

Tips & Tipping in Halifax's Hospitality Industry

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Background to study

- Why study Tips and Tipping?
- It has not been done in Canada
- 78% of new jobs in NS are in the hospitality industry
- Online survey– nearly 300 respondents
- Precarious work: young people, in need of 2nd or 3rd job, women, older people, no career path, dependent on tips
- Full-time, part-time- tips depend on on location-- front or back of house

Real story on tips...

- **“Literally, how sunny it is outside has the same impact on a tip as good service does.”**
- “For the server, being attractive improves your tip, being a woman improves your tip and being an attractive woman exponentially increases it.”

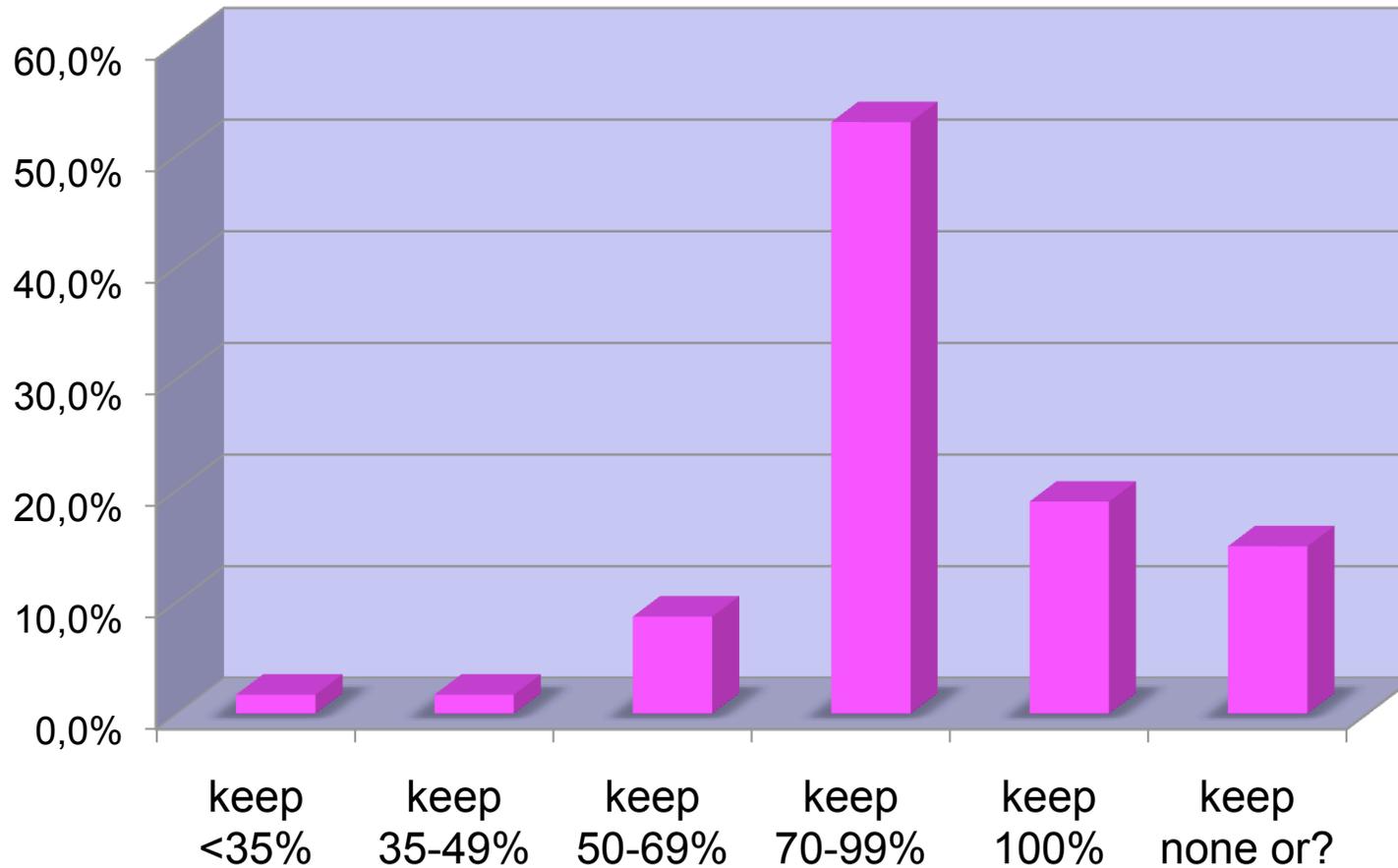
--Michael Lynn, Associate Professor of Consumer Behavior at Cornell University's Center for Hospitality Research

