



GMB CHARTER FOR FAIR TIPS (GUIDE FOR CONSUMERS)

GMB have campaigned for ALL employees who rely on tips to be paid at least the National Minimum Wage and then receive tips on top of this. Regulations now have been changed but we need to ensure that these are being used correctly. As a customer, we are sure that you would want to make sure that any tips you leave go directly to the person who has looked after you or given you good service. **Just follow these simple steps:**



LOOK! Before you go to eat in a restaurant, go into a Casino, or go to the hairdressers you should be able to see the tips policy, how tips are distributed and whether service charges are mandatory or discretionary. *(This should be clearly visible and written on a menu or displayed in a prominent place.)*

DON'T BE AFRAID TO



ASK! The restaurant/ establishment when you go in to show you written information on their tips policy. *(There is a Code of Practice that says there should be a written statement and all staff should be able to direct customers to this)*



ASK! Whether 100% of your tips go to the workers or whether there are any deductions made – some employers charge an “administration fee”



ASK! If you hadn't seen any information outside or on the menu, ask again before you pay *(you should be fully informed or shown where to see the information)*



ASK! If cash and card tips are treated differently *(sometimes there is an admin fee retained by the employer for credit cards but if so you should be told about this)*

IF IN DOUBT, PAY TIPS IN CASH DIRECT TO THE PERSON WHO SERVED YOU

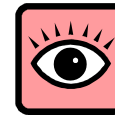
OR CONTACT CONSUMER DIRECT HELPLINE ON 08454 040506.

More Info on www.gmb.org.uk/nmw



GMB CHARTER FOR FAIR TIPS (GUIDE FOR WORKERS)

National Minimum Wage is the minimum amount that UK workers should be paid (currently £5.80 per hour). GMB have campaigned for ALL employees who rely on tips to be paid at least the National Minimum Wage and then receive tips on top of this. National Minimum Wage Regulations have been changed from 1st October 2009 to this effect but we need to ensure that these are being used correctly. GMB members earn on average 12.5% more than non union members. Only by being a GMB member and having GMB behind you can you be sure that your employer will take notice of the law and you could be on the path to higher wages. Go to www.gmb.org.uk/join or phone **020 8947 3131** for an application



form. **Just follow these simple steps**

LOOK!

- Does your employer clearly display their tips policy outside the premises or in a prominent place?
- Has your employer explained the tips policy to all staff?
- Have you been given a written statement on how tips are distributed, if there are any deductions, if there are any tronc arrangements and what happens during any leave?



DON'T BE AFRAID TO ASK:

- Do you understand the process for distributing tips? especially if English is not your mother tongue
- Ask about what happens when you are questioned or challenged by customers *(you are not expected to explain the policy but you should be able to direct customers where to go for more information and you certainly should not feel threatened by your employer if you explain the policy)*

**IF IN DOUBT, CONTACT GMB OR CONSUMER DIRECT
HELPLINE ON 08454 040506**

If you think you are not being paid correctly, contact the FREE Pay and Work Rights Helpline: **0800 917 2368** for advice or to make a complaint. Calls are in confidence. Further information on the Code of Practice and the Minimum Wage from www.gmb.org.uk/nmw or www.direct.gov.uk/nmw