

Initial Report

Last Modified: 03/03/2013

1. Q1. At how many restaurants have you worked as a restaurant waiter or waitress? (select one option from the drop down menu)

#	Answer		Response	%
1	0		22	1%
2	1		208	13%
3	2		229	14%
4	3		241	15%
5	4		202	13%
6	5		196	12%
7	6		131	8%
8	7		90	6%
9	8		63	4%
10	9		25	2%
11	10 or more		186	12%
	Total		1,593	100%

2. Q2. For how many years have you worked as a restaurant waiter or waitress? (select one option from the drop down menu)

#	Answer		Response	%
1	0		26	2%
2	1		60	4%
3	2		82	5%
4	3		101	6%
5	4		92	6%
6	5		147	9%
7	6		97	6%
8	7		94	6%
9	8		92	6%
10	9		69	4%
11	10 or more		719	46%
	Total		1,579	100%

3. Q3. Were you employed anytime WITHIN THE LAST YEAR as a restaurant waiter or waitress?

#	Answer		Response	%
1	Yes (please continue with the survey)		1,416	89%
2	No (please skip to the end and hit "submit")		179	11%
	Total		1,595	100%

4. Q4. Are you CURRENTLY employed as a restaurant waiter or waitress?

#	Answer		Response	%
1	Yes (answer questions 5-10 about your CURRENT job as a waiter or waitress)		1,092	84%
2	No (answer questions 5 -10 about your LAST job as a waiter or waitress)		202	16%
	Total		1,294	100%

5. Q5. Listed below are several statements that may or may not describe the restaurant where you currently work (or most recently worked) as a waiter or waitress. For each statement, please indicate whether "yes" it does or "no" it does not describe the restaurant.

#	Question	YES	NO		Mean
1	is a sit-down, table-service restaurant	1,325	18	1,343	1.01
2	is a quick service restaurant	288	1,022	1,310	1.78
3	is a breakfast house restaurant	139	1,159	1,298	1.89
4	is a casual dining restaurant	1,044	288	1,332	1.22
5	is a fine dining restaurant	388	903	1,291	1.70
6	is an inexpensive restaurant	402	910	1,312	1.69
7	is a moderately expensive restaurant	976	345	1,321	1.26
8	is a very expensive restaurant	117	1,163	1,280	1.91
9	is a restaurant where voluntary tipping is customary	1,276	68	1,344	1.05
10	is a "no tipping allowed" restaurant	16	1,281	1,297	1.99
11	is a restaurant that automatically adds a service charge to all	27	1,272	1,299	1.98

	checks				
12	is a chain restaurant	532	782	1,314	1.60
13	is an independent (non-chain)restaurant	802	518	1,320	1.39
14	is in a rural area	196	1,098	1,294	1.85
15	is in a suburban area	699	606	1,305	1.46
16	is in an urban area	570	739	1,309	1.56
17	has a lot of foriegn customers	485	832	1,317	1.63
18	has a lot of ethnic minority customers	604	718	1,322	1.54
19	has a lot of elderly/retired customers	867	454	1,321	1.34

6. Required to "tip out" this person?

#	Question	YES	NO	Don't have this position at the restaurant		Mean
1	busboy	840	158	331	1,329	1.62
2	expeditor	309	556	440	1,305	2.10
3	bartender	1,013	145	167	1,325	1.36
4	host/hostess	400	734	162	1,296	1.82
5	dishwasher	79	1,113	87	1,279	2.01
6	cook/chef	91	1,132	57	1,280	1.97
7	head waiter/waitress	27	721	533	1,281	2.40
8	captain	13	541	719	1,273	2.55
9	back waiter	67	482	728	1,277	2.52
10	maitre'd	7	511	753	1,271	2.59
11	sommelier	19	499	755	1,273	2.58
12	manager	28	1,032	206	1,266	2.14
13	other (please specify)	117	398	220	735	2.14

7. Percentage of your tips going to this person

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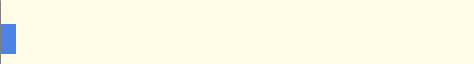






8. Q7. Approximately what is (was) the average tip percentage you receive(d) from your customers at this place? (select one option from the drop down menu)

#	Answer		Response	%
1	0% (tips not common)		6	0%
2	1-5%		10	1%
3	6-10%		56	4%
4	11-15%		243	18%
5	16-20%		851	64%
6	21-25%		157	12%
7	26-30%		7	1%
8	over 30%		10	1%
	Total		1,340	100%






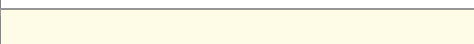
9. Q8. How do (did) your tips compare to those of other servers at this place? (select a number from 1 to 7 on the scale below)

#	Answer		Response	%
1	1 = Much smaller than most others' tips		4	0%
2	2		8	1%
3	3		20	1%
4	4		396	30%
5	5		540	40%
6	6		289	22%
7	7 = Much larger than most others' tips		78	6%
	Total		1,335	100%








