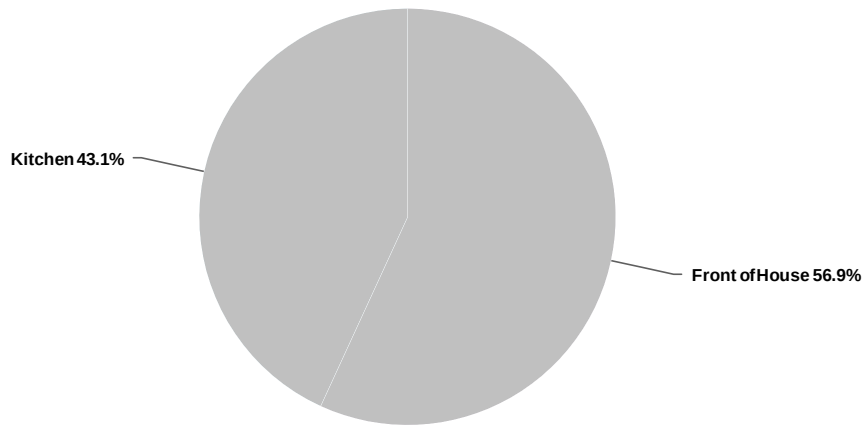
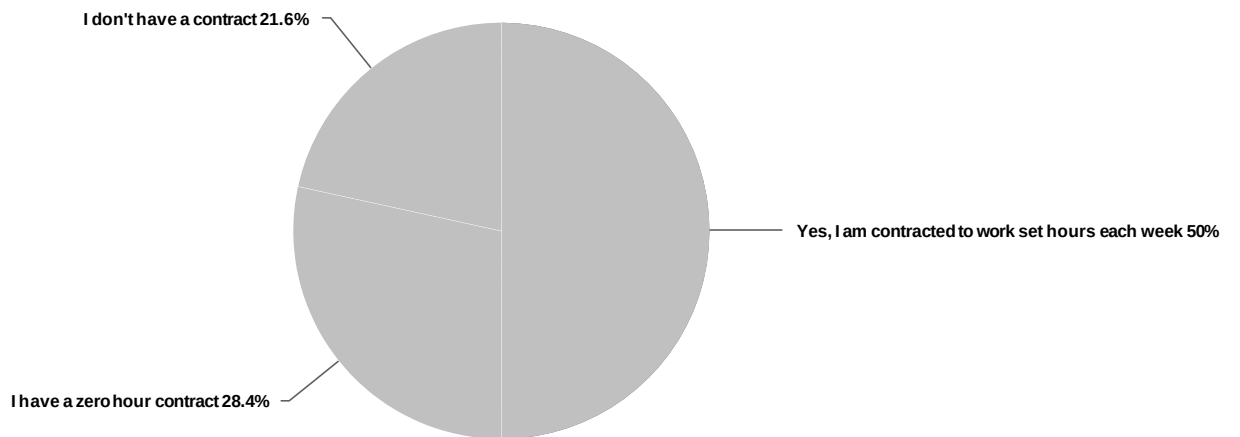


1. What is your work department?



Front of House	56.9%	58
Kitchen	43.1%	44
Total		102

2. Do you have an employment contract?



Yes, I am contracted to work set hours each week	50.0%	51
I have a zero hour contract	28.4%	29

