



KEY PROVISIONS OF
THE COLLECTIVE AGREEMENT
IN **HOTEL, RESTAURANT
AND LEISURE INDUSTRY**
1 April 2025–31 March 2028



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the collective agreement
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and leisure industry**

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Hotel, restaurant and leisure industry terms of employment

In Finland, employees' employment terms, such as pay and working hours, are based on laws, collective agreements and the employment contract.

PAM has negotiated better employment terms for employees in the hotel, restaurant and leisure industry than those provided by labour laws alone.

This booklet outlines the most important points agreed on in the collective agreement for the hotel, restaurant and leisure industry. You can read the exact wording of the collective agreement here: **pam.fi/collective-agreement-hotel-restaurant-leisure**

What is PAM?

PAM is a trade union for people working in the private services sector.

PAM negotiates employment terms with employers and helps members with work-related issues. PAM has negotiated more than 30 collective agreements in different sectors. Members can select a union representative at their workplace to help with employment issues.



It pays to join PAM!

PAM helps members if they have problems or gives advice if they have questions about their working life.

You can join PAM if you work for example in a hotel, restaurant, shop or warehouse, adventure services, property services, or private security.

PAM members include waiters, cooks, cleaners, salespeople, wilderness guides, property maintenance personnel, security guards and food couriers.

When you join PAM, you also become a member of PAM Unemployment Fund. PAM pays the unemployment fund's membership fees for you. You can get earnings-related unemployment benefit from the unemployment fund if you become unemployed, are laid off or work part-time, and meet the requirements.

Read more and join at [**pam.fi/join**](https://pam.fi/join)

What is a collective agreement?

A collective agreement is an agreement between PAM and employers.

A collective agreement states, for example, the minimum wages that must be paid for work and the number of days off a worker must have.

PAM also ensures that these collective agreements are respected.

The provisions of the collective agreement must be complied with in all workplaces in the hotel, restaurant and leisure industry.

An employment contract must not contain worse terms than those laid down in the collective agreement.

What is an employment contract?

An employment contract is a contract between you and your employer. It sets out, for example, when the employment relationship starts, the number of hours worked, the pay and where the work will be done.

An employment contract should be in writing. An employment contract must not have worse terms than those set out in the collective agreement. But terms that are more favourable for the employee can always be agreed.

An employment contract form has been created for the hotel, restaurant and leisure industry. You can find it at **pam.fi/employment-contract**

Questions about employment terms or problems in your employment relationship?

If you are a PAM member, you can ask the union representative at your workplace for more information and help. You can also call PAM's employment helpline on **030 100 625** or send a message in the eService: **asiointi.pam.fi**.



Key points of the collective agreement

Trial period

- For an employment contract concluded for an indefinite period: maximum 6 months.
- The employer is entitled to extend the trial period to offset any absence from work due to work incapacity or family leave during the trial period. For more details, check the relevant Collective Agreement.
- A trial period including extensions may not exceed half the duration of a fixed-term employment relationship, but may be no longer than six months.

Notice periods

When the employer terminates the employment contract:

DURATION OF EMPLOYMENT	PERIOD OF NOTICE
0–4 years	1 month
4–8 years	2 months
8–12 years	3 months
more than 12 years	4 months

When the employee terminates the employment contract:

DURATION OF EMPLOYMENT	PERIOD OF NOTICE
less than 10 years	14 days
more than 10 years	1 month

The employer and the employee may agree on a notice period for the employee that deviates from the provisions of the collective agreement, such that it is a maximum of one month.

Supervisors' notice period is one month.

Fixed-term employment contracts are in force for a specified period, such as from 1 June to 31 July. Under the collective agreement, there must always be justified reasons for an employment contract being for a fixed period, such as working as someone's replacement.

Trainees

When an employee starts working in the industry for the first time, the training period is six months. If the employee has the training required for the job, the training period is two months. Trainees' pay is 80% of the pay scale wages for 0–2 years of experience for the job in question.

A supervisor may not have a probationary period – a trainee supervisor is paid at least wages in accordance with the employee pay group corresponding to the role.

Students

Lower and upper secondary school students can be hired for a maximum of two months. The wages payable to students are 70% of pay-scale wages for the wage group concerned.

Seniority

Any prior work experience in similar work assignments is taken into consideration in employment relationships.

Working hours

Regular working hours total 112.5 hours over three weeks.

