

The Trials of Tipping page 149 (CD 1 TRACK 19)

Introduction

Many international students and tourists are confused about the system of tipping when they come to the United States. The rules for tipping are very illogical and even Americans aren't always sure what kind of tip to leave. Let's say that your waitress was great, but your taxi driver was scary and your hair stylist was terrible. What do you do? Here is some help in figuring out the tipping dilemma.

Dictation ❁ Write the correct word or number in the blank space. Correct and discuss the dictation.

Tipping says " _____ " for good service, explains Judy Bowman, president of Protocol Consultants International, who _____ training businesses and corporations in business and _____. According to Bowman, the _____ for tipping has gone up in the last year, from _____ percent to _____ percent. "If you leave a 10 or 15% tip, you're going to get _____."

The most important thing to remember about tipping is that you tip members of the _____ — people who rely on tips to make a living, _____. Think about your waiter as the guy who sits next to you in economics class and your _____ may change. Major tipping situations that people _____ on a regular basis include trips to the _____, restaurants, taxis, _____, and food delivery services. For each service, a basic tip is required, but it's _____ to decide how much to give. For someone who goes _____ and _____ the call of duty, you would give a tip closer to the 20% range. For example, when ordering pizza, use the time as a _____. If you're told the pizza will arrive in 20 minutes, but it comes in 15, you _____. On the other hand, if the pizza is late or you've had a _____ dealing with people in the _____ office, you are _____ to tip _____ or not at all. If you are not going to tip, _____. This way the delivery guy will know what he's done wrong. The same _____ should follow with taxi drivers, hairstylists, and waiters. But if you often go to the same hairstylist or restaurant and the service is good, tip well. The _____!

Discussion ❁ *Discuss these questions with a partner. Share your ideas with the class.*

1. ____ In the article above, the consultant recommends that if the service is bad, you should leave no tip. Another consultant may disagree with her. Why? What about taxi drivers and hair-stylists – what would YOU do?
2. ____ Would you complain if you think the service is bad? If so, would you complain to the server or to the management?
3. ____ What are you looking for in service: informal friendliness? efficiency? formal correctness?
4. ____ Have you ever seen “tip cups” in coffee shops and ice cream parlors asking for small change? You don’t have to leave a tip. Can you explain why?
5. ____ If you don’t know whether or not to tip someone, what’s the best thing to do?
6. ____ According to the above article, Bowman says the tipping rate has gone up in the last year. Can you imagine a situation when the going rate might go down?
7. ____ Can you explain why a waiter in a high class restaurant makes more on tips than a waiter in a low class restaurant – even though they both work equally hard?

Discussion ❁ *Discuss these questions with a partner. Share your ideas with the class.*

1. What is the tipping custom in your country? Is tipping a good system?
2. From the list, guess and check (✓) the people Americans don’t tip:

- ____ pizza delivery person
- ____ mail delivery person
- ____ package delivery person
- ____ newspaper delivery person
- ____ security guard
- ____ gas station attendant
- ____ airport luggage porter



- ____ flower delivery person
- ____ massage person
- ____ bartender
- ____ hotel porter
- ____ housepainter
- ____ mechanic
- ____ manicurist

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❁ Dictation

Tipping says, “**Thank you**,” for good service, explains Judy Bowman, president of Protocol Consultants International, who **specializes in** training businesses and corporations in business and **dining etiquette**. According to Bowman, the **standard going rate** for tipping has gone up in the last year, from **15** percent to **20** percent. “If you leave a 10 or 15% tip, you’re going to get **raised eyebrows**.”

The most important thing to remember about tipping is that you tip members of the **service industry** – people who rely on tips to make a living, **not the management**. Think about your waiter as the guy who sits next to you in economics class and your **tipping outlook** may change. Major tipping situations that people **run into** on a regular basis include trips to the **hair salon**, restaurants, taxis, **bars**, and food delivery services. For each service, a basic tip is required, but it’s **up to you** to decide how much to give. For someone who goes **above** and **beyond** the call of duty, you would give a tip closer to the 20% range. For example, when ordering pizza, use the time as a **gauge for tipping**. If you’re told the pizza will arrive in 20 minutes, but it comes in 15, you **should tip higher**. On the other hand, if the pizza is late or you’ve had a **tough time** dealing with the people in the **home office**, you are **completely entitled** to tip **lower** or not at all. If you are not going to tip, **explain why**. This way the delivery guy will know what he’s done wrong. The same **rule of thumb** should follow with taxi drivers, hairstylists, and waiters. But if you often go to the same hairstylist or restaurant and the service is good, tip well. The **staff will remember you!**



This is the script to be used for *The Trials of Tipping* dictation. It is also the script recorded on the CD for listening practice.