I don't have a contract

21.6%

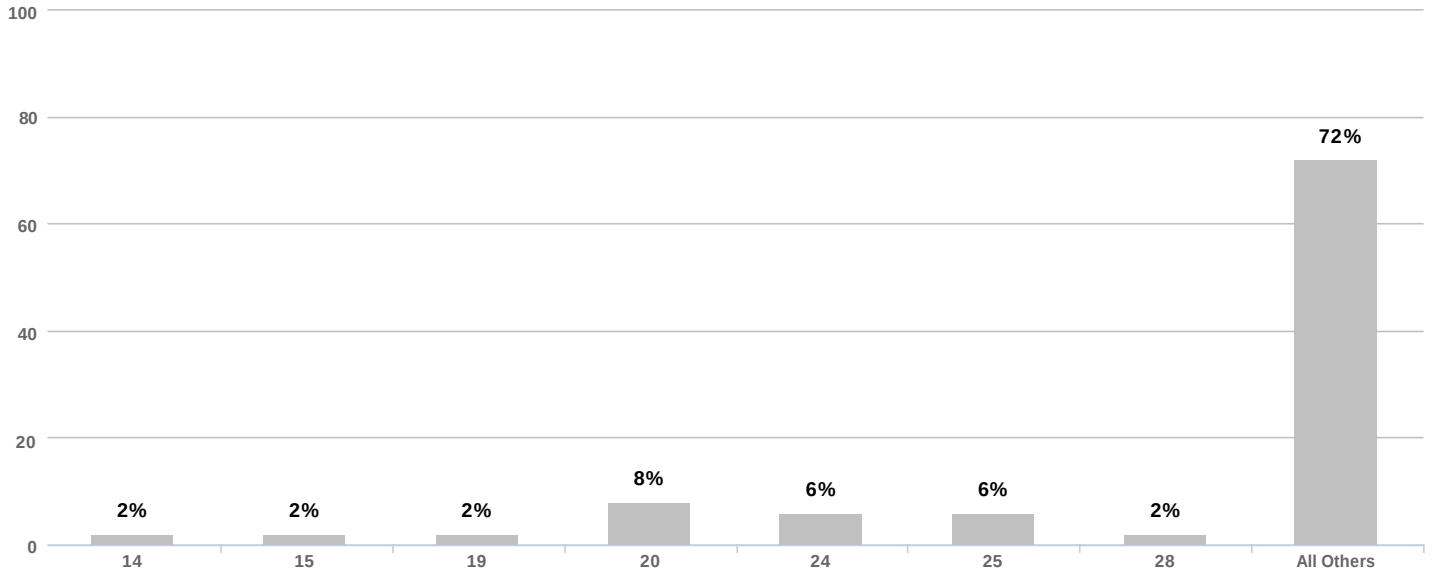


22

Total

102

3. How many hours are you contracted to work each week?



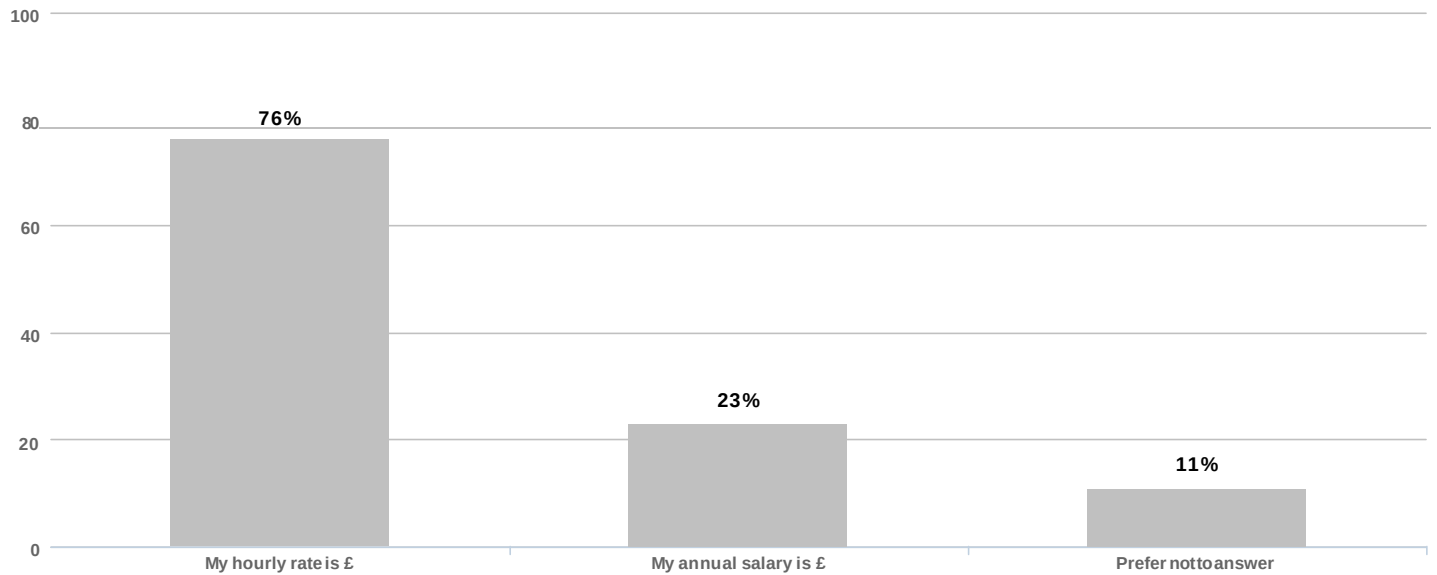
Statistics

14	2.0%		1
15	2.0%		1
19	2.0%		1
20	8.0%		4
24	6.0%		3
25	6.0%		3
28	2.0%		1
30	2.0%		1
31	2.0%		1
34	2.0%		1
35	6.0%		3
36	2.0%		1
37	2.0%		1
39	4.0%		2
40	20.0%		10
41	2.0%		1
42	2.0%		1

Sum	1,811.0
Average	36.2
StdDev	10.6
Max	55.0

44	6.0%		3
45	4.0%		2
48	8.0%		4
49	2.0%		1
50	2.0%		1
51	2.0%		1
55	4.0%		2
Total			50

4. How much do you get paid?



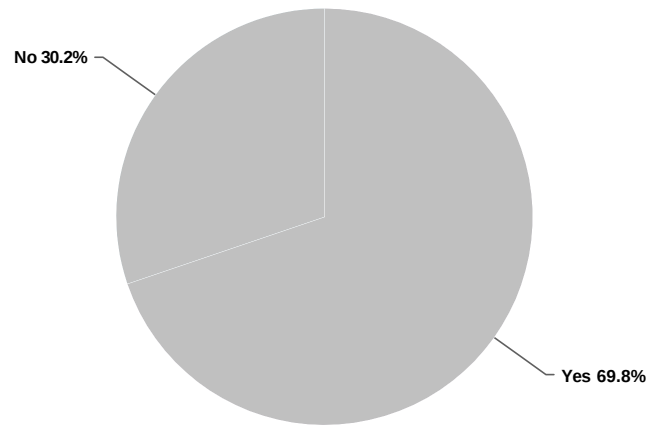
My hourly rate is £	76.0%	76
My annual salary is £	23.0%	23
Prefer not to answer	11.0%	11
Total		100

Statistics

Sum	340,416.8
Average	3,404.2
StdDev	9,703.5
Max	50,000.0

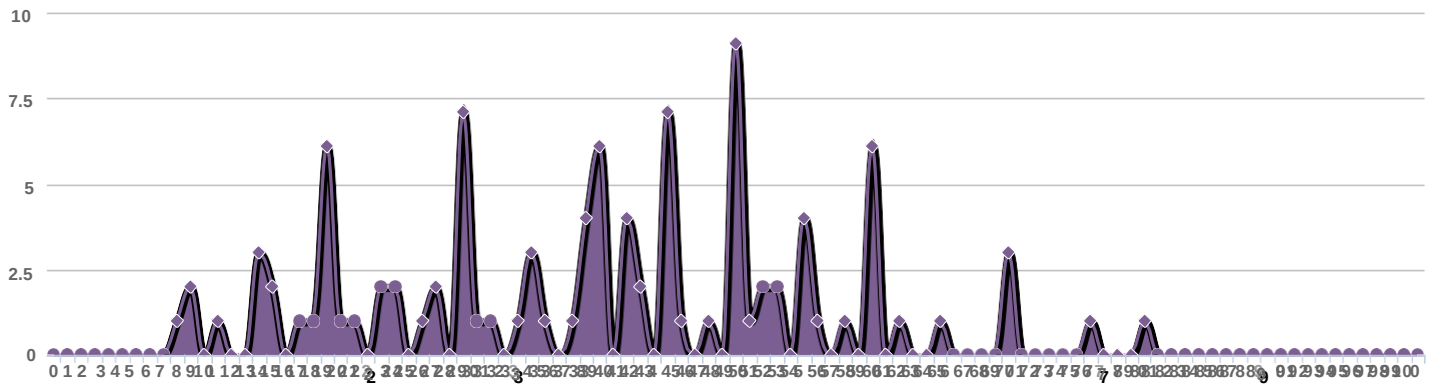
Count

5. Do you work over your contracted hours?



Yes	69.8%	67
No	30.2%	29
Total		96

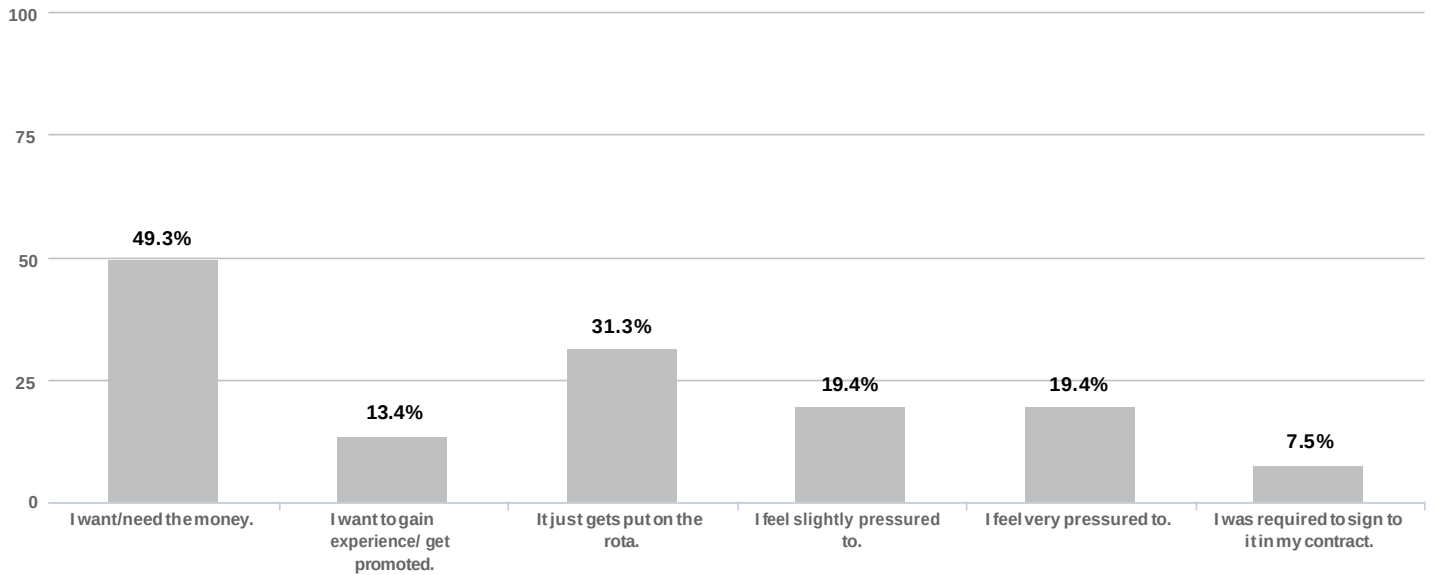
6. How many hours do you work a week, on average?



Statistics

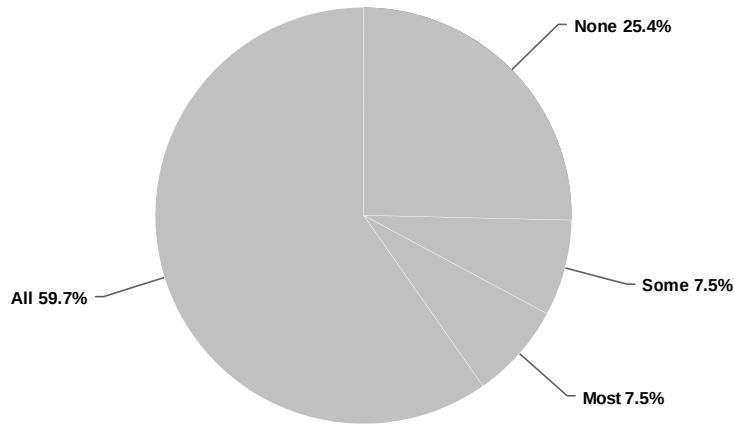
Sum	3,942.0
Average	39.8
StdDev	16.1
Max	80.0
Total	99

7. Why do you work over contracted hours?



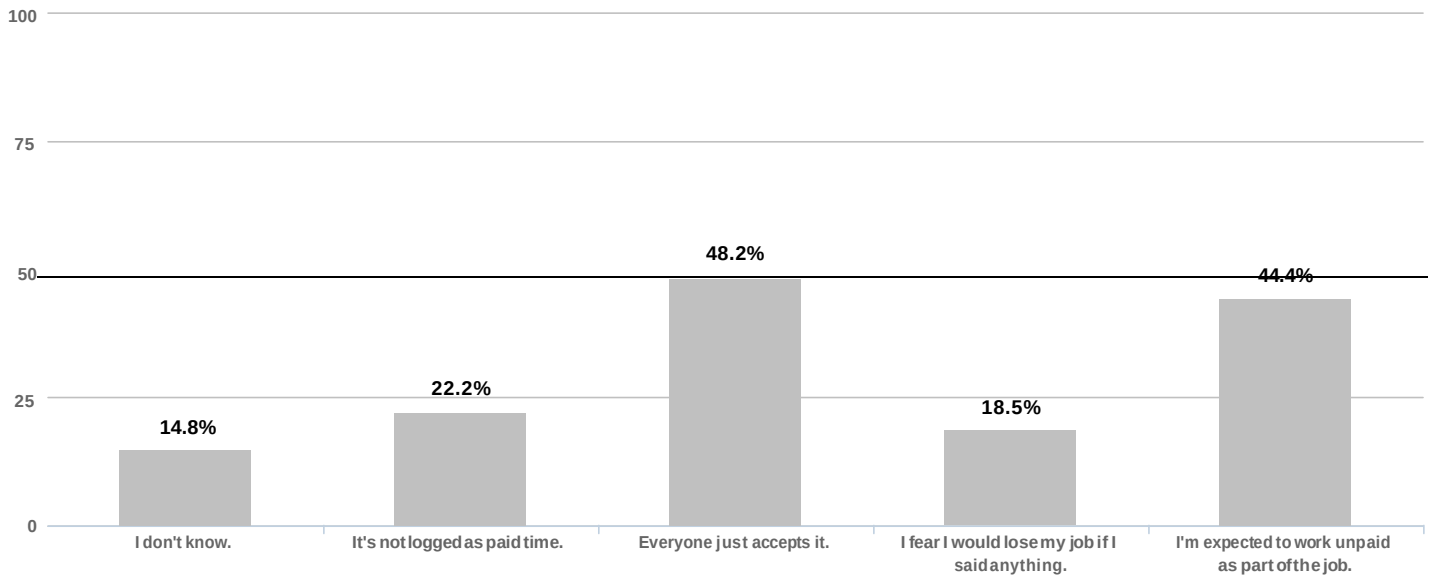
I want/need the money.	49.3%	33
I want to gain experience/ get promoted.	13.4%	9
It just gets put on the rota.	31.3%	21
I feel slightly pressured to.	19.4%	13
I feel very pressured to.	19.4%	13
I was required to sign to it in my contract.	7.5%	5

8. How many of these extra hours are you paid for?



None	25.4%		17
Some	7.5%		5
Most	7.5%		5
All	59.7%		40
Total			67

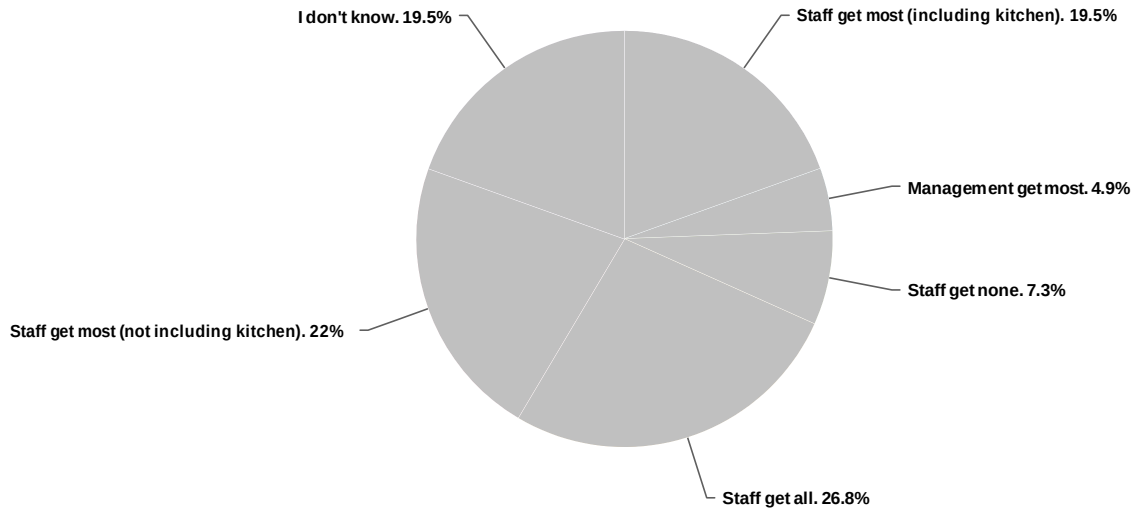
9. Why are you not paid for all the time worked? (Tick more than one box if you like.)



I don't know.	14.8%		4
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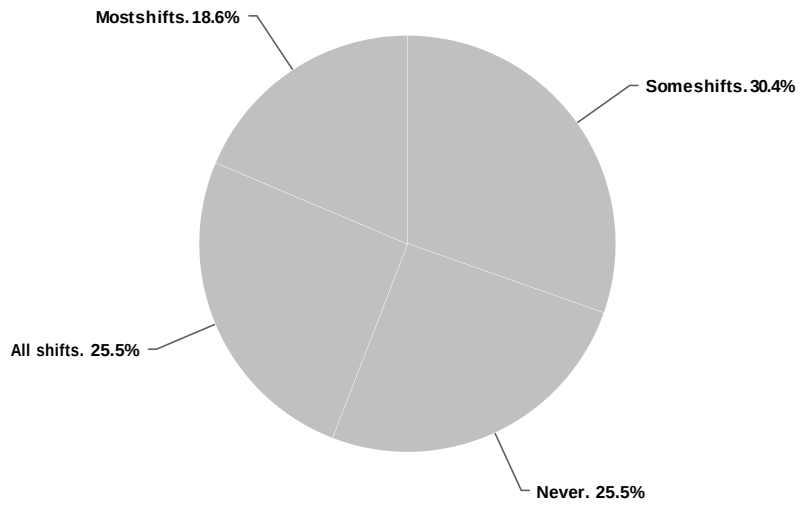
It's not logged as paid time.	22.2%	6
Everyone just accepts it.	48.2%	13
If fear I would lose my job if I said anything.	18.5%	5
I'm expected to work unpaid as part of the job.	44.4%	12
Total		27

10. If your workplace has a service charge, how is it shared?



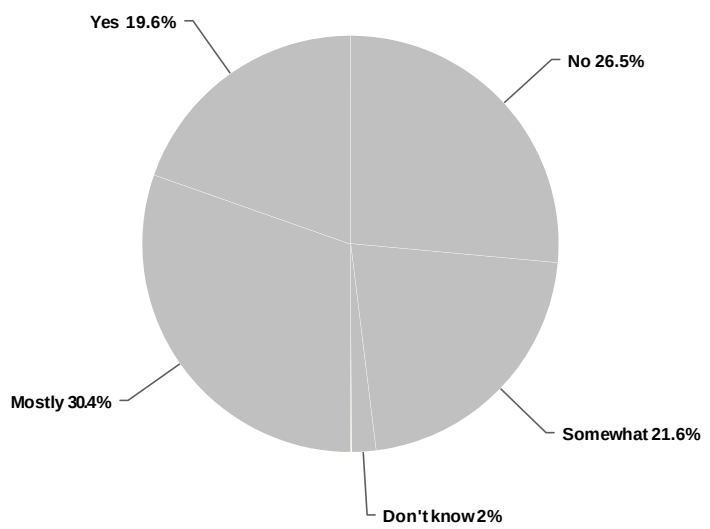
Staff get most (including kitchen).	19.5%	16
Management get most.	4.9%	4
Staff get none.	7.3%	6
Staff get all.	26.8%	22
Staff get most (not including kitchen).	22.0%	18
I don't know.	19.5%	16
Total		82

11. Do you get a break of at least 20 minutes (uninterrupted) between every 6 hours of work?



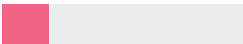
Some shifts.	30.4%		31
Never.	25.5%		26
All shifts.	25.5%		26
Most shifts.	18.6%		19
Total			102

12. Do you think your working conditions are fair?



No	26.5%	27
Somewhat	21.6%	22
Don't know	2.0%	2

Statistics	
Sum	301.0
Average	3.0
StdDev	1.5

Mostly	30.4%		31	Max	5.0
Yes	19.6%		20		
Total			102		

13. Please explain why. (Max 150 words)

Count	Response
1	Accepted bad culture in most restaurants!
1	Because all the above details. Work for free, too many hours, no break, etc
1	Because my working requirements are outside what the law states is legal
1	Breaks are a joke. Had to waive european working time directive to get the job.
1	Every body in our kitchen has a good break every day including cig breaks !!
1	Good place to work Can take breaks Good people to work with/for
1	I do not get paid extra to work night shifts.
1	If you work well, the company gives you a good amount of hours.
1	Low salary! Shit hours Treated like shit Never get a thank you! Feel used and abused
1	My contract is 35 hours but I usually work 55 hours but my break isn't paid.
8	N/A
1	Need new equipment
1	Sometimes you have ten minute breaks where you eat cold food standing up!
1	The more u care about ur job the worse the conditions get
1	The staff are treated well and it's a lovely working environment it's just the wage is so low.
1	There is no yes option otherwise I would have chosen it
1	There should be a living wage.
1	Treated badly. Bad conditions. No thanks. No holidays or rotaed weekends.
1	Under Paid Over worked.
1	Underpaid for what we do. Don't feel appreciated.
1	Unfair rota
1	Unpaid overtime stress abuse the normal stuff in the industry
1	Wages are too low. Bristol is expensive to live in!
1	Where to start? No contract, suspected tax avoidance/paying below minimum wage, no payslips, inadequate breaks, completely inadequate communication, no feedback or system of appraisal, suspicious, dishonest and intimidating management style, no hand soap, hours reduced with no explanation eventually to zero
1	Just need more time for breaks, the head chef try's he's best to cut hours but there difficult problems sometimes

-
- 1 I feel its fair mainly due to the fact this is my first chef job in 15 years where I have been paid hourly! every other job I have had has been 40hr contract and average 60hr work!
-
- 1 At my place of work, I feel that the conditions are always far (as much as they can be). We are very much a team and everybody here pulls together during busy times.
-
- 1 I think my conditions are fair especially compared to other positions I have worked and other people I know in the catering industry. We split the tips fairly each shift between all the staff that worked which really puts up our shift. I am given the full 5 1/2 weeks holiday or holiday pay which i'm entitled to and my boss is fair with giving us time off we require if possible. Although I don't have a contract I am given enough hours when possible. I have been given the opportunity to progress within the company and fair pay rises as I have progressed to head chef. Its a very hard/ stressful job, I rarely get a break and a very high standard is expected of me but overall i'd say there is fair working conditions
-
- 1 Being on a zero contract then all hours are above contracted. Whilst working conditions were reasonable, management standards and general professionalism were not to standard, as such in Bristol work is generally made to be more difficult than is necessary
-
- 1 I get breaks. The service charge is shared fairly. I get staff food each shift and coffee/tea/squash. I don't have to work back to back shifts unless I agree before hand.
-
- 1 14h a day in 55 degrees next to stove, working can't be fair. But on the end of a day I have agreed to that. So not complaining much;)
-
- 1 Not having the time to have a break, sometimes for 11 hours. Also then being made to feel guilty by having a break and feeling under pressure. Would prefer to be told to have a break. Having to work over the hours i agreed to when signing the contract and not having a choice in the matter. No rewards for the time and effort spent in the kitchen and no room for development.
-
- 1 Working conditions in catering are awful but no-one ever does anything about it. Its just accepted but its nothing new its been the same for years and years.
-
- 1 The bar in which I work is awesome. The staff are great and the management are friendly and fairly relaxed. We all have to put the effort in at times but I always feel like my work is appreciated
-
- 1 We are a worker's co-op and so we share both the rewards and hardships depending on the success of the co-op. Sometimes this makes work great, other times more sacrifices have to be made but we are in it together as a team.
-
- 1 Overworked, underpaid staff. There was a culture of being expected to work as much as possible because everyone else had to too
-
- 1 Staff are given the minimum and generally treated with little respect. The management of service charge is a clear example of how working conditions are unfair. Presumably service charge is meant to go to the staff who are providing the direct service (i.e kitchen staff and front of house staff, not managers and owners who already have decent salaries) which is how most customers assume it works. However, many places only give staff a percentage of the service charge while some don't even give a percentage.
-
- 1 At first, my boss offered me 1k per month and promised if I worked hard until January, (from August) she would then give me a paid two week holiday as a bonus, the hours expected soon became clear to be 60 per week, and this equates to below minimum wage by about 2 quid an hour. When I raised this issue, my hours were cut to 8 and then 4 per week. The boss said that she would keep my first weeks wages (60hrs) as a deposit against my future work, in case I was late. Shifts were regularly cut at short notice, as boss was ill and shop closed. Boss suggested that if I was at work but had no work to do, I should not charge for those hours. Boss suggested i get in an hour early to learn more kitchen skills (above the 60 hours i was present at work). Boss asked me to man twitter and facebook, and I succesfully built up a following on these channels, but when I asked for remuneration for this work, at a min. hourly rate, I was told to stop doing this work. I am still awaiting pay for my first 60 hour week, which was a month ago.
-
- 1 Consultation for make up of rota is minimal, with little chances to accommodate for requests. Fellow workers almost feel bullied into working long successive days, sometimes up to 8 days in a row. Service charge goes in pocket of already salaried managers, and kitchen gets none! Most work many extra hours on a fixed salary contract.
-
- 1 To be honest the pay isn't really a living wage for what can be high-pressure, physically and mentally exhausting work. The

hours you need to work in order to pay rent and bills in Bristol leaves you with no leisure time and also no money left for fun anyway!

-
- 1 If you ask for a break you get into trouble. The gear provided is not waterproof, no knee pads, gear doesn't get washed regularly. The delivery motorbikes are in poor condition. The owner takes no responsibility for them. We're not allowed to eat in store, apart from one pizza every 8 hours. My shifts are 11 to 12 hours each.
-
- 1 I sign a contract and they don't respect it: They don't pay me the extra hours. They change two times my labor conditions in three months even with the contract signed. No time to rest in long shift.
-
- 1 The zero hours means it's incredibly flexible around my other job. Only downside is if a customer tips on card we pretty much can wave goodbye to that tip, thanks to tax etc.
-
- 1 Service charge goes to the restaurant. I think it is somehow shared out in staff wages, as I get something called 'TRONC' on my wage slip, but management are responsible for this process so it is not transparent to us front-of-house staff. I am often called in at the last minute or sent home after one hour if it is quiet; my hours are very inconsistent and unreliable. We have private hire rooms that are used for hen parties, wedding receptions, etc. Restaurant service often finishes an hour before private hire rooms finish. We need to clear up private hire rooms and set up for the next day, so we are asked to clock out, wait for one hour (unpaid), then clock back in to work for another hour to clear up and pack down. I often move heavy furniture (tables and chairs) between the two private hire rooms, two bars and two dining areas and we have not been giving any training on lifting and I'm fairly sure there is no risk assessment in place; sometimes it is very precarious trying to get heavy furniture up narrow staircases late at night!
-
- 1 It's taken for granted, long shifts, hot conditions, anti social hours, but you know all this before you start, it's not really gonna change, just the kind of job and industry it is!
-
- 1 my work conditions in this job are the best ones I ever had in the catering industry. Breaks are highly respected, good relationship with all the staff...
-
- 1 I work for a Catering Agency and I don't have contract. They pay the minimum always and if the customer give tip for the job they keep it. Sometime I use the car and they pay just a little bit of petrol, but not for the time that I drive.
-
- 1 I don't feel it is nice to ever be in a job where you are unsure of your shifts from one week to the next, where you don't know what you are doing until the last moment yet expected to regularly help out in covering or swapping shifts which often includes a lot of bullying and peer pressure if you resist a 'yes' answer yet we are expected to give at least 6 weeks notice for any holidays/time off and often they don't get put on because the forms went 'missing' by one of the management so it's very difficult to 'have a life' around it.
-
- 1 It is fair in regard to breaks and working hours (at least in terms of Front of House staff) but I feel that for the work we do, we deserve to be paid the living wage.
-
- 1 Our workplace meets most legal requirements, however, FOH staff often find it difficult to have a break, this is due to rota issues (only one foh rota'd in from 6 onwards in the evening) Our sick pay and holiday pay exceed legal requirements and tips are split between all staff evenly once every three months. People are sometimes asked to work a close followed by an open, although this is legal only if you choose to agree to it some employees are unaware of this and as such feel pressured to comply. I have never seen a copy of my contract despite requesting it several times, this is illegal. I feel fairly happy with my workplace despite the issues however I question whether other employees are aware of their rights and people (including kitchen staff) often feel pressured not to take a break. As a member of a trade union I am aware of my rights however many of my co-workers are not.
-
- 1 As I have a management contract the pay and job security are reasonable, but the workload and targets are unmanageable, and there is constant pressure to do more with less resources, which means I end up working overtime.
-
- 1 the owners of the restaurant are also chefs there which helps I think as it means they see the hard work that staff do and are not total bastards to the staff, the tips are divided fairly as we see it being divided at the end of the night, and we get Christmas tips and are generally made to feel valued for what we do.
-
- 1 I get treated well by immediate manager, but there isn't any motivation from above (the owners). The bosses take little interest in employees, or, surprisingly, their own pub. They are very hands off which is a problem when poor ill-formed decisions are made with little understanding of how it will affect the staff or the place. We end up being collateral damage and feel under

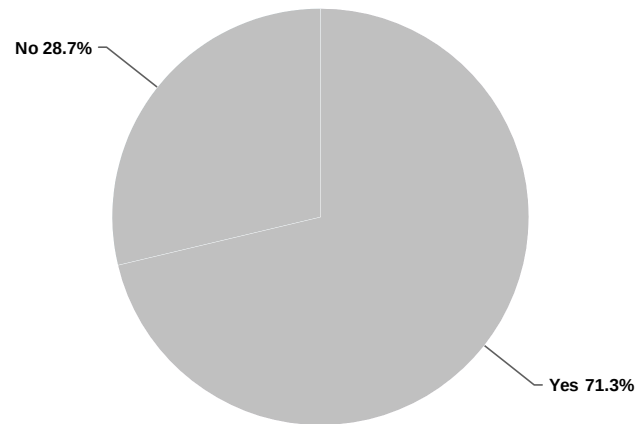
appreciated for the work we do holding their business together. It is emotionally and physically very tiring.

1 I get staff food and can help myself to soft drinks and coffees and longest shift I work without a break is 7 hours.

1 I believe that we are overworked as an industry. We are put upon to increase profits. Chefs and kps do not stay in one place for long as we tend to get pushed to breaking point

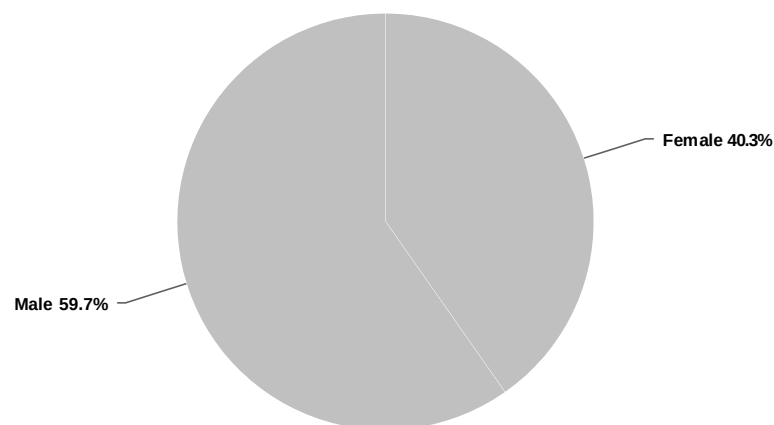
1 As I'm on salary I need to work the hours needed. If you hit 40 hours half way thought the day your not going to leave everyone else to deal with it. Pressure not to put others in the shit.

14. Would you like to answer some questions about yourself? No specific information is required.



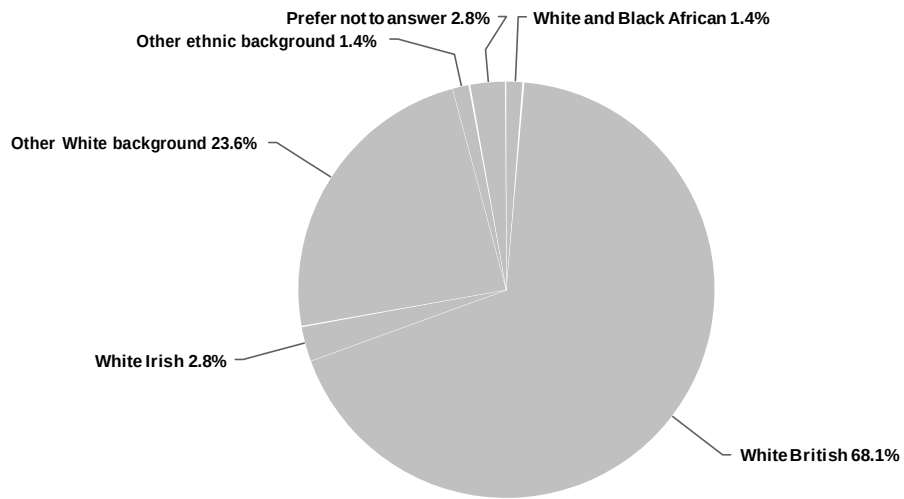
Yes	71.3%	72
No	28.7%	29
Total		101

15. How would you describe your gender identity?



Female	40.3%	29
Male	59.7%	43
Trans	0.0%	0
In another way	0.0%	0
Prefer not to answer	0.0%	0
Total		72

