

# UNITE CAMPAIGN ON TIPS AND SERVICE CHARGES

## BEWARE THE DEADLY SCAMS

Waiting staff in Unite want to eradicate some of the scams regularly applied by employers in restaurants and hotels when it comes to distributing tips left by customers. Join our campaign to support restaurant and hotel workers get the tips they have rightfully earned.

### **CUSTOMERS SHOULD LOOK OUT FOR THE FOLLOWING:**

#### **TAKING A CUT**

Money left as a tip on a credit card or paid as service charge on a menu is legally the property of the employer to dispose of as they wish. Bad employers use this as an opportunity to take a cut of waiter's tips and only pass on a proportion back to them.

**Unite says just because it is allowed doesn't mean you have to do it. Waiters should be entitled to 100% of tips left for them.**

#### **CHARGING A FEE**

As above but in this case employers justify their actions by charging a so called admin fee for processing staff tips. This can be anything from 8% to 15% of the money received.

**Unite says there is no justification what so ever for admin fees.**

#### **WEIGHTING THE POINTS**

Some employers pool tips and distribute them on a points system. Unfortunately in many schemes managers award themselves the highest points and receive the lion's share of tips while those doing the hard work loose out.

**Unite says employers should pay managers a decent salary so they don't have to muscle in on staff tips.**

#### **WIDENING THE POOL**

A growing number of employers are widening the number of staff receiving a share in the tips. Many restaurants have included low paid kitchen staff and bartenders. This is an attempt to lessen the impact of increases in the minimum wage. So every time the rate goes up waiters suffer a cut in income as their employer 'robs Peter to pay Paul'. This engineers resentment and friction between waiters and their work colleagues.

**Unite says all restaurant workers deserve a decent living wage paid directly by their employer and should not be manipulated into squabbling about who gets a share of customer tips.**

#### **PAYING THE PRICE**

On a busy shift all sorts of incidents can happen. Plates and glasses can get broken. Customers can walk out without paying the bill. Money in the till might not add at the end of the night. Many employers expect waiting staff to pay for these shortages out of their tips.

**Unite says such deductions are immoral and should never be allowed to happen.**