**10. Q9. How much do (did) you enjoy working at this restaurant?
(select a number from 1 to 7 on the scale below)**

#	Answer		Response	%
1	1 = Hate(d) it very much		43	3%
2	2		60	4%
3	3		121	9%
4	4		228	17%
5	5		353	26%
6	6		323	24%
7	7 = Love(d) it very much		207	16%
	Total		1,335	100%

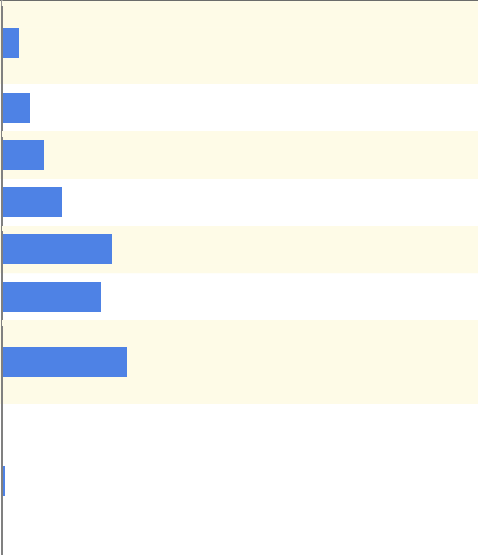
11. Q10. How long do you plan on working (did you work) at this restaurant from start to finish date? (select one option from the drop down menu)

#	Answer		Response	%
1	less than one year		117	9%
2	1 to 2 years		267	20%
3	2 to 3 years		272	20%
4	3 to 4 years		139	10%
5	4 to 5 years		108	8%
6	more than 5 years		437	33%
	Total		1,340	100%

12. Q11. Would you prefer to wait tables at a restaurant with an 18% automatic gratuity or at a restaurant with voluntary tipping? (select a number from 1 to 7 on the scale below)

#	Answer		Response	%
1	1 = Strongly prefer working at a restaurant with an automatic 18% gratuity		216	20%
2	2		84	8%
3	3		92	9%
4	4		157	15%
5	5		137	13%
6	6		145	14%
7	7 = Strongly prefer working at a restaurant with voluntary tipping		231	22%
	Total		1,062	100%

13. Q12. In your experience, how large an effect does the quality of service you deliver generally have on the size of the tip you receive? (select a number from 1 to 7 on the scale below)

#	Answer		Response	%
1	1 = very small effect		37	3%
2	2		59	6%
3	3		93	9%
4	4		131	12%
5	5		243	23%
6	6		218	21%
7	7 = very large effect		276	26%
8	Not Applicable (no experience with receiving tips)		3	0%
	Total		1,060	100%

14. Q13. Listed below are several statements that may or may not describe your attitudes, opinions or behaviors as a server. For each, please indicate how much you "DISAGREE" or "AGREE" with that statement as it applies to you as a server.

#	Question	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree		Mean
1	I usually adapt the type of service to meet the unique needs of each customer.	9	11	19	43	164	447	358	1,051	5.96
2	I use a wide variety of strategies in attempting to satisfy the customer.	7	10	19	51	162	441	364	1,054	5.97
3	I can easily suggest a wide variety of items to meet each customer's needs.	13	5	8	25	93	364	547	1,055	6.28
4	I pride myself in customizing the service for the customer.	10	9	39	98	171	377	350	1,054	5.79
5	I vary the actual service	33	47	39	144	246	354	186	1,049	5.22

	offering on a number of dimensions depending on the needs of the customer.									
6	I believe that each customer requires a unique approach.	10	17	32	94	213	374	313	1,053	5.71
7	I find that customers tip better the better the service I provide them	33	55	99	100	297	273	199	1,056	5.07
8	I can generally tell whether customers will be good or bad tippers	42	72	84	115	330	275	138	1,056	4.89
9	I give better service to customers I expect to be good tippers than to those I expect to be bad tippers	150	192	133	125	204	152	101	1,057	3.85
10	I will get in trouble if I do not treat all	67	130	115	193	145	209	194	1,053	4.54

	customers the same									
11	Bad tippers do not deserve the same quality of service as good tippers	77	93	98	118	199	201	266	1,052	4.84
12	I think it is morally wrong to treat some customers better than others	116	174	146	145	148	185	139	1,053	4.09
13	I would feel guilty if I treat some customers better than others	135	197	145	124	142	183	126	1,052	3.94
14	I always give my best effort when serving regardless of who or what my customers are	12	34	68	71	182	329	359	1,055	5.65

15. Q14. Listed below are several behaviors that restaurant servers may or may not engage in. For each, indicate how frequently you have done that behavior.

