



# FIRE & VINE

HOSPITALITY

## Commission | Bump Line “additional tip” Policy

### Service Charges & Wait Staff Commissions

All guests are charged a service charge when dining at our restaurants. Our wait staff also receive a commission based on their sales (i.e., the food/beverage purchased by the guests at their assigned tables). The policy details and requirements are as follows:

- A 20% service charge is added on the pre-tax total for all tables. The service charge is the property of the Company and is not a tip or a commission. The server is required to inform their guests that the service charge will be included on their bill.
- A 22% service charge is added on the pre-tax total for all contracted private dining parties. The service charge is the property of the Company and is not a tip or a commission. This is an agreed-upon amount of which the private dining representative has informed the guest when selling the private room.
- Wait staff are considered commissioned salespersons and will receive commission based on the commission compensation policy they signed separately.

### Bump (Additional Tip) Guidelines

For any dining situation (including private dining), a guest may leave an “additional tip” that is in addition to the service charges mentioned above.<sup>1</sup> Such an “additional tip” is considered a “bump”. When a bump is given that is over 10%, the wait staff member is required to obtain management/Captain approval to collect the additional tip (bump) prior to the guest departing, to ensure that the guest is informed about the service charge policy. The policy includes when a bump is given that is over 10% of the bill (exclusive of any discounts, promos, comps, service charges or tax). As such, additional tips (bumps) will only be collected/accepted and paid out as follows:

- If the employee properly obtains management approval for the additional tip (bump) prior to the guest leaving, the guest will be charged for the bump and the full amount of the bump will be collected and paid out to the employee.
- If the employee is unable to obtain management approval for the additional tip (bump) prior to the guest leaving, no additional tip (bump) will be accepted or collected from the guest (and therefore, no additional tip (bump) will be paid to the employee).
- If the additional tip (bump) is approved by management and the guest later rescinds the additional tip (bump) and the tip amount is either not collected and/or returned to the guest, the additional tip (bump) will not be paid out to the employee.
- If the additional tip (bump) is approved by management and collected/accepted, and later rescinded by management, the additional tip (bump) will be paid out to the employee.

F&V will not tolerate incidents of abusing the voluntary additional tips (bumps) on guest checks. Failure to adhere to this policy may result in disciplinary action up to and including separation.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

<sup>1</sup> By using the term “additional tip”, the Company does not mean to infer or imply that the service charge is a tip or gratuity, or that it is paid out to employees. Rather, as noted above, the service charge is retained by and is the property of the Company.