From *The Coast*, 3 June 2010

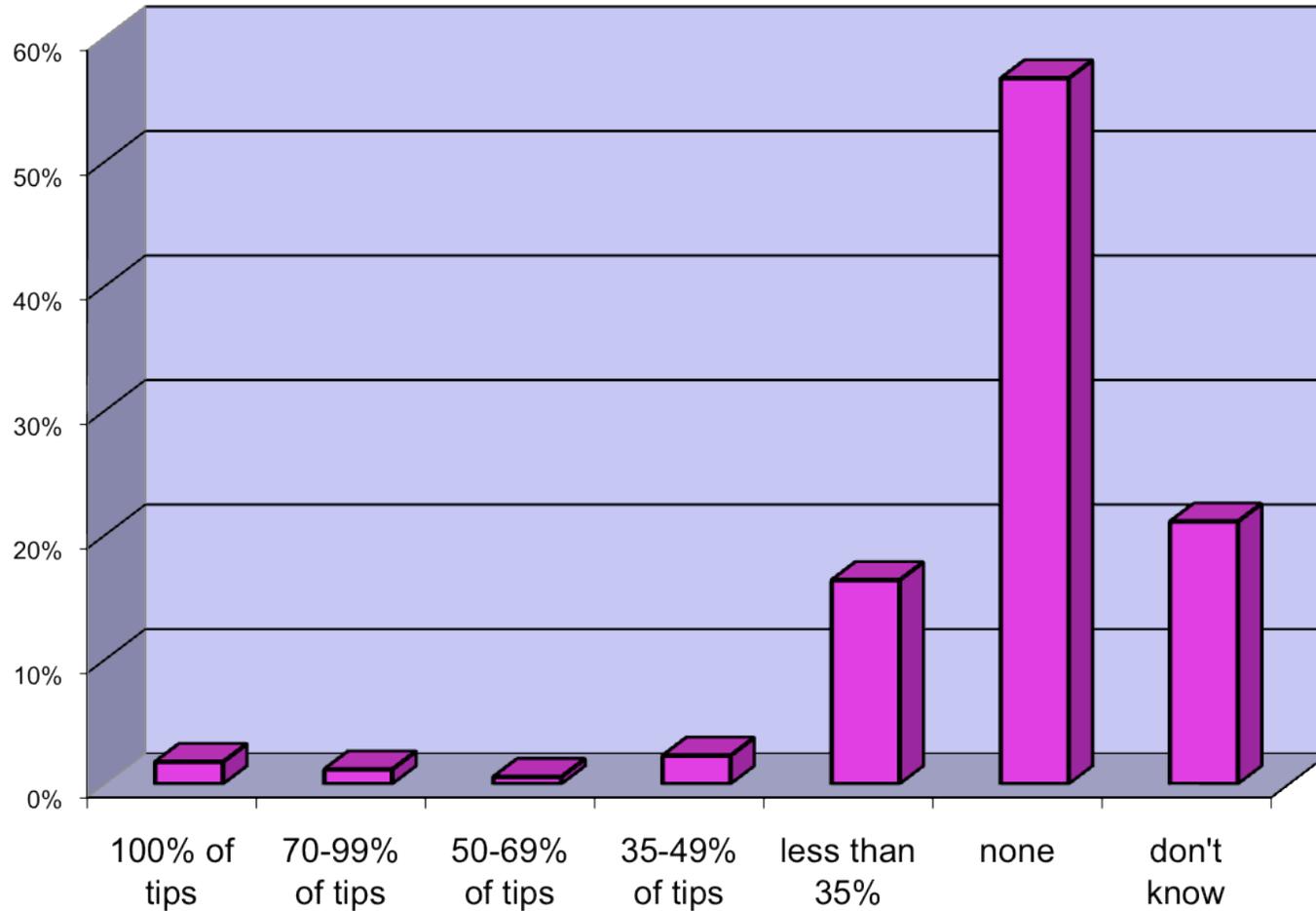
To the table of 2 tonight: POSTED ON WED, JUN 2
Thanks for the generous tip of \$15 on a bill that was less than \$50. People like you make serving in a restaurant a LOT more enjoyable. You told me everything was great and the food was delicious. But let me tell you that if you come in again, it's going to be even better, I promise. This also goes to every other customer who has tipped me well (or at all). —Happy Server

Comment Glad to know that the quality of service I get depends on the size of my wallet.