#	Question	Never	Rarely	Sometimes	Often	All of the Time		Mean
1	Given customers free food and/or drinks in order to increase the tip they leave	398	331	230	75	21	1,055	2.04
2	Given substandard service to customers expected to be poor tippers	269	399	302	68	17	1,055	2.21
3	Given my best effort when serving black customers	12	42	129	358	512	1,053	4.25
4	Flirted with customers	183	284	360	172	52	1,051	2.64
5	Described customers using derogatory terms/phrases	175	284	346	153	96	1,054	2.73
6	Made negative "behind the scenes" comments about customers	10	112	402	301	228	1,053	3.59
7	Given my best effort when serving Hispanic	11	38	136	336	529	1,050	4.27

	customers							
8	Given more attention and care to regular customers known to tip well	29	65	232	314	414	1,054	3.97
9	Put on a false face to hide my true feelings from customers	14	34	210	410	388	1,056	4.06
10	Openly showed disrespect to customers	679	313	51	8	3	1,054	1.43

16. Q15. Listed below are several different groups of people who patronize restaurants. For each group, indicate what kind of tippers you have found that group to be.

#	Question	Very Bad Tippers	Below Average Tippers	Average Tippers	Above Average Tippers	Very Good Tippers		Mean
1	Teenagers	468	453	110	10	1	1,042	1.68
2	Young Adults	44	238	469	244	50	1,045	3.02
3	Middle Aged Adults	1	18	455	432	141	1,047	3.66
4	Elderly Adults	105	473	387	72	13	1,050	2.44
5	Men	1	22	336	472	209	1,040	3.83
6	Women	14	193	631	172	28	1,038	3.01
7	Gay Men	6	32	218	310	387	953	4.09
8	Gay Women	19	139	380	222	168	928	3.41
9	Smokers	5	62	324	198	134	723	3.54
10	Christians	169	336	266	25	10	806	2.22
11	Jewish People	82	193	326	49	20	670	2.60
12	Coupon Users	242	513	194	9	4	962	1.98
13	Foreigners	451	402	109	28	11	1,001	1.75
14	Asians	142	260	414	77	23	916	2.54
15	Blacks	330	350	263	30	8	981	2.02
16	Hispanics	161	333	379	53	16	942	2.39
17	Whites	1	21	710	190	54	976	3.28
18	Couples on a Date	2	33	423	454	109	1,021	3.62
19	Families with Small Kids	43	305	469	171	34	1,022	2.85
20	All Male Dining Parties	3	21	170	414	388	996	4.17

21	All Female Dining Parties	34	291	463	195	48	1,031	2.93
22	Mixed Sex Dining Parties	1	16	556	338	108	1,019	3.53
23	Men Eating Alone	5	42	321	400	240	1,008	3.82
24	Women Eating Alone	17	175	496	262	66	1,016	3.18
25	Other (please specify)	47	22	20	10	34	133	2.71
26	Other (please specify)	19	8	10	9	9	55	2.65

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17. Q16. Imagine that you are serving several tables on a busy night, and at one of the tables that you have to take care of is a group of customers that you have never met but that you do not really want to wait on. Thinking about the table you do not want to wait on, how likely is it that you would do the following?

#	Question	Definitely	Very Likely	Likely	Unlikely	Very Unlikely	Definitely Not		Mean
1	Put on an act to convey cues of friendliness such as smiling, eye contact, introducing self by name, and thanking them	597	282	132	24	13	2	1,050	1.65
2	Try my best to enthusiastically wait on them as I would any other table	557	308	159	18	7	2	1,051	1.68
3	Work really hard to feel the positive emotions that I am expected to convey so that I can enjoy my interactions with this table	435	294	211	79	23	7	1,049	2.03

18. Q17. How would you rate yourself on the following scales?

Examine the group of words at either end of each scale and select the bubble that represents your location on that scale.



#	Question	1	2	3	4	5	6	7		Mean
1	shy, quiet, introverted, retiring, reserved, loner:outgoing, talkative, extraverted, sociable, friendly, joiner	13	42	75	104	190	273	305	1,002	5.45
2	at ease, unagitated, calm, unworried, self-assured, hardy:nervous, tense, anxious, fearful, worrying, vulnerable	195	331	163	163	81	47	21	1,001	2.83
3	lazy, irresponsible, weak-willed, quitting, careless, unorganized:hardworking, responsible, self-disciplined, persevering, thorough, orderly	8	5	13	58	153	336	427	1,000	6.06
4	headstrong, vengeful, disagreeable, stubborn, antagonistic, critical:gentle, forgiving, agreeable, flexible, acquiescent, lenient	24	66	94	276	191	195	154	1,000	4.75
5	uncreative, unartistic, down to earth, conventional, uninquisitive, realistic:creative, artistic, imaginative, original, curious, philosophical	19	44	65	183	164	252	273	1,000	5.28

19. Q18. Listed below are several statements that may or may not describe you. For each, please indicate how much you "DISAGREE" or "AGREE" that the statement accurately describes you as a person.




