

## Tips and Gratuities Policy for employees of The Donkey Shed Restaurant

29/11/2022

For the purpose of this document we will call them tips.

Cash tips collected in the tip jar are distributed at the end of each day as follows

- 10% of total cash tips goes to kitchen employees to be distributed equally between all employees with the exception of the Head Chef
- The remaining cash tips are distributed by supervisor or nominated employee equally between front of house employees who worked that day with the exception of the manager.
- All cash tips must be placed in the tips jar.

Tips via cards.

- Tips via debit/credit card are totaled monthly.
- 10% of this total is distributed to Kitchen employees equally with the exception of the manager. This is paid in addition to basic pay and will be recorded as tips on payslips and will be subject to income tax.
- For front of house employees the remaining tips are divided among employees based on hours worked (or annual leave taken) during the period/month.

Eg Card tips for month of March = €100

10% goes to kitchen employees €10

**€90 to be divided among 4 employees**

Ann worked 30 hrs

Barney worked 100 hrs

Conor worked 40 hrs

Denise worked 10 hrs

**Total hrs worked = 180 hrs**

**€90/180 = €0.5**

Ann 30 \*.5 =€15

Barney 100\*.5=€50

Conor 40\*.5=€20

Denise 10\*.5=€5

This is paid in addition to basic pay and will be recorded as tips on payslips and will be subject to income tax.

We do not currently apply a service charge in The Donkey Shed Restaurant

### Communication of tips and gratuities policy to customers

Tips are always voluntary and at the customers discretion.

Prior to taking a card payment, employees may politely remind a customer that there is an option to add a tip to the card payment but employees may not suggest a tip amount or imply that a tip is mandatory.

If employees would like advice or training in regard to the above, please send an email to [accounts@newbarnfarm.ie](mailto:accounts@newbarnfarm.ie) and we will arrange same as soon as possible.

Employees observed/reported to be impolite or forceful in this regard will be provided with additional customer service training or in more serious cases where there is judged to be coercion/harassment of customers, be subject to disciplinary procedures.

Please see Policies and Procedures document for full details of disciplinary procedures.

A sign will be displayed in the Restaurant communicating our tips and gratuities policy to customers.

Any questions regarding this policy can be sent to [accounts@newbarnfarm.ie](mailto:accounts@newbarnfarm.ie)



## Tips and Gratuities Policy

All tips and gratuities are distributed to employees.

We are able to accept tips and gratuities via cash and via debit/credit card.

Cash tips and gratuities are divided evenly between employees at the end of the day.

Tips and gratuities via debit/credit card are totaled at the end of the month and divided between employees based on the hours they worked that month. Payments are made as an addition to employees salaries on a monthly basis and are subject to income Tax.

Prior to taking a payment using a debit/credit card, employees may advise the customer of the option to leave a tip or gratuity via the debit/credit card in order to prevent having to cancel, refund or resend a transaction should the customer decide to leave a tip or gratuity after the initial transaction has processed.

The payment of tips and gratuities is and always will be entirely at the customers discretion.

Thank you

Donkey Shed Employees