There are three working hours adjustment systems applicable to full-time employees:

- working hours are adjusted to 112.5 hours over a maximum of six (6) three-week periods, and regular working hours in one single three-week period must not exceed 130 hours.
- working hours are adjusted to 112.5 hours over a maximum of nine (9) three-week periods, and working hours in one single three-week period must not exceed 136 hours. Introduction of this system is subject to an agreement under Section 30 of the Collective Agreement.
- an annual working hours system based on local agreement (so-called working hours account). Check the relevant Collective Agreement for more details.

Part-time workers

The employer and the part-time employee agree on either fixed minimum working hours over a three-week period or average minimum working hours over a three-week period.

Fixed minimum working hours must be achieved in each three-week period.

If the employer and employee have agreed on an average working time, the agreed working hours must be realised during the follow-up period. The employer and employee review the fulfilment of the agreed minimum average working hours over a six-month period, unless the nature of the business (for example, seasonal work) requires extending the follow-up period up to a maximum of one year.

The review shall focus on the full three-week periods during the period. The review may cover up to 9 consecutive three-week periods.

If the company's operations require the follow-up period to be extended to one year, the review must be done based on full three-week periods from January to January.

The review of working hours must be carried out within two months of the end of the follow-up period.

If working hours are higher than in the employment contract without a justified reason, the contract must be updated to match the actual hours.

In fixed-term employment of less than one year, the agreed minimum average working hours must be realised during the contract period.

If the actual working time is less than agreed, the employer must pay compensation corresponding to the missing working hours. However, there is no obligation to pay compensation if the agreed number of hours was not met because of the employee or unpaid absences.

Annual leave system ('VV days')

- The annual leave system covers both full-time and part-time employees.
- The employee begins to accrue annual leave after two months of employment (known as the qualifying period). If the employee returns to work for the same employer within 30 calendar days of the end of their previous employment relationship, the time spent working for that employer contributes toward the qualifying period.
- Employee earns one annual leave day for each actual 200 working hours. After 1400 actual working hours the earnings limit is 140 hours and after 1540 actual working hours it is 100 hours (see table on page 17).
- A maximum of nine (9) days off may be earned in a calendar year.

You can earn leave days per calendar year as follows:

NUMBER OF ACTUAL HOURS WORKED	NUMBER OF ANNUAL LEAVE DAYS
200	1
400	2
600	3
800	4
1000	5
1200	6
1400	7
1540	8
1640	9

Additional work

Employers are obliged to offer additional work up to 112.5 hours per three-week period to an existing part-time employee before hiring a new employee for such work. It is recommended that ground rules for offering additional work are agreed at the workplace.

Overtime

Overtime is work done beyond 120 working hours in a three-week period.

Increased pay

Pay increased by 50%:

- overtime payable for first 18 hours in excess of 120 hours per 3 weeks
- work performed on an additional day off ('X day')
- work performed on an annual leave day ('VV day')
- holiday eve compensation: work performed after 3 pm on New Year's Eve, Easter Saturday, May Day Eve, Midsummer Eve or Christmas Eve

Pay increased by 100%:

- overtime payable for hours in excess of (120 hrs + 18 hrs =) 138 hours per 3 weeks
- work performed on a weekly rest day ('V day')
- work performed on Sundays or other Church holidays or on Independence Day or May Day

N.B. The overtime provisions applicable to working hours adjustment systems differ. See the Collective Agreement.

Sick leave

DURATION OF EMPLOYMENT AT TIME OF FALLING ILL	LENGTH OF PERIOD WITH PAY
1 month – 4 months	waiting period under Health Insurance Act 1 + 9 days
more than 4 months	28 days
more than 3 years	35 days
more than 5 years	42 days
more than 10 years	56 days

If an employee is incapable of performing his/her work due to an accident at work, then instead of the above table he/she is paid sick pay for the period of absence due to work incapacity for a period of at least four weeks (28 calendar days) regardless of the length of the employment relationship. For this period, the allowance legally due to the employee is paid to the employer up to an amount equivalent to the wages paid by the employer.

Annual holiday and holiday compensation

An employee earns the following amount of holiday for each full holiday credit month when the employment relationship has, by the end of the holiday credit year (1 April – 31 March), continued for:

- less than one year 2 weekdays
- more than one year 2.5 weekdays

A full holiday credit month is a calendar month in which

- a. the employee has worked at least 14 days
- b. the employee has worked at least 35 hours.