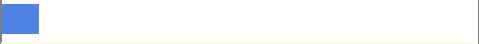

#	Question	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree		Mean
1	I enjoy helping others.	17	2	7	29	133	459	361	1,008	6.06
2	The best job I can imagine would involve assisting others in solving their problems.	32	78	54	166	238	286	151	1,005	4.95
3	I can get along with most anyone.	13	17	35	43	183	413	305	1,009	5.80
4	I pride myself in providing courteous service.	16	4	8	30	93	397	460	1,008	6.19
5	It is natural for me to be considerate of others' needs.	14	6	19	36	145	401	382	1,003	6.01

20. Q19. In what year were you born?


21. Q20. What sex are you?

#	Answer		Response	%
1	Male		157	16%
2	Female		843	84%
	Total		1,000	100%

22. Q21. What color is your hair?

#	Answer		Response	%
1	blond		236	24%
2	brown		580	58%
3	black		60	6%
4	red		79	8%
5	other (please specify)		48	5%
	Total		1,003	100%

23. Q22. Are you currently married?

#	Answer		Response	%
1	Yes		276	28%
2	No		720	72%
	Total		996	100%

24. Q23. Which of the following best describes your racial/ethnic group membership?






















#	Answer	Response	%
1	Asian	14	1%
2	Black	11	1%
3	Hispanic	35	4%
4	White	907	91%
5	Other (please specify)	31	3%
	Total	998	100%

Statistic	Value
Min Value	1
Max Value	5
Mean	3.93
Variance	0.23
Standard Deviation	0.48
Total Responses	998

25. Q24. In which country do you currently reside?

26. 50 States, D.C. and Puerto Rico

#	Answer	Response	%
1	Alabama	8	1%
2	Alaska	3	0%
3	Arizona	14	2%
4	Arkansas	10	1%
5	California	59	6%
6	Colorado	20	2%
7	Connecticut	20	2%
8	Delaware	6	1%
9	District of Columbia	3	0%
10	Florida	61	7%
11	Georgia	11	1%
12	Hawaii	5	1%
13	Idaho	5	1%
14	Illinois	45	5%
15	Indiana	10	1%
16	Iowa	9	1%
17	Kansas	3	0%
18	Kentucky	9	1%
19	Louisiana	23	2%
20	Maine	12	1%
21	Maryland	36	4%
22	Massachusetts	31	3%
23	Michigan	39	4%
24	Minnesota	21	2%
25	Mississippi	6	1%
26	Missouri	15	2%
27	Montana	2	0%
28	Nebraska	9	1%
29	Nevada	1	0%
30	New Hampshire	8	1%
31	New Jersey	20	2%
32	New Mexico	2	0%

33	New York		62	7%
34	North Carolina		39	4%
35	North Dakota		1	0%
36	Ohio		56	6%
37	Oklahoma		10	1%
38	Oregon		10	1%
39	Pennsylvania		46	5%
40	Puerto Rico		0	0%
41	Rhode Island		5	1%
42	South Carolina		16	2%
43	South Dakota		1	0%
44	Tennessee		10	1%
45	Texas		49	5%
46	Utah		5	1%
47	Vermont		4	0%
48	Virginia		46	5%
49	Washington		18	2%
50	West Virginia		9	1%
51	Wisconsin		12	1%
52	Wyoming		0	0%
53	I do not reside in the United States		3	0%
	Total		928	100%

27. Q27. Please use this space to tell me anything else about the experience of waiting tables that you want to share.

Text Response

Everyone should have to do it or take a class on how to properly dine at a restaurant.

I really hate to think of myself as prejudice or one who stereotypes, but after 16 years of being in the restaurant industry there are some groups that just don't tip well. For the most part though, I have enjoyed my time serving others because the good/great far outweighs the bad. If it didn't I would've left the industry completely. Now I have moved on to management.

Each table is different, so one must tailor one's service to the table, yet at the same time they will all watch to see how you interact with other tables, so it is imperative that there be no lacking in service to the entire station. It makes for an interesting juggling act, and not everyone is cut out to do it, something that is NOT told to each new hire from the get-go.

Everyone's first job should be in the service industry- to teach, multi tasking, patience, humility, appreciation of an earned dollar, and how to treat people with respect and the repercussions when you are disrespectful to others, and most of all, good old fashion good manners.

Job is fun because it's a neighborhood place, and I get to meet a lot of people.

Everyone should be required to wait tables for at least 6 months. It would make the world a better place.

Serving/bartending takes a special personality. You have to remain positive at all times, even in the worst situations. If you are positive, customers tend to bond with you over time and treat you like a friend, even if you secretly don't like that customer, they'd never know it.

With new customers that I have never met before, I always provide my best service. It is only with people who come in repeatedly and always leave sub-standard gratuity that I provide sub-standard service.

The staff and management also have a lot to do with the guest experience. It's not just a single server and their views on their table, but everyone else's as well. It can take one person to ruin a meal (and tip) and that one person doesn't have to be the actual server.

Unfortunately with the minority races, it doesn't matter how hard you try or how good of service you give them. Most (not all) of them will still leave you \$5 on \$150.

