

We Are Food & Beverage Professionals

We are dedicated professionals with decades of experience.

We spend more time with guests during their stay than any other line of business.

Years of carrying trays and walking on hard floors has taken a toll on our bodies.

Tipped jobs should provide a stable career that can support a family.

The future of tipped careers for both Full-Timers and Part-Timers is threatened by the Company's decision to move in the direction of an over-staffed, Part-Time workforce.

That's why together, 4,000 tipped workers – Part-Time and Full-Time, Servers, Server Assistants, Bartenders – are demanding change.

Some of these changes are easier and quicker to achieve. Others are harder and might take more time. But we are not waiting until 2027 contract negotiations to demand what we deserve.

Between now and when our contracts expire in 2027, we will build the unity of Full-Timers and Part-Timers so that we approach 2027 negotiations together and at the same time.

The Problems We Face & The Solutions We Demand

**Problem #1: 18% gratuity on parties of 6 or more is behind the times.**

*Solution:* We deserve and demand a guaranteed 20% gratuity on every guest check – regardless of party size – with an additional tip line for guests who wish to tip more than 20%. This guaranteed 20% gratuity should apply to all tipped workers, including bartenders and cocktail servers.

**Problem #2: Disney's allergy process is out of control. It puts too much time, work, and risk on tipped workers.**

*Solution:* Negotiate a clear and fair allergy process that is consistent across all locations. Zero reprimands for issues beyond the tipped workers' control or when the process successfully catches an error. Grieve and arbitrate every unfair discipline.

**Problem #3: Guest walkouts are resulting in unfair discipline.**

*Solution:* Zero discipline for walkouts when the server is not at fault. Grieve and arbitrate every unfair discipline.

**Problem #4: Guest letters and complaints are resulting in unfair discipline.**

*Solution:* Grieve and arbitrate all reprimands when the tipped worker is not at fault.

**Problem #5: Part-Time tipped workers have committed to this work as a profession, but it does not provide health insurance.**

*Solution:* The Company should offer health insurance to all tipped Part-Time Cast Members. These jobs are our careers – and career jobs should provide health insurance.

**Problem #6: Call-In Factor: Scheduling unnecessary staff results in tipped workers being sent home without pay.**

*Solution:* When a tipped worker is sent home, pay them lost gratuities and charge tips in addition to lost wages. Change the contract to say that the Company may not offer Part-Timers non-tipped work.

**Problem #7: Suspensions and Reinstatements: Tipped workers receive only the current straight time high rate, not lost gratuities.**

*Solution:* When a tipped worker is returned to work, pay them lost gratuities and charge tips in addition to lost wages.

**Problem #8: Server Assistants (Food Runners and Bussers): The Company has flooded the floor with extra Server Assistants (Food Runners and Bussers), resulting in a loss of income.**

*Solutions:* (1) Negotiate a well-defined ratio of Server Assistants to Servers. (2) Increase Server Assistants' hourly pay to the current straight time rate (currently \$19 per hour) for all hours.

**Problem #9: Bartenders: The Company has unnecessarily added Bartenders to the schedule in some locations, resulting in a loss of income.**

*Solutions:* (1) Negotiate a well-defined ratio of Bartenders to available bar stools. (2) No reduction in number of bar stools or cocktail tables in existing bars. (3) Increase Bartenders' hourly pay to the current straight time rate (currently \$19 per hour) for all hours.

**Problem #10: Cocktail Servers: The Company has unnecessarily added Cocktail Servers to the schedule in some locations, resulting in a loss of income.**

*Solutions:* (1) Negotiate station protections like we have in table service restaurants. (2) Increase Cocktail Servers' hourly pay to the current straight time rate (currently \$19 per hour) for all hours.

**Problem #11: Outsourcing F&B Locations to Third-Party Companies: The current STCU contract allows the Company to outsource restaurants with very few restrictions. Non-union subcontracted restaurants undercut our Union standard by employing workers with lower wages, fewer benefits, and none of the job protections that Union workers at Disney get.**

*Solutions:* Demand that Disney not outsource our restaurants and our jobs.

**Problem #12: New Property Openings: The Company does not have to follow the normal transfer guidelines.**

*Solution:* The Company should be required to follow the Union contract's normal transfer guidelines.

**Problem #13: The Company has shifted to a majority Part-Time tipped workforce. In 2011, 45% of tipped jobs were Full-Time and 55% were Part-Time. Today, we are 37% Full-Time and 63% Part-Time.**

|             | Full-Time Total | Full-Time % | Part-Time Total | Part-Time % | Total Tipped Jobs |
|-------------|-----------------|-------------|-----------------|-------------|-------------------|
| <b>2011</b> | 1204            | 45%         | 1497            | 55%         | 2701              |
| <b>2024</b> | 1501            | 37%         | 2577            | 63%         | 4078              |

This trend has caused many different problems that each require different solutions:

a) Transfer opportunities have been reduced. When a Full-Timer leaves a location, the Company does not automatically replace them with another Full-Time position. Often the position is replaced with one or more Part-Time positions. This development minimizes the opportunity for Full-Timers to move around property or for Part-Timers to get promoted to Full-Time.

*Solution:* Guarantee that when a Full-Timer leaves, the position remains Full-Time.

b) The shift to a majority Part-Time workforce means that there are fewer paths for a Part-Timer to become Full-Time.

*Solution:* Create 300 more Full-Time tipped positions. Adding these jobs would re-create the 2011 ratio of Full-Time and Part-Time tipped positions.

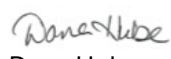
c) When the Part-Time head count was lower, 3 days of work per week used to be dependable for Part-Timers. But now the Company has flooded many locations with extra Part-Timers. This means there are not enough shifts for Part-Timers in the location.

*Solution:* Guarantee 3 shifts per week for Part-Timers. This goal can be accomplished over a period of time by preventing Disney from continuing to hire large numbers of new tipped Part-Timers.


*Solution:* Implement the "Schedule by Seniority" pilot in all locations where the Part-Time members vote to negotiate this pilot with the Company.

**The Tipped Shop Stewards of UNITE HERE Local 737 endorse these demands.**


  
Cathi Hughes  
Server  
Full-Time  
Tusker House


  
Dana Hube  
Server  
Full-Time  
'Ohana

  
Mohammed Chgadda  
Server Assistant  
Full-Time  
Be Our Guest


  
Daniel Rey  
Server  
Part-Time  
Chef Mickey's

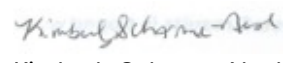
  
Justin Martarano  
Server  
Full-Time  
Trattoria

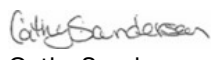
  
Quinn Fordyce  
Server  
Part-Time  
Prime Time

  
Sonja Flowers  
Server  
Part-Time  
1900 Park Fare

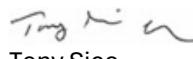
  
Tara Jordan  
Server  
Full-Time  
Cinderella's

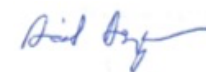
  
Sean Triplett  
Server  
Full-Time  
Chef Mickey's

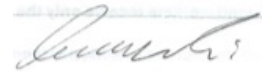
  
Kimberly Scharme Neal  
Server  
Part-Time  
Chef Mickey's


  
Cathy Sanderson  
Bartender  
Full-Time  
Caribbean Beach


  
Daniel Wolfrey  
Bartender  
Full-Time  
Ale & Compass


  
Tony Sico  
Bartender  
Full-Time  
Disney Springs

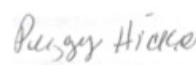
  
David Hanzman  
Server  
Part-Time  
Tusker House

  
Andrew Hrutkai  
Server  
Full-Time  
Tony's Town Square

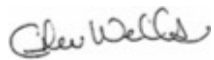
  
Mo Chehab  
Server  
Part-Time  
Be Our Guest

  
Vicky Ramos  
Server  
Part-Time  
Topolino's

  
Wally Kesler  
Server  
Full-Time  
Hoop Dee Doo

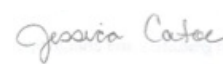
  
Peggy Hicks  
Server  
Full-Time  
Chef Mickey's

  
Hollie Martarano  
Server  
Full-Time  
Trattoria

  
Cher Wells  
Server  
Full-Time  
Crystal Palace


  
Josh Price  
Server  
Full-Time  
Roundup Rodeo


  
Youssef El Khanify  
Server Assistant  
Full-Time  
Tony's Town Square

  
Jessica Catoe  
Server  
Part-Time  
Chef Mickey's

  
Abigail Smith  
Server  
Part-Time  
Tiffins

  
Cindy Marlow  
Server  
Part-Time  
Hoop Dee Doo

  
Kate Tackmier  
Server  
Part-Time  
Whispering Canyon

  
Benji Fraser  
Server  
Part-Time  
Tony's Town Square

  
Nathan Titus  
Server  
Full-Time  
Nomad Lounge


  
Lindley Morton  
Server  
Full-Time  
Plaza

  
Patrick Floridor  
Server Assistant  
Full-Time  
Cinderella's

  
Dana Butler  
Server  
Part-Time  
Hollywood & Vine


  
Chris Shields  
Server  
Full-Time  
Tusker House

  
Joshua Svoboda  
Server  
Full-Time  
Toledo's

  
Barbi Lucena  
Server  
Part-Time  
Liberty Tree

  
Shirley London  
Server  
Full-Time  
Biergarten


  
Lacey Gamble  
Server  
Full-Time  
Le Cellier

  
Amine El Yousfi  
Server  
Part-Time  
Artist Point

  
Derek Valentin  
Cocktail Server  
Part-Time  
Nomad Lounge


  
Laura Mobley  
Server  
Part-Time  
Ale & Compass

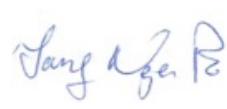
  
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Server  
Full-Time  
Tusker

  
George Barclay  
Server  
Full-Time  
Roundup Rodeo

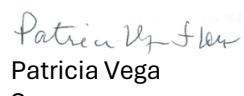
  
Katie Hogston  
Server  
Full-Time  
Topolino's

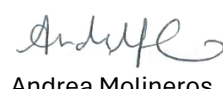
  
Cesar Casadiego  
Server  
Part-Time  
Topolino's


  
Choah Gamwell  
Server  
Full-Time  
Mama Melrose's


  
Nga Tang  
Server  
Full-Time  
Boma

  
Verapong Daranai  
Server  
Part-Time  
Coral Reef

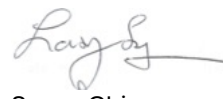
  
Patricia Vega  
Server  
Full-Time  
Be Our Guest

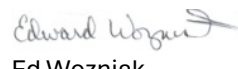
  
Andrea Molineros  
Server  
Part-Time  
Citricos

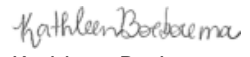
  
Joseph Acevedo  
Server  
Full-Time  
Roundup Rodeo

  
Zach Gregory  
Server  
Part-Time  
Tony's Town Square


  
Habib El Hassani  
Server Assistant  
Full-Time  
Tony's Town Square

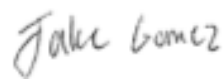
  
Suzan Chin  
Server  
Full-Time  
'Ohana

  
Ed Wozniak  
Server  
Full-Time  
Hoop Dee Doo


  
Kathleen Borborema  
Server  
Full-Time  
Plaza

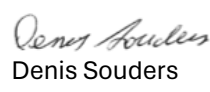
  
Craig Florence  
Server  
Part-Time  
Be Our Guest


  
Paul Antonelli  
Bartender  
Full-Time  
Disney Springs

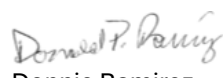
  
Jake Gomez  
Server  
Full-Time  
Plaza


  
Tami Darby  
Server  
Full-Time  
Whispering Canyon

  
Sheena Propes  
Server  
Part-Time  
Liberty Tree

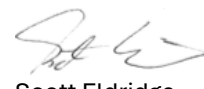
  
Denis Souders  
Bartender  
Full-Time  
Le Cellier


  
Heather Osborne  
Server  
Part-Time  
Hoop De Doo

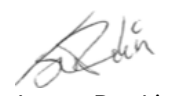
  
Donnie Ramirez  
Server  
Full-Time  
Sci Fi


  
Daniel Harding  
Server  
Full-Time  
Be Our Guest


  
Heather Stamey  
Bartender  
Full-Time  
Disney Springs


  
Scott Eldridge  
Server  
Part-Time  
Brown Derby

  
Kenlind Ned Greene  
Bartender  
Full-Time  
Boma


  
James Dunkin  
Server  
Full-Time  
Sci Fi

  
Erica Feliciano  
Server  
Part-Time  
Be Our Guest

  
Jamie Santiago  
Server  
Part-Time  
Crystal Palace

  
Liza Dickson  
Server  
Full-Time  
Tiffins

  
Tyler Petty  
Server  
Full-Time  
Steakhouse 71

  
Mykaila Robertson  
Server  
Part-Time  
Jungle Skipper Canteen

  
Cheryl Hennessey  
Server  
Part-Time  
Garden Grill

  
Megan Holbrook  
Server  
Part-Time  
Sci Fi