



THE
JOHNSTOWN
ESTATE 
HOTEL & SPA



Georgian Elegance - Modern Luxury - A Warm Welcome



Electronic Service Charge, Tips and Gratuities Distribution at The Johnstown Estate

Issued

1st December 2022

Purpose:

In line with the Payment of Wages Act 2022 we are implementing this policy to:

- Provide clarity on the meaning of tips, gratuities and service charges
- Demonstrate that we place tips and gratuities outside the scope of a person's contractual wages
- To display prominently our policy on the distribution of both cash and electronic tips
- to distribute fairly, equitably and in a transparent manner, tips that are received in electronic form, that is, through debit or credit cards or smart phones
- Ensure any charge called a 'service charge' or anything that would lead a customer to believe it is a charge for service, will be distributed to staff as if it were a tip or gratuity received by electronic means
- Ensure that our team will be provided with a statement showing the number of tips obtained and the portion paid to the individual worker in the period

How do we collect and record tips?

We collect tips in the following manner:

- Credit Card
- Debit Card
- Smart Phone Payments
- Service charge
- Guest Room Charges

Each tip received is recorded in our Till System, Aloha.

Any cash tips received by team members are retained by them and are not directly managed by The Johnstown Estate.

Who receives tips?

Managers, team members and supervisors receive the payment of tips. 5% of all tips in our outlets go to our kitchen team from Chef de Partie grade downwards.

How are they distributed to the team?

At the end of the month the totals of electronic service charge and gratuities are counted by our accounts team for distribution in the first week of the following month as they are paid one month in arrears.



The totals are distributed to the entire team working in the outlets on a point based weighted system which considers the following:

- Level of Experience
- Contract types
- Role within the department

The total amount received is divided by the overall total points to see what each point is worth; this is then multiplied by each team members number of points to show their amount.

To provide context please see the example below:

Total tips received for the month is €1,000 total number of points by the team is 50 meaning each point then has a value of €20.

This is then multiplied by team members points for example if a server scored 30 points they will receive €600.

How do our team members view their electronic tip payment?

This will show on their payslip each month on the date of payment and will include a statement of the total amount of electronic tips received during that pay period for their department under the gratuities heading. Tips will be paid one-month arrears

Who can I contact if I have query in relation to tips or gratuities at The Johnstown Estate?

Any queries can be sent to:

Sharon Heneghan

Director of Food & Beverage

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