So much work, for so little return. It was demoralizing.

Waiting tables is something everyone should do at least once, it puts into perspective how we treat other people and allows you to be more open minded as far as dealing with people who have a job you may consider beneath you.

I learned that you can never predict what you're going to receive as a tip - sometimes you do, but many many times you are completely surprised, and it could be either good or bad. I was one of the higher-tipped servers at my restaurant, but the tips still varied from absolutely nothing to more than %100 of the bill, so there was no telling what I would walk with at the end of the shift. One day I could make \$7 for a lunch shift, and the next day I could make \$98 for a lunch shift. It was maddening to give the same level of service over and over again, and receive completely different tips, attitude, and gratitude from my customers.

Most bad tippers fall into three categories. The first one: they are cheap and shouldn't be out anyway

(these are the people that split a house salad and a cup of soup for dinner). The second: Older individuals who do not understand that cost of living has changed (tend to be standard 12-15% tippers). The third: that are willfully ignorant of the compensation process in restaurants. In the state I live in, all the taxes I make from tips are taken out of my base salary. That means my pay check is usually under \$0.10 every two weeks. Even if it is slow I do not make more than \$5 (if I'm lucky). Tips are our compensation. If you have a grudge against tipping, people should know that it is coming at a cost to someone's ability to pay for gas or rent. Also I have found the worst tippers are rich people.

Auto gratuity would be nice on parties of 1 or more. Or else go to a fast food place.

I work as a server/bartender at Hooters. I find that it's pretty standard to make a higher percentage behind the bar. I also find that while it might be assumed that men tip better, this is not always the case and I am often pleasantly surprised by families, couples and single female diners.

I enjoyed this survey. I try my best not to judge tables before I take them but usually I am always right about the way I think they will tip just by the way they look and act. I'm very curious to see the results of the survey because I went to school and marketing and spent a lot of time creating and distributing surveys. If its possible I'd like to see the results of the survey and if there's any other help I can provide let me know. I'll be sure to pass the survey along to my co workers. My email is carolannesmuda@yahoo.com

Fine dining 20 years. Very good at my job. Try not to judge.

In my experiences, if you joke with your customers and make sure they know that being a server is your job, and not a hobby, they are usually better at tipping. For example, when they say "Have a good night!" and you reply "Oh, yeah because working is my favorite thing to do!" (of course in a fun, laughing tone with a smile) I think they understand more that serving is your income. Also, if you're accomodating to their needs they truly appreciate it. If it doesn't take a lot of effort to accomodate then there is no big deal. Honestly, servers complain about customers, but sometimes the servers can be difficult too. Each table is different and adjusting to the needs of those tables will increase your tip, and also make your night go a little faster because you can have fun with your tables.

Servers deserve a RAISE! \$2.13 is not enough!!

15+ years of waiting tables in a growing city of roughly 175,000 people - overall, started waiting tables as a way to supplement college bills, etc. Now I just do it once or twice a week for savings income and for the chance to hang with regular customers who are more my friends than just regular patrons. Working in this environment for so long has created a fun, secondary "family" world, both with fellow employees, as well as regular customers.

In my experience, even though many people tip poorly, there are enough who tip well to balance the scales.

more often than not the general public is clueless what a restaurant is and how it functions . As a server i have very limited power over the price of items or of conjuring ingredients that are not listed on the menu out of thin air.

People coming from church on Sunday are the absolute worst tippers ever

I do take my job seriously, it allows my a comfortable lifestyle. When i go to work i am there to work and please my guests 1st and foremost.

I just wish people wouldn't look at me and my job as "bottom of the food chain" no pun intended, I've read many opinions and generalizations about servers via Facebook and it truly hurts to comprehend how hurtful people can be. I used to love my job due to the fast pace work environment and the fact I get to meet new people everyday. But now I can't wait until I get my degree. I've worked as a server in

two states and the differences astound me. I have worked in Chicago and Louisiana. I just wish people would treat me as a person and not as an insignificant part of their dining experience.

People with issues wait tables. I need constant approval. I work at an amazing restaurant and guest always gush over how amazing everything is.

Its the easiest job in the world to make great money at if you just leave ur problema at the door and believe you are going to make the most amount of money possible for that evening

This space is intimidating in a way, because there's so much to say, but it's so difficult to articulate. Everyone who waits tables has a story, a motivation behind why they do what we do. No one particularly likes it. I'm not sure anyone out there dreamed of waiting tables when they grew up. It's hard, it's mentally, physically and emotionally draining, and people often take out the frustrations of their day on you. Which makes it all the more difficult to be nice to the next table you're expected to greet with equal enthusiasm, respect and positive regard. Not a single one of us relishes the idea of spending 9+ hours on our feet only to come home smelling like fry grease and covered in BBQ sauce only to turn around and do it again the next day. The next time you're in a restaurant, and your server doesn't look like they're completely slammed, I would encourage you to engage them in personal conversation for a few minutes. Find out why they do what they do. Find out if your tip is helping to support an education, children, invalid parents....We're struggling, hardworking people, not just harbingers of bottomless chips 'n salsa. Learn about the catalyst to your server's choice of profession, and take that into consideration when they bring you the bill. Your generosity is what pays our bills. That's something a lot of people don't realize. And we endlessly appreciate people who don't hold fast to the belief that 10% is all they need to tip. That's something else a lot of people don't realize. Thank you for your patronage, come back and see us again.

