

# TIPPING GUIDELINES

Gratuities are left to your discretion. The staffs' performance should be the determining factor when you decide to tip; thus we do not wish to tell you who or how much. But because we do receive inquiries, we've made this simple guideline. We hope that you'll find it helpful.

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## Front of the House Staff

**Front of the House** includes staff members that work with you personally during your stay. You may choose to leave a gratuity to an individual or to the whole department if you feel they are deserving and have provided exceptional service.

- Dive Master
- Boat Captain
- Taxi Boat Drivers
- Chefs or Kitchen Staff
- Waiters
- Bartenders
- Housekeeper
- Front Desk Staff
- Luggage Handlers
- Airport Host
- Photo Shop Staff
- Ixora Spa Staff

- ◆ When tipping an individual employee, you may give it to them directly. Or leave it in an envelope with their name and place it in the tip box at the Front Desk.
- ◆ When tipping a group within the Front of the House, you may leave it in an envelope with the department name and place it in the tip box at the Front Desk.

*Note: Please do not leave tips for your housekeeper in the room.*

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## Back of the House Staff

**Back of the House** includes staff that you may not see or come in direct contact with during your stay. These staff members yet form an integral part of our team and support all the services and programs offered at AKR and RIMS.

- Ground Keepers
- Maintenance Staff
- RIMS Trainers
- Administrative Staff
- Bus Drivers
- Security Guards

- ◆ When tipping these employees, place gratuities in a single envelope labeled "Back of the House." Then, place it in the tip box located at the Front Desk. The funds received are accumulated and distributed equally between the staff in this [tipping\\_pool](#).

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Tips should be extended on the last day of your stay.

Tips may be made in cash or placed on a credit card.

- For credit card tips, please use the **Credit Card Gratuity Form** provided at the Front Desk.
- Write the employee's name and the corresponding amount of the gratuity.
- Sign and place the form into the tip box.