



# TIPPING GUIDELINES

At **Anthony's Key Resort**, we leave gratuities to your discretion. Please allow the staff's performance to determine when, how much, and who you decide to tip. Below is a simple guideline that we hope will be helpful!

## Front of the House Staff

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

- Dive Master
- Boat Captain
- Snorkel Guide
- 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 you may leave it in an envelope with their name and place it in the tip safe in the Main Lobby.
- ◆ 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 safe in the Main Lobby.

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

## Back of the House Staff

The **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
- Administrative Staff
- Bus Drivers
- Security Guards

- ◆ When tipping these employees, place gratuities in a single envelope labeled "Back of the House." Place the envelope in the tip safe, located in the Main Lobby. The funds received are accumulated and distributed equally between the staff in this tipping pool.

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

- For tips on credit card, please use the "**Credit Card Gratuity Form**" provided at the Front Desk.
- Write the employee's name and the corresponding amount of the gratuity.
- A front desk staff will process the card, then sign and place the form into the safe.