I think there's a HUGE stereotype the comes with working in the restaurant industry. I have a full-time marketing job, that I'm PROUD of. I also work nights at a local restaurant because I actually love, respect, and want the restaurant to succeed. And let's be honest - it's a good way to make some extra cash. Too often I am viewed as just a pretty, stupid face, serving up food and spirits. I think the real issue is respect. Like it, or not, the United States is a caste system and unfortunately the restaurant industry falls at the bottom. Restaurant workers are HARD workers and just cause I'm not wearing a suit doesn't mean my job should be undervalued. People don't not tip because they don't have the funds, it's because they don't value that job someone is doing for them.

For the most part i have come to the conclusion that most people suck. So I pride my self on going to work doing my job as accuratly as possible and never showing a customer how i really feel.

It's hard to sum up how much everyone tips... some races tip more than others.. I.e. Black people tip little to none (

I hate cleaning up blood and all other bodily fluids.

tough job that doesn't get anywhere near the respect it deserves.

I feel the tipping questions based on race aren't actually addressing the true nature of the issue. Yes, most servers-myself included- will tell you "black people don't tip", but I have found over the years that what we really mean is "uneducated urban people don't tip." When a well-dressed, well-spoken black person sits down, i expect a good tip as i do from any person that appears to take pride and ownership in themselves. When a poorly dressed person comes in with their pants around their knees and speaks barely-understandable slang, i judge them. I judge the ghetto, i judge the trailer park, and i judge the hispanics that mutter "puta" as I walk up to say hello because they don't know that I speak Spanish. Regardless of my job title, I believe in pride and ownership in oneself and the work one does. If you

choose to present yourself with that pride and ownership, I will judge you both in the restaurant and outside it. The difference is that MY pride means that I will do my damndest to treat you with attitude that humanity is full of surprises, and hope for the best out of each and everyone of them, hope that my judgements are wrong. It doesn't help a server to treat people differently or feel vindicated in the judgement of a bad tip, and we all know it.

There are three reasons the gratuity system works. First if waiters had to work for minimum wage (lets not even assume living wage) the price increase per item would be more than 20% of the cost of the item just to cover labor costs. Second at a minimum or barely liveable wage you would not attract or motivate quality service professionals. Your workforce would be comprised of the same quality of employ as a wal-mart which, in my experience, is deplorable. Third a customer based gratuity encourages customer service and satisfaction by its most basic element

It has been my experience that stereotypes exist for a reason...that doesn't make them right it just means there is or was some basis for them. I have been surprised by 25% tips from black tables and 12% tips from gay men but on the whole the stereotypes applicable to the tipping patterns for these groups hold. Additionally I would say that black and hispanic tables tend to demand a proportionally larger amount of my time than do tables of other ethnicities. Having done this job for a number of years and being in the process of preparing to graduate from law school, I am sensitive to the 'which comes first' question here and I strive to provide consistently excellent services to all of my guests regardless of my initial (unavoidable) assessment about the likelihood that they will make it worth it for me in the end. It is difficult, you become disheartened, after a few 5% tips in one night (3% of which automatically goes to the house), you stop giving a crap about social justice and you worry about taking the best possible care of the tables you think might help make your night worth it. I can only imagine how much easier it is for less educated and less socially aware servers to combat these tendencies. I'd much much rather work for a place that automatically adds an 18% gratuity, unfortunately this is a rare practice in Pennsylvania.

Normally at my restaurant we do percentages of sales for tip out.. It is typically 1.5 % or more. It is a small restaurant with a lot of elderly people. Some of these questions made me laugh..because it is so common and just typical. I really do not mind waiting tables, it can be fun and there can be interesting people. One thing about the general public of my area that truly irks me is how people feel entitled to everything in life. But that is life and there are plenty of people who feel entitled to everything. Overall, waiting tables is not my dream job but it pays the bills and can be fun..sometimes not.

I treat everyone the same but if you are disrespectful to me I will not be all 'suzy sunshine' to 'you'. I am there to serve 'you', not be belittled by 'you'. That being said, I really do love my job but it gets hard sometimes when guests are disrespectful and rude. If I give bad service my tip should reflect that but if I give normal to excellent service it should reflect that as well.