Holidays are also accrued for days/hours equivalent to working days/hours as per the Annual Holidays Act (e.g. sick leave to a certain extent). The employee earns holidays either according to option a) or b). The employee earns holidays in line with option a) when he/she works at least 14 days a month in every calendar month under the terms of his/her employment contract.

The employer is obliged to pay holiday pay for the days of annual holiday earned. Employees whose working days or hours do not add up to meet the conditions for accrual of holiday entitlement as described above are entitled to holiday compensation equal to holiday pay.

At the end of employment, the employee is entitled to receive annual holiday compensation in lieu of annual holiday pay for holiday days earned but not taken. For detailed calculation of holiday pay and holiday compensation, see the Collective Agreement.

Holiday bonus

The holiday bonus is 50% of holiday pay, and is payable on the pay day following the end of the holidays.

Unexpected illness of a child under 10 years of age

The employee receives pay for a maximum of 3 days.

Work clothing

Work clothing must be neat and appropriate.

The employer will make available to employees for use at work:

- work clothing as required by legislation or official guidelines
- uniforms if the employer has specific requirements as to the colour, design or uniformity of work clothing.

Meal and other breaks

The employer is obliged to arrange for the employee to have a meal during working hours when the length of the working day exceeds 6 hours.

If work causes an uninterrupted load or requires continuous presence in one place, the employer is obliged to give the employee the chance to take short breaks away from his/her workstation. This also applies to shifts of less than 6 hours.

In a shift of over 4 hours, the employee must also have at least one coffee break. If this is not possible due to work arrangements, the employee must have an opportunity to take refreshments while working.

Travel to night work

If the employee's shift begins or ends between 11.00 pm and 6.00 am and he/she cannot travel to and from work using public transport, his/her own or spouse's car, bicycle or other means, the employer is required to arrange transport for the employee.

Monthly and hourly pay – Employees

Pay scales for employees as of the beginning of the pay period commencing on 1 June 2026 or as of the beginning of the subsequent pay period closest to that date.

	0-2 YEARS	OVER 2 YEARS	OVER 5 YEARS	OVER 10 YEARS
1	1903 (11.97)	1953 (12.28)	2001 (12.58)	2053 (12.91)
2	1942 (12.21)	1989 (12.51)	2062 (12.97)	2160 (13.58)
3	2063 (12.97)	2124 (13.36)	2184 (13.74)	2279 (14.33)
4	2179 (13.70)	2239 (14.08)	2307 (14.51)	2392 (15.04)
5	2275 (14.31)	2326 (14.63)	2384 (14.99)	2453 (15.43)

Supplements for evening and night work

Evening supplement (18.00–24.00) 1.40 euros/hour

Night supplement (24.00 – 06.00) 2.37 euros/hour

For Sundays and public holidays, supplements are doubled (Collective Agreement, Section 17).

Supplement for grocery store work

- weekdays 18.00–24.00 1.86 euros/hour
- Sundays, Church holidays,
May Day and Independence
Day, 18.00–24.00 3.72 euros/hour
- Weekdays and public
holidays 00.00–06.00 3.72 euros/hour

Pay scales for head waiters, constituting the basis of the supplement paid to the representative of a licence holder

0-2 YEARS	OVER 2 YEARS	OVER 5 YEARS	OVER 10 YEARS
2480 (15.60)	2545 (16.01)	2618 (16.47)	2692 (16.93)

Wage groups

- 1 Assistant, porter

- 2 Waiter, cashier, shop assistant, cook, motorway traffic and service station worker, bowling alley attendant (cafés, fast food restaurants and restaurants serving no alcohol or serving alcoholic beverages containing maximum 5.5% ethyl alcohol by volume) Cleaner, pool attendant, transport and distribution of goods by vehicle, reception worker, campsite worker

- 3 Staff restaurant cook (not serving alcohol beverages exceeding 5.5% ethyl alcohol by volume) Floor attendant, processed food cook, baker

- 4 Waiter, cook, cold buffet cook, motorway traffic and service station worker, bowling alley attendant (licensed premises serving alcohol beverages exceeding 5.5% ethyl alcohol by volume) Doorman, bouncer, service attendant, switchboard operator, reception assistant, karaoke operator, conference organiser, wellness sector employee (e.g. fitness trainer, personal trainer, chiropodist), hobbies and events worker (e.g. gym trainer, leisure activities instructor, roadie, hall builder, caddie master), beautician, exercise instructor, masseur/masseuse

- 5 Hotel receptionist, consierge, porter, physiotherapist

Pay scales for employees as of the beginning of the pay period commencing on 1 July 2027 or as of the beginning of the subsequent pay period closest to that date.

