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# Tips, gratuities, cover and service charges – call for evidence response form

## The department may, in accordance with the Code of Practice on Access to Government Information, make available, on public request, individual responses.

## The closing date for this consultation is 10 November 2015.

You can also reply to this consultation online at: <https://bisgovuk.citizenspace.com/lm/tips-gratuities-cover-service-charges>

Please return completed forms to:

[labourmarket.consultations@bis.gsi.gov.uk](mailto:labourmarket.consultations@bis.gsi.gov.uk).

or:

Labour Market Directorate  
Department for Business Innovation and Skills  
1 Victoria Street  
London  
SW1A 0ET

What is your name?

What is your e-mail address?

What is your job title?

What is your connection to tipping practices?

I am a worker who receives or collects tips

I am an employer

I am a customer

Other (please state)

When responding please state whether you are responding as an individual or representing the views of an organisation.

I am responding as an individual

I am responding on behalf of an organisation

If you are responding on behalf of an organisation, please make it clear who the organisation represents by selecting the appropriate interest group on the consultation form and, where applicable, how the views of members were assembled.

What is the name of your organisation?

What is the organisation type?

|  |  |
| --- | --- |
|  | Business representative organisation / trade body |
|  | Central government |
|  | Charity or social enterprise |
|  | Individual |
|  | Employer (over 250 staff) |
|  | Employer (50 to 250 staff) |
|  | Employer (10 to 49 staff) |
|  | Employer (up to 9 staff) |
|  | Legal representative |
|  | Local Government |
|  | Trade union or staff association |
|  | Further Education college |
|  | Private training provider |
|  | University |
|  | Professional body |
|  | Awarding organisation |
|  | Other (please describe) |

Where are you based?

England  Wales Scotland Northern Ireland

UK wide

## Consultation questions

### Guidance and legislative framework

1. As an employer / worker, are you aware of the law, (as set out in paragraph 9 of the Call for Evidence) in relation to the treatment of tips, gratuities, cover and service charges?

Yes

No

1. Do you know of any existing arrangements that you think contravene these rules?

Yes

No

1. If yes, please describe these arrangements.

**Comments:**

### 

### Code of practice for tipping and customer awareness

1. Are you aware of the voluntary Code of Practice?

Yes

No

1. Do you think the Code of Practice provides a fair and transparent process?

Yes

No

1. If not, please provide details as to why not.

**Comments:**

1. Do you / does your employer sign up to the Code of Practice?

Yes

No

Not sure

1. If not, please provide details as to why not.

**Comments:**

1. In practice do you / does your employer adhere to the principles in the Code of Practice?

Yes

No

Not sure

1. If not, please provide details as to why not.

**Comments:**

1. As a customer, do you leave a tip as a direct response to the service you receive?

Yes

No

1. If no, please provide details of your reasons for leaving a tip.

**Comments:**

1. As a customer, are you, in general, aware of what happens to your tip?

Always

Sometimes

Never

1. If sometimes or never, what could be done to improve this?

**Comments:**

### Tips, gratuities, cover and service charges in practice

#### Arrangements for passing on tips, gratuities, cover and service charges – non-cash and employer allocated tronc systems

1. Do you / does your employer operate any of the arrangements in the ‘arrangements for passing on tips, gratuities, cover and service charges’ section of the call for evidence?

Yes, deduct an admin charge (please state %)

Yes, discretionary service charge retained by employer (please state %)

Yes, charge levied on staff as % of sales (please state %)

Yes, a tronc system is in place (please provide details)

No, but other system in place (please provide details)

No, all non-cash tips, gratuities, cover and service charges are passed on to the employee in entirety

1. Please provide further details to Question O as appropriate.

**Comments:**

#### 

#### Arrangements for passing on tips, gratuities, cover and service charges – cash

1. How do you treat tips and gratuities that are paid in cash?

Retained by employee (please provide details)

Paid into a tronc system with allocated or input from employer (please provide details)

Paid into a tronc without allocation or input from the employer (please provide details)

Other (please provide details)

1. Please provide further details to Question Q as appropriate.

**Comments:**

#### Customer Awareness

1. As a customer, do you prefer to leave a tip in cash or on card?

Cash

Card

Don’t mind

1. If cash / card, why do you prefer this method?

**Comments:**

1. As a customer, what would you like to happen to your tips?

All to go to the worker

All to be handled and kept by the employer

All tips to be handled by the employer and distributed to individual workers (including admin fee deduction)

Tips to be shared and distributed amongst workers via a tronc, with allocation or handling by the employer (including admin fee deduction)

Tips to be shared and distributed amongst workers via a tronc, with no allocation or involvement from the employer

Other

Don’t mind

If other, please specify.

**Comments:**

1. Please provide any further evidence to support your views on tipping.

**Comments:**

### The role for Government

#### Government action to support employers

1. Can you suggest any options which would be appropriate to tackle any issues identified in this call for evidence?

**Option 1:**

**Option 2:**

**Option 3:**

**Option 4:**

1. What are the costs and benefits of these options?

**Option 1:**

**Option 2:**

**Option 3:**

**Option 4:**

1. What other risks and opportunities should the Government take into account when considering change in this area?

**Option 1:**

**Option 2:**

**Option 3:**

**Option 4:**

### Do you have any other comments that might aid the consultation process as a whole?

Please use this space for any general comments that you may have, comments on the layout of this consultation would also be welcomed.

**Comments:**

Thank you for taking the time to let us have your views. We do not intend to acknowledge receipt of individual responses unless you tick the box below.

Please acknowledge this reply

At BIS we carry out our research on many different topics and consultations. As your views are valuable to us, would it be okay if we were to contact you again from time to time either for research or to send through consultation documents?

Yes  No

**BIS/15/508/RF**