When I was a child I decided that I wanted to do two things with my life. I wanted to wait tables and help people--such as either being a social worker or psychologist. At 41 years old, I work both as a server and am a case manager for a local non-profit mental health agency. I am also finishing a degree in behavioral science with a 3.83 GPA. As of right now I am deciding on a master's degree in nursing or a master's in counseling. However, as long as my body can handle waiting tables, I will continue to do so. I love waiting tables because it is fun and lucrative. I took this survey very seriously. Thank you.

people tend to treat servers in ways they would never treat other professions, rude, sexual, mean, you name it ive been treated that way

I loved waiting on tables...it was a very good income and I honestly had no trouble with a bad tip if I provided bad quality service. Today I overtip generally in the amount of 30-40% when I receive very

good service. Average service gets 15-20% but I will leave a bad tip for awful service.

I believe it is very important for a server to have an innate ability to read people's personalities and desires. It's indispensable when interacting with them; to know when a customer would like to be entertained and when he or she would like quiet is key. The second most important attribute is the ability to multitask.

Waiting tables has honestly made me hate humanity. I see so many things that people who have never entered the restaurant industry would be shocked to hear. I have been humiliated and insulted by a number of customers, and I cannot say a single word in my defense because I would be fired. I have been screamed at when the cooks mess up an order, and I have been berated when a guest orders the incorrect meal. Just last week a customer yelled at me because we did not carry the wine he likes. I have a coworker who was waiting on a group of people who ran her back and forth, sent every bit of food back, swore at her, asked for free food, and made fun of her, then left her a penny as a tip. She said nothing to them and just went in the kitchen to cry. People do not understand that I am your server, not your slave. But what people do understand is that generally, at chain restaurants, managers ALWAYS take the customer's side, and that if you want to abuse anyone, you can abuse your server and get away with it. You might even get some free food. There are wonderful customers out there who are friendly, and I go out of my way to make their experience as special as possible. And there are certainly terrible servers out there with no cares for their customers, who deserve bad tips. But the frequency of bad customers and bad tippers makes me never want to be a server again. I am a human being, not a punching bag. Unfortunately, I don't see that things in the restaurant industry will ever change, and until I get the full time job I went to college for, I am stuck taking care of awful people.

I don't feel ethnicity or specific age group plays a direct role in tipping. I've been surprised by many with large tips and vice versa.

I enjoy the waiter lifestyle, the money, the hours, the flexibility.

It's a great experience to have, and I love my job. It's just some of the people that come into my place of work, I just don't understand it at all.

The only thing I'd like to share is that I love being a Server I just wish people understood that we depend on our tips & we get taxed on their food! People don't understand how we get paid.

In my experience, to serve tables you have to have a very specific personality or you will NOT succeed at it. You have to be able to swallow your pride and slap a smile on your face no matter how you are feeling. Also serving tables have taught me more about human kind than any other life experience I have ever had. It really makes you understand the psychology and sociology of the world.

Tip 20%!!!!!!

Tipping can be quite random. sometimes I think "Man I worked really hard, everything was on time and perfect and this AmEx gold card says he/she should leave a good tip" and bam 10%. Other times I will do a less than stellar job and get 20%. Also the guests are typically the best part of my job, its the managers and co-workers that f&#%+@* p#%& me off. Is there anything else I can do for you this evening? Well thank you and have a good night. Do come back and see us soon.

I am a college student working to support myself as a server. In my 6 years of experience, African Americans are notoriously poor tippers generally leaving 10% while most other tables leave 18-20%. People from other countries often tip 10% but I believe that is due to the way they tip in their own country

Waiting tables is probably the most misunderstood occupation anyone could ever have. You work hard for your money from individual customers. One table deciding to not tip you can seriously mess up your

entire income for the week. A 120 dollar paycheck every two weeks is not good enough to live off if for anyone. Relying on tips is an extremely hard thing to do. As a server you are putting your income in someone else's hands. That is terrifying.

I think it's natural in this business to favor certain groups, social classes etc due to learned behaviors. I try to be nice to every table or guest and adjust my mood or attitude to them. If I'm kinda in a bad mood and someone is really nice, they help change my mood. If they're mean or rude the same can happen.

Would never wait tables expecting to make a lot of money. It is a difficult job and would only do again if I were financially forced to do so.

Waiting on tables is hard work and long hours on your feet. You get to meet different people each day and also see the same people on a regular basis.. Waitressing is my favorite job I've done

Bad tippers come in all races, sexes, ages, and probably religious groups-although that is not as easy to determin....I dont think some of those people realize, that atleast in the States-we are only paid \$3 and hour and taxed on the tip earned on your bill wether you choose to leave it or not

It's my life, and I love most of my customers. I've made a lot of lifelong friends in this job.

I wish people were more courteous to us. A lot of people out there are rude and condescending. Those people usually tip badly.

As a waitress I have found that stereotypes about tippers are about 50-50. For that reason I, and most of my coworkers, do our best when serving all guests. It is very frustrating when stereotypes about tippers prove true because of the effort we put into every table. If I ever give a table less than my best it is accidental the vast majority of the time, we're all human.

