

Tips and Gratuities

We do not consider tips and gratuities to form part of an employee's contractual pay. Employees who receive any tips or gratuities given in cash at the discretion of the guest are personally responsible for declaring any amounts received in this way to HM revenue and Customs. Tips and gratuities can only be accepted on credit card payments if the PDQ terminal is set up to allow this. The value of any credit card tips or gratuities for each individual is recorded by the manager on Team Hours. These will then be reimbursed via payroll and will be subject to tax.

You must not solicit tips from guests, nor manipulate, or attempt to manipulate their method of payment in any way to influence the guest's decision whether or not to leave a gratuity. You may not, under any circumstances, take the cash from the restaurant's takings in lieu of your share of credit card tips or service charges.

Managers cannot accept tips in any form.