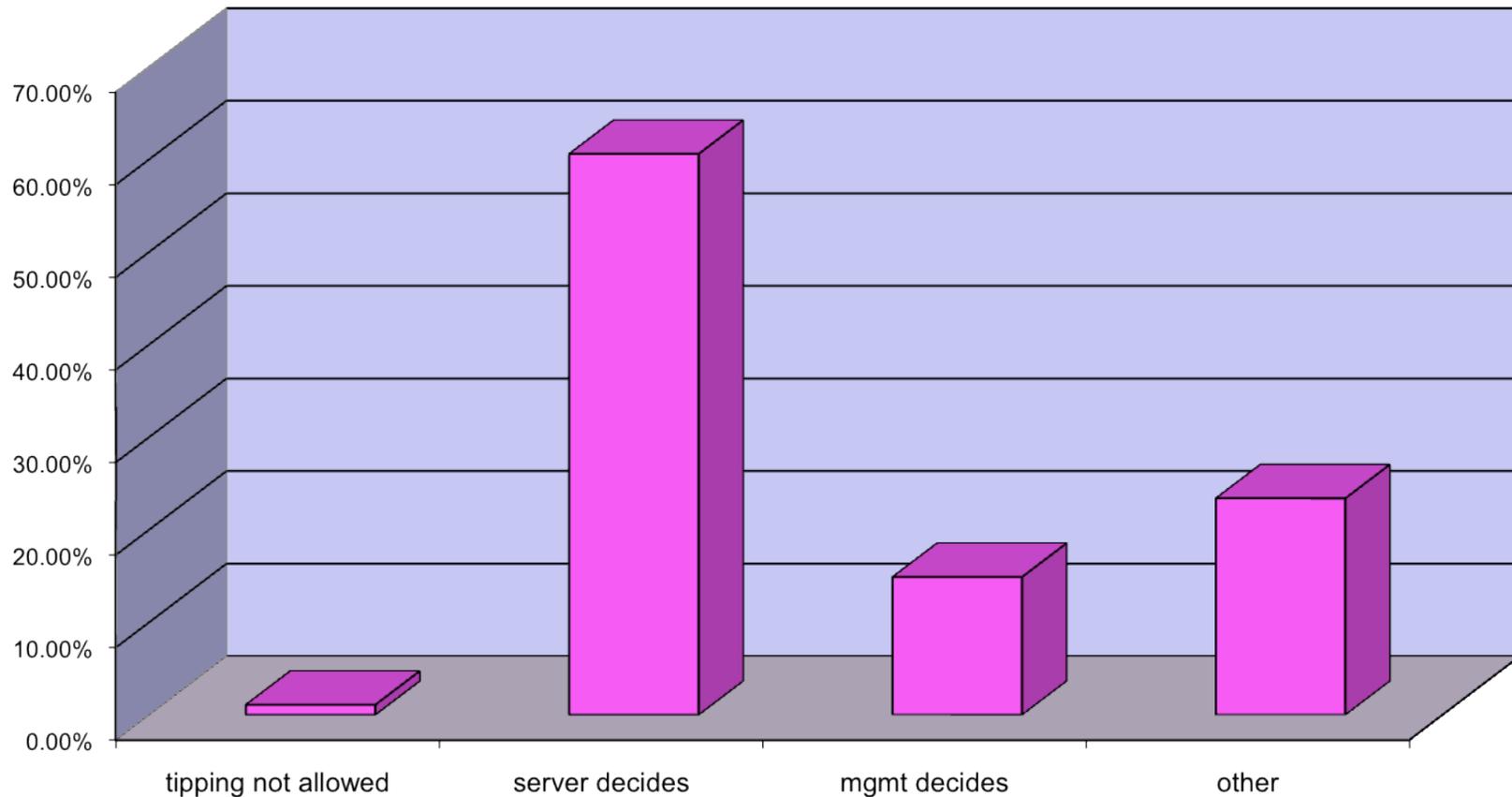
What tips do servers keep?