I've waited tables for many years I often judge tables that they are going to leave me a lesser tip but the service is always the same they deserve to get the same service everyone else does

I think everyone should work in a resturant and wait tables at least one day before they should be allowed to eat in a resturant. It amazes me how rude some people can be. People need to remember there manners and how to treat people with respect.

you have to be a very special person to serve others with a smile on your face day after day.

I do believe in tipping but I also understand the risks of being stiffed. Shake it off and move on. Don't spend the rest of the day dwelling on it, because it'll make the rest of the shift crappy! Treat everyone the same, because you don't know what circumstances they are going through. Good tip, is just treat everyone the way you want to be treated!!

The answers about different groups of people were very generalized. I have experienced good and bad and in the middle from each of the categories listed. But I gave an answer that best fit the average tipper in that category.

Waiting tables has been an enjoyable experience for me overall. It was my first job and I usually enjoy being at work.

Although some people may have the appearance of the stereotypical "bad tipper" my very best tips that I ever received have come from some of these people. I therefore try to treat all my tables as equals unless I have had them before and KNOW their usual tip percentage. If I know they're notoriously bad tippers I probably wouldn't treat them as equally the next time.

As a server, whenever I would be upset about a tip, I tried to remind myself to be appreciative for what I received, because I am not entitled. The only thing that would infuriate me is being stiffed - IE no tip at all. And that would make me angry, because I am taxed on every sale that I make, meaning, if someone stiffes a server, they are actually PAYING to wait on that table! I generally loved the industry and the fact

that (for the most part) I was in control of my own income.

During high volume, the kitchen at my restaurant enforces a "no modification" rule to the two different menus that are served in the two separate dining areas, as a result, sometimes although we would love to make the concessions necessary to please a table, we are simply unable to. Fortunately, we also work in a rare breed of restaurant where at the end of the night, we are pretty much guaranteed to walk with over 20%. Also, we pool tips between two servers in nine table/full bar establishment, so the tips I walk with at the end of the night are not always dependent on my specific service.

There is definitely a reason for tipping stereotypes (I.e blacks don't tip well or groups of guys tipping better because I'm a reasonably attractive female) but I've found that sometimes tables surprise you. I've had groups of guys telling me I'm adorable and then leave me \$5 on a \$50 check and I've also had minorities tip me above and beyond. That's why it's important to give the same level of service to every table. I even have regulars who I know don't tip well, but I know it's a culture/ignorance issue not that they are being malicious. While I agree that if you can't afford to tip you shouldn't go out, I feel that there is a massive difference between the people who just don't know how to tip appropriately and the people who refuse to tip.

I have never met a person I couldn't like. "People" as a whole are assholes. People tend culturally to take the job of restaurant worker as not being a "real" job and tend to not respect the skills and hard work involved in the career. I find this ironic as EVERYONE eats out and drinks at bars and restaurants. Also ironic is the fact most people feel a monkey could do the job, yet everyone is an expert in how to do it properly. Few people realize that most servers and bartenders get paid almost exclusively through tipping. When they are made aware many feel restaurants should pay a regular wage, yet they would be unwilling to pay more in order to make that possible.

After years of waiting tables/ bartending in the same place, where I make quite a bit of money, I do find myself a lot more jaded and stereotypical than when I started. However, I will say that I get stiffed on a consistent basis and treated with absolutely no respect by a majority of the black clientele that entered the building. I am not the only server in the building that this happens to. In the first week of working at this place, which I've worked almost seven years, I was stiffed more times than the other seven years on my life in this industry combined. Therefore, I feel like my attitude is justified even if it is ethically wrong. I do treat them differently, give them worse service, and honestly could care less as they generally will complain about everything, disrespect whoever waits on them, run their server back and forth for their entire stay, and then end the night by stiffing the server. Occasionally, a table will surprise you and make you feel slightly guilty when they tip you, though the next ten tables will re-justify your attitude with ease. While I regret my attitude and how it has changed my personality in and out of work regarding some minorities, their actions are the reason for my attitude shift, and I know I'm not alone.

I just wanted to address "bad" service. If a regular customer is always a bad tipper (10% or below), but are easy to wait on and are pleasant to talk to, the level of service won't suffer, but if the same customer is rude and/or difficult to wait on, the service will not be "subpar," so to say, but I'm not going to put much effort into interacting with the customer, especially if I'm busy. I'm not saying that I'd give them "bad service" because I never give bad service. It will be adequate, but not to the level that I give to new customers and those who are known to be good tippers.

I live in a small town, sometimes no matter how much you give great service the people are just uneducated on how to tip.. most parents that come in with a big family also don't know how to tip, or they think cause their kids they don't count, which is wrong. But for the most part I make pretty good money for the hours I work.

No matter who you are serving.. People surprise you with good and bad tips everyday.. There really isn't

away to racially profile so to speak.. Just Saying!!

My current experience has made it clear to me that, at least around here, which state you are from also plays a role in how you tip. I live in Iowa and will try my best to NOT take another waitressing job in my hometown because people here will tip on average 13%. I am currