

# **Georgia Boys BBQ Company**

## **No Tipping - Frequently Asked Questions**

### **Why am I being charged a service charge?**

The service charge is in lieu of traditional tipping as a means of taking care of our entire team; their well-being and success is our top priority. Our servers, bartenders, and entire team are always encouraged to provide excellent service and food with good ole Southern hospitality. And in return, we charge an 18% service charge of which 100% goes to the employees.

### **Why is Georgia Boys BBQ eliminating tipping?**

We believe that the best way to take care of our guests is to take care of our employees, first and foremost. Eliminating tipping is allowing us to pay our employees equitably, competitively, and provide clear paths for professional advancement within the company. We're able to provide ALL of our employees with a wage that is above the current Colorado Living Wage of \$12.95/hour. We are also providing health insurance benefits, paid vacation, and paid sick leave for our employees.

### **What if I did not have a good experience, do I still have to pay the service fee?**

We work hard to ensure your experience is nothing less than excellent at our locations. If you are not getting Southern hospitality and excellent service, that's on us and we will do everything we can to make things right. Please let us know by sharing your feedback with a manager or another member of our team so that we can address it immediately.

### **Will the servers and bartenders still make good money?**

Absolutely, they are two of the most important positions in the company and are rewarded as such. All of our servers and bartenders make a consistent high industry wage, and all full time equivalent staff receive health care benefits, paid vacation, and paid sick leave as well.

### **Why is eliminating tipping the solution?**

Hospitality is a team sport; it takes an entire team, working together, to create outstanding dining experiences for our guests. Tipping is a heavily regulated and constantly changing form of compensation where not all employees can share in tips. As a result, tipping creates an unbridgeable wage disparity between our cooks and servers: if we raise menu prices to better compensate our cooks, tips increase accordingly, because they're a percentage of the cost of your meal. This wage gap is not reflective of the hard work that everyone on our team contributes to your dining experience. So, in order to address that wage gap and reward our Georgia Boys family professionally, we have chosen to operate outside the heavily regulated tipping model.

### **Why is the service charge 18%?**

We did a thorough review of our average tip percentage and the result was 18% which we feel comfortable with as a service charge. We do adjust this charge to 10% for all to-go orders.

### **Can I still tip?**

That is very kind of you, but unnecessary.

### **What if I insist?**

We do not accept credit card tips, but if you insist you may leave cash. Again, this is absolutely not necessary or expected.

### **How will you keep servers and bartenders motivated without the promise of tips?**

We've seen our team's motivation come from genuine care for our guests, thoughtful and attentive management, teamwork, and a personal pursuit of excellence, all of which we expect will be strengthened under the new model.