Mgmt keeps a % of tips ~



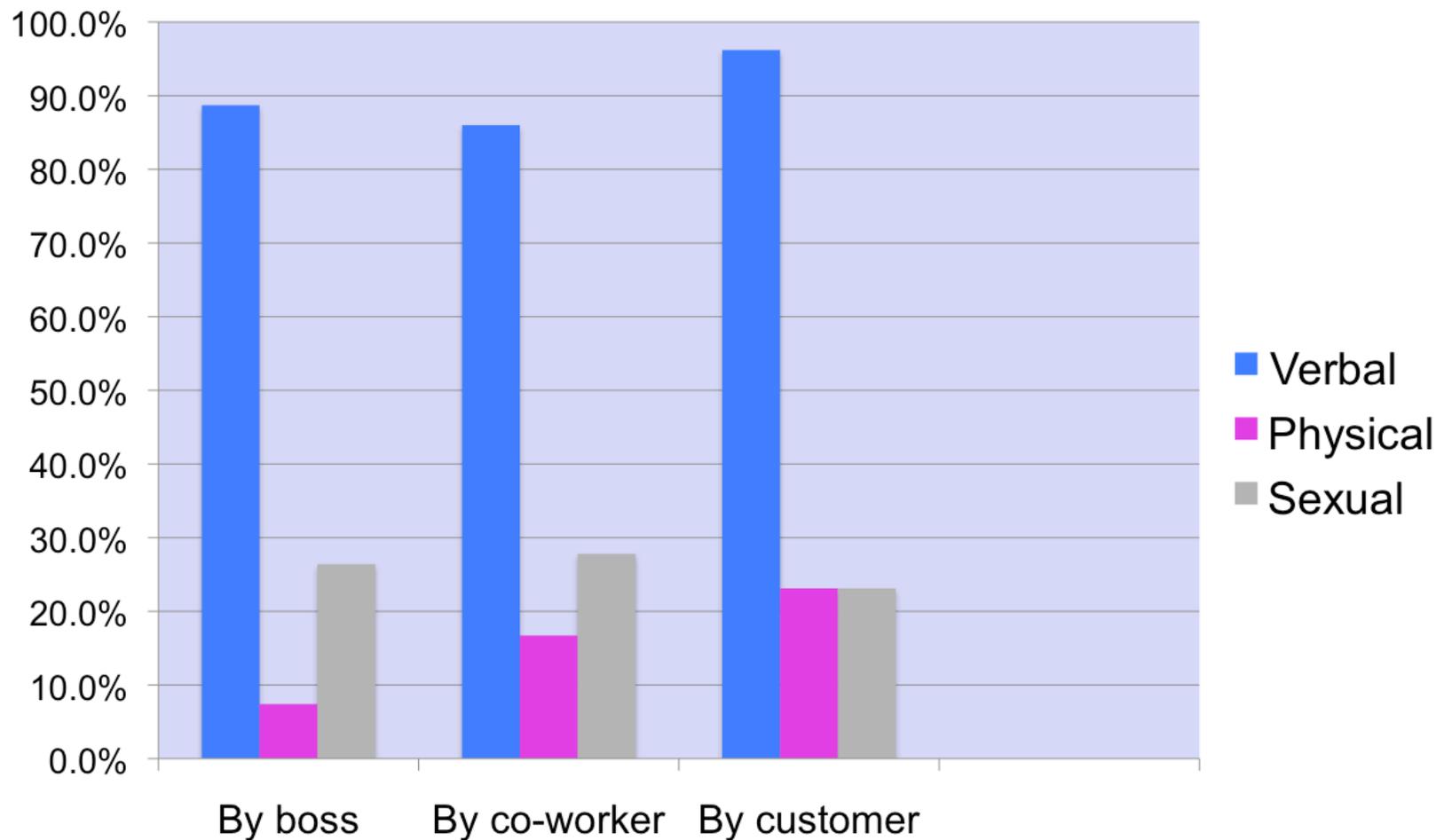
Who decides about tips?



