final position

BEST PUSHING STACKS

The dealer first must take 2 stacks from the float. Place them at the playing area. Then, push the chips around the end of the table to seat 1. Next the dealer takes 3 stacks from the float and pushes the stacks the same way to seat 1. Next 4 stacks, etc... until 8 stacks have been pushed. If a stack falls, the dealer must correct this. The time stops as soon as the dealer has pushed the last stacks (all stacks are well placed).



BEST MATHEMATICIAN

On the table on number 3 and 17, chips of 1 colour are placed and opened in a way the dealer can clearly see the number of chips per bet, the numbers are covered by a box. Five dealers will simultaneously start calculating the outcome for the two bets. The dealers must write down the payment on paper. When the dealer lays down his/her pencil, he/she is no longer allowed to make corrections. After all dealers are finished, the result will be checked. The winner is the dealer who calculates both payments the fastest and has the correct total.



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TCSJOHNHUXLEY

LE CASINO
MONTE-CARLO

PARTICIPANTS & COUNTRY

NAME	COUNTRY	CASINO
1 Mathieu Leclercq	Belgium	Casinos Austria Belgium SA
2 Yannick Ramel	Belgium	Casino Blankenberge
3 Antonis Spyrou	Cyprus	Melco
4 Tsvetan Yanchev	Cyprus	Melco
5 Thomas Knudsen	Denmark	Casino Odense
6 Åsa Ekerot	Denmark	Casino Copenhagen K/S
7 Alessandro Mesina	England	Les Ambassadeurs
8 Markko Suuban	Estonia	Olympic Entertainment Group AS
9 Fernando Ivanoff Gomes	Finland	Veikkaus
10 Leevi Lindstedt	Finland	Veikkaus/Casino Helsinki & Tampere
11 Andreea Ioana Maracineanu	France	Casino France (Groupe Tranchant)
12 Enzo Mannone	France	JOA
13 Tobias Hellberg	Germany	Spielbank SH GmbH
14 Jun Kimura	Germany	Merkur Spielbanken NRW GmbH
15 Patrik Tar	Hungary	LVC Diamond Kft
16 Tamás Gér	Hungary	LVC Diamond Kft
17 Kristians Miglans	Latvia	Olympic Casino
18 Marius Anechitei	Liechtenstein	Grand Casino Liechtenstein Bendorf
19 Stefan Pudev	Liechtenstein	Casino Ruggell

NAME	COUNTRY	CASINO
20 Paquin Olivier	Luxembourg	CASINO 2000
21 Luisa Perrone	Malta	Casino Malta by Olympic Casino
22 Chiara Guarneri	Malta	Casino Malta by Olympic Casino
23 Christopher Elena	MONACO	Monte Carlo Société des Bains de Mer
24 Thomas Cellario	MONACO	Monte Carlo Société des Bains de Mer
25 Marija Miljanić	Montenegro	Maestral hotels & casinos d.o.o.
26 Mihailo Vujović	Montenegro	Maestral hotels & casinos d.o.o.
27 Laura der Meer	Netherlands	Holland Casino
28 David Ruijzenaars	Netherlands	Holland Casino
29 Kerstin Zöchling	Österreich	Casinos Austria AG
30 Ralf Bürgmann	Österreich	Casinos Austria AG
31 Michal Dybiec	Poland	Casinos Poland Ltd.
32 Agata Litwinienko	Poland	Casinos Poland Ltd.
33 Zala Rekar	Slovenia	Hit d.d., 5000 Nova Gorica, Slovenia
34 Erik Krašna	Slovenia	Hit d.d., 5000 Nova Gorica, Slovenia
35 Jenny Bria	Sweden	Casino Cosmopol
36 Katarzyna Bielawska	Sweden	Casino Cosmopol
37 Will Gosnold	United Kingdom	Metropolitan Gaming

PRACTICAL INFORMATION



Location

Grand Casino Brussels – VIAGE
Boulevard Anspachlaan 30 , 1 000 Brussels

Opening Hours

CASINO: 12.00 – 04.00
VIAGE CHILL (breakfast & tapas): 08.00 – 23.00

Entry requirements

Passport or national ID with photo required.
Adults only (over 21 -years old)

VIAGE ENTERTAINMENT CENTRE IS OPEN 7/7

VIAGE CINNA BAR	12:00 > 04:00
VIAGE GRILL	18:00 > 02:00
VIAGE CHILL	08:00 > 23:00
Slot machines	12:00 > 04:00
Table games	13:00 > 04:00
Poker	19:00 > 03:00
VIP Area	20:00 > 04:00

Medical Emergency

European phone number in case of emergency or assault	112
Medical Service Emergency and Fire Brigade	100
Federal police	101
Center against poisoning	+32 (0)70 245 245
Burn Center	+32 (0)71 448 000
SOS Doctor (24/7 – www.sosmedecin.be)	+32 (0)2 513 02 02
Nearest Doctor – Centre Médical Monnaie – Rue Saint-Michel 39	+32 (0)2 217 74 06
Nearest Pharmacy – Pharmacie Neos Bourse – Bld Anspach 61	+32 (0)2 218 06 40
Nearest hospital – Clinique Saint-Jean – Rue du Marais +32	+32 (2) 221 91 11

Transport

Taxi company – Taxi Bleu +32 (0)2 268 00 00

Nearest train station

Brussels Central Station (connection with national airport) Travel times on www.sncb.be

Public transport

1 ticket is valid during 1 hour on tram, bus and metro. Travel info on www.stib.be.

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