

WHY A SURCHARGE?

We're passionate about cultivating a healthy and stable work experience that provides fair, equitable wages and benefits for our entire team. To achieve this, we utilize a model which adds a percentage of the total to each restaurant guest bill as a surcharge. One hundred percent of the amount generated by the surcharge goes towards employee wages.

We also recognize that tipping has many historical and present day issues related to inequity, harassment and discrimination. Our intent is create a business model that supports our values and all team members at Alma.

HOW IT SUPPORTS US.

The surcharge model supports the long-term health of our team, business and community in the following ways:

- Promotes wellbeing. A surcharge allows us to eliminate the tipped vs non-tipped employee structure. By taking full responsibility for aligning compensation with job expectations and performance for all team members, we increase stability, transparency, trust, and can offer clearer paths for employee development.
- Creates equity. A surcharge enables us to elevate wages for everyone and achieve equity in compensation for culinary, hospitality and leadership roles.

FREQUENTLY ASKED QUESTIONS:

Where does the surcharge go? One hundred percent of the amount generated by the surcharge goes towards employee wages. The surcharge covers less than half of our labor expenses. The surcharge is not broken up and redistributed to other business initiatives or investments.

What are the fair wages the surcharge supports? We continue to provide fair wages that are competitive within food and hospitality industry standards and strive to meet higher standards found within other trades. Current pay ranges are \$16-\$31/hr for hourly and salaried employees in the Restaurant.

What are the benefits the surcharge supports? For full time employees (25 hours+) health/dental/vision insurance is available. All employees receive paid time off, profit sharing opportunities, staff meals, continuing education in the field and employee discounts. After 1 year & 1000 hours, part time and full time employees are eligible for 401K with a 4% company match.

What does "Tipping is accepted, but never expected at Alma" mean? It means that tipping is not required for our staff to receive fair, competitive wages and benefits. Guests can simply pay their bill and know that ALL Alma staff are being compensated fairly.

What if someone insists on leaving a tip? If any guest feels they would like to tip staff for going above and beyond their expectations, or would like to leave a tip for any reason, they are welcome to do so by leaving cash, check or writing in a tip on their credit card receipt. Any tip/gratuity is the property of the employee providing direct service. Alma management will administrate tip processing, including payroll tax deductions and distribute per direct service staff instructions (including server tip pooling when applicable). In accordance with MN law, neither ownership or management can determine or influence how tips are shared.

Why don't you offer a tip line on guest checks? We took a big step away from tipping by changing our compensation model and offering a complete, liveable hourly wage for our entire team. Adding a tip line sends mixed messages to our team and guests, and its presence signals that tipping is still an expectation. By eliminating it, we're seeking to resolve the conflict that surfaces when there is pressure to give or receive a tip.

What's the reasoning behind the legal language on your menu and website? Simply put: we're following the law. Minnesota state law requires we notify guests of obligatory surcharges with clear and conspicuous notice. The legalese on our menu and website is taken verbatim from state law and must be printed as is. The language is present to alert you of the surcharge and to protect us against claims of hidden fees and unauthorized charges.