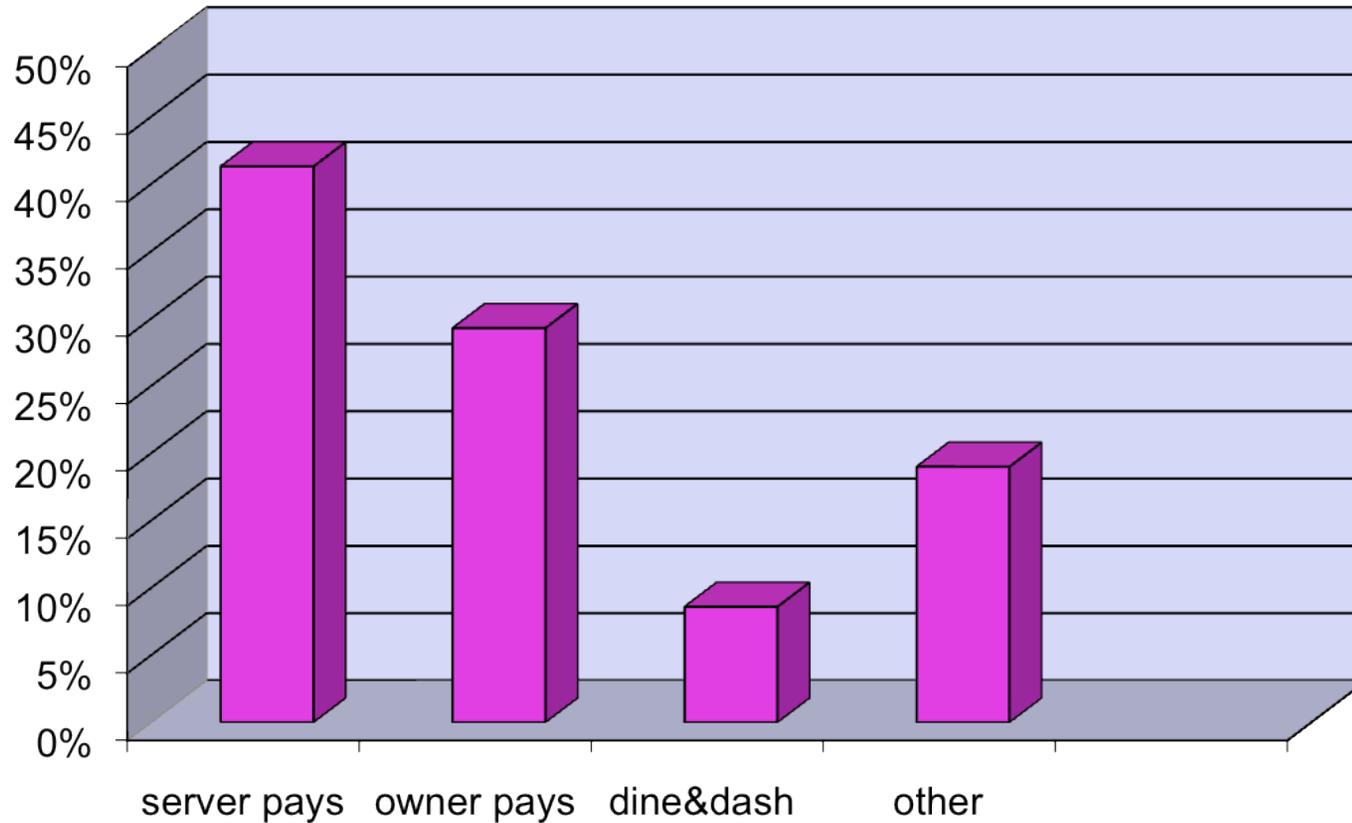
Point of departure:

- All provinces' Labour Standards Acts are silent on tips except for Quebec and Newfoundland and Labrador
- In those two jurisdiction, it is spelled out that tips are the exclusive property of the employee.

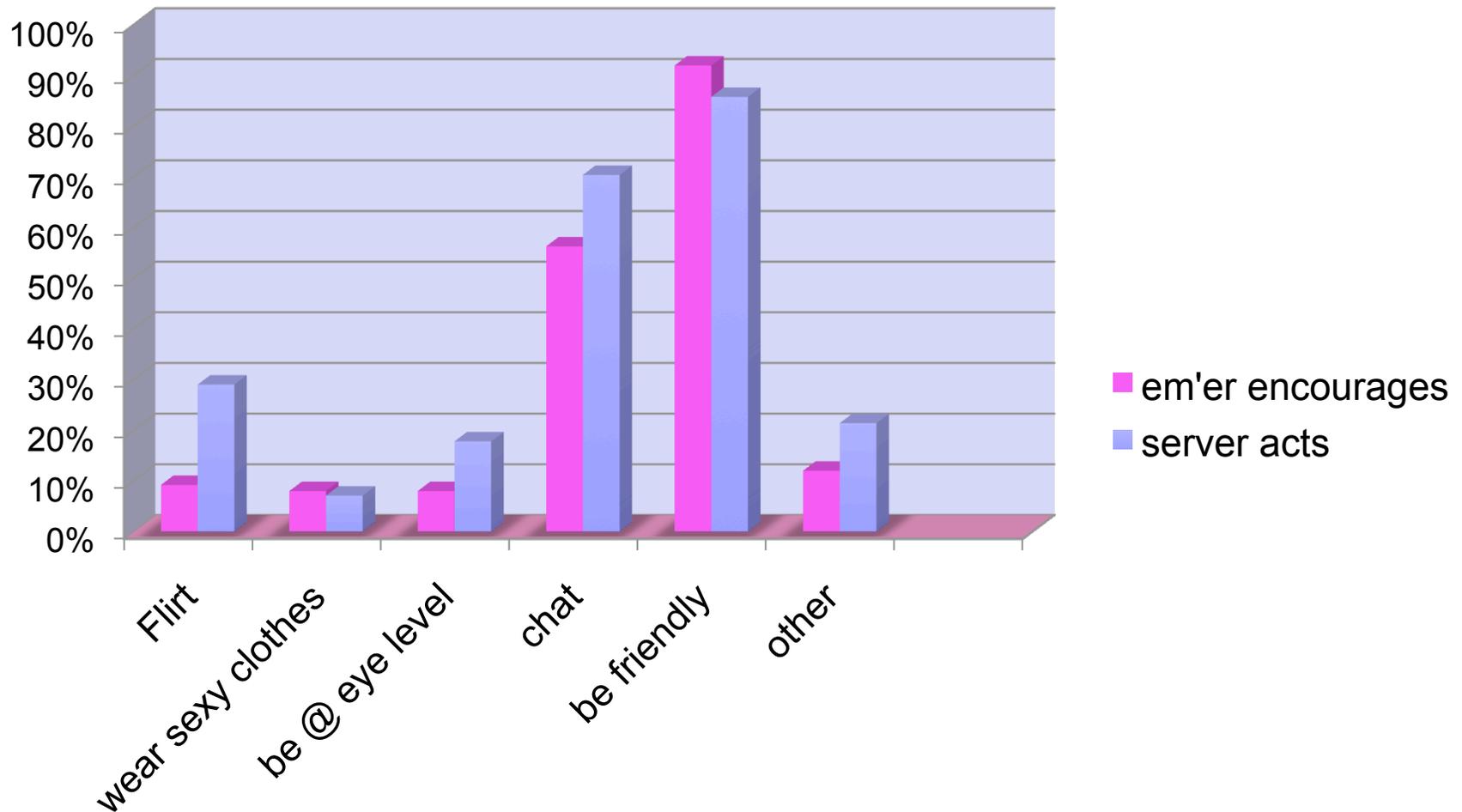
Harassment at bars & restaurants

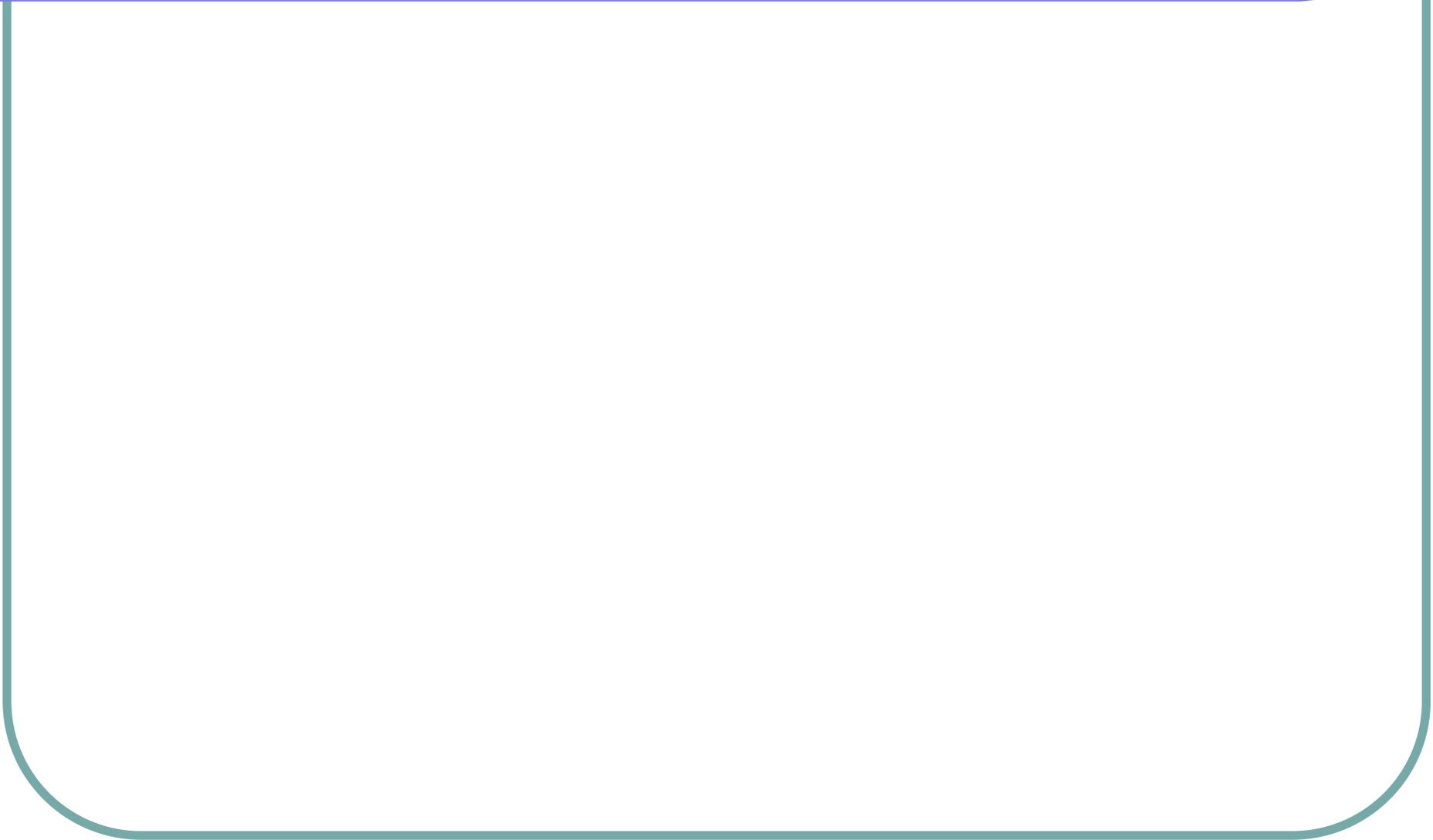


Walk-outs, who pays?



Ways to increase tips...





Other costs to employees...

- “We pay \$2.00 each day for a breakage fund.”
- “For breakages, we pay a maximum of \$120.00 per year”
- “\$30 is taken off our pay for a work shirt – a uniform should be no charge.”
- “At my previous job, the manager would take our tips if we ruined a cake.”
- “The entire staff lost \$25 on their pay because we kept losing forks.”

Labour Standards: NS

- Minimum wage - \$9.20 per hr.
- No paid coffee breaks
- ½ lunch break after 5 hrs of work
- Overtime after 48 hrs in a week
- Restaurants can employ children 14-15 yrs– as long as they do not cook.
- Dine & Dash funds

Union members?

- Union density in NS is around 28%
- Density in restaurant/bar according to the survey is 2.8%
- This coincides with the 4.7% of respondents who work in unionised hotels, or in catering.