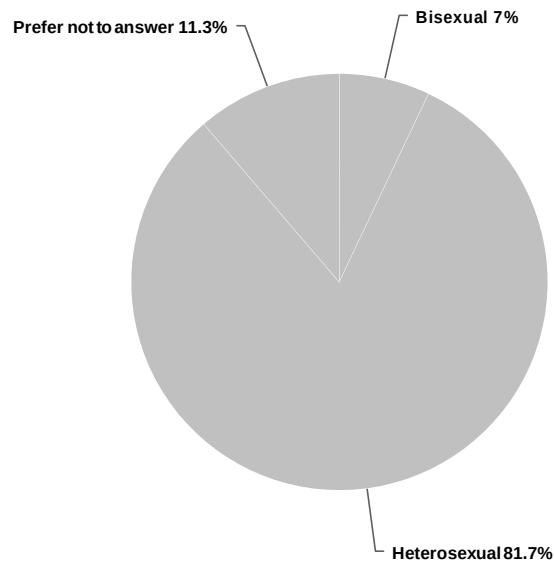
16. How would you describe your ethnic origin?



Indian	0.0%	0
Pakistani	0.0%	0
Bangladeshi	0.0%	0
Other Asian background	0.0%	0
White and Black Caribbean	0.0%	0
White and Black African	1.4%	1
White and Asian	0.0%	0
Other Mixed background	0.0%	0
Caribbean	0.0%	0
African	0.0%	0
Other Black background	0.0%	0
White British	68.1%	49
White Irish	2.8%	2

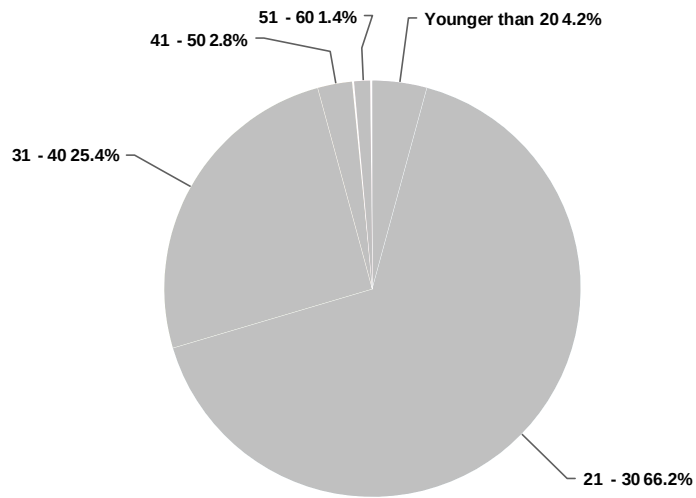
Other White background	23.6%		17
Chinese	0.0%		0
Other ethnic background	1.4%		1
Prefer not to answer	2.8%		2
Total			72

17. How would you describe your sexual orientation?



Bisexual	7.0%		5
Lesbian	0.0%		0
Gay	0.0%		0
Queer	0.0%		0
Heterosexual	81.7%		58
In another way	0.0%		0
Prefer not to answer	11.3%		8
Total			71

18. Current age:

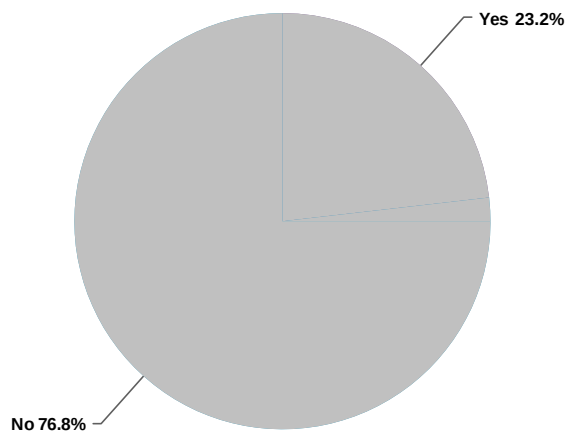


Younger than 20	4.2%	3
21 - 30	66.2%	47
31 - 40	25.4%	18
41 - 50	2.8%	2
51 - 60	1.4%	1
61 - 70	0.0%	0
70+	0.0%	0
Prefer not to answer	0.0%	0
Total		71

Statistics

Sum	1,678.0
Average	24.7
StdDev	6.2
Max	51.0

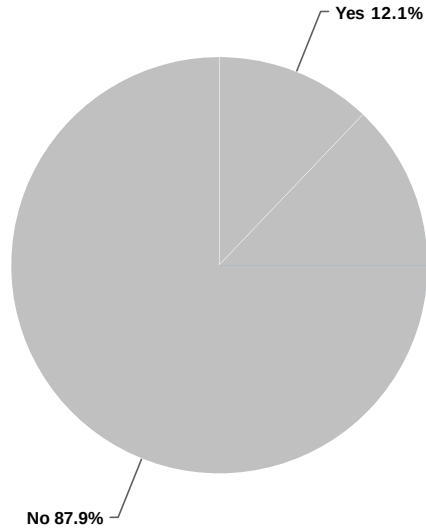
19. Do you have more than one job?



Yes	23.2%		16
No	76.8%		53
Total			69

Responses "No"	Count
Left Blank	102

20. Do you have a story that you would like to share with Bristol Cable, and for us to get in touch?



Yes	12.1%		8
No	87.9%		58
Total			66