	0-2 YEARS	OVER 2 YEARS	OVER 5 YEARS	OVER 10 YEARS
1	1949 (12.26)	2000 (12.58)	2049 (12.89)	2102 (13.22)
2	1989 (12.51)	2037 (12.81)	2111 (13.28)	2212 (13.91)
3	2113 (13.29)	2175 (13.68)	2236 (14.06)	2334 (14.68)
4	2231 (14.03)	2293 (14.42)	2362 (14.86)	2449 (15.40)
5	2330 (14.65)	2382 (14.98)	2441 (15.35)	2512 (15.80)

Supplements for evening and night work

Evening supplement (18.00–24.00) 1.43 euros/hour

Night supplement (24.00 – 06.00) 2.43 euros/hour

For Sundays and public holidays, supplements are doubled (Collective Agreement, Section 17).

Supplement for grocery store work

- weekdays 18.00–24.00 1.86 euros/hour
- Sundays, Church holidays, May Day and Independence Day, 18.00–24.00 3.72 euros/hour
- Weekdays and public holidays 00.00–06.00 3.72 euros/hour

Pay scales for head waiters, constituting the basis of the supplement paid to the representative of a licence holder

0–2 YEARS	OVER 2 YEARS	OVER 5 YEARS	OVER 10 YEARS
2540 (15.97)	2606 (16.39)	2681 (16.86)	2757 (17.34)

Monthly and hourly pay – Supervisors

Supervisor's pay scales from the start of the wage payment period from 1 June 2026 or from the start of the first wage payment period starting after that.

	0-2 YEARS	OVER 2 YEARS	OVER 5 YEARS	OVER 10 YEARS
1	2280 (14.34)	2342 (14.73)	2408 (15.14)	2476 (15.57)
2	2394 (15.06)	2457 (15.45)	2530 (15.91)	2598 (16.34)
3	2480 (15.60)	2545 (16.01)	2618 (16.47)	2692 (16.93)
4	2501 (15.73)	2566 (16.14)	2642 (16.62)	2713 (17.06)
5	2624 (16.50)	2695 (16.95)	2776 (17.46)	2855 (17.96)
6	2803 (17.63)	2865 (18.02)	2930 (18.43)	2996 (18.84)

Supervisor's pay scales from the start of the wage payment period from 1 July 2027 or from the start of the first wage payment period starting after that.

	0-2 YEARS	OVER 2 YEARS	OVER 5 YEARS	OVER 10 YEARS
1	2335 (14.69)	2398 (15.08)	2466 (15.51)	2535 (15.94)
2	2451 (15.42)	2516 (15.82)	2591 (16.30)	2660 (16.73)
3	2540 (15.97)	2606 (16.39)	2681 (16.86)	2757 (17.34)
4	2561 (16.11)	2628 (16.53)	2705 (17.01)	2778 (17.47)
5	2687 (16.90)	2760 (17.36)	2843 (17.88)	2924 (18.39)
6	2870 (18.05)	2934 (18.45)	3000 (18.87)	3068 (19.30)

Wage groups – Supervisors

- 1 Shift manager
(cafés, fast food restaurants and restaurants serving no alcohol or serving alcoholic beverages containing maximum 5.5% ethyl alcohol by volume)

 - 2 Floor manager, cleaning manager, bar tender

 - 3 Shift manager, shift supervisor, head waiter
(in licensed premises serving alcoholic beverages containing over 5.5% ethyl alcohol by volume)
Head of reception

 - 4 Café manager, staff restaurant manager, hall manager
(cafés, fast food restaurants and restaurants serving no alcohol or serving alcoholic beverages containing maximum 5.5% ethyl alcohol by volume)

 - 5 Chef de cuisine

 - 6 Restaurant manager, responsible manager in charge of licensed service of alcohol
(in licensed premises serving alcoholic beverages containing over 5.5% ethyl alcohol by volume)
-

Membership services
030 100 630

**Employment advice
for members**
030 100 625

Unemployment Fund
020 690 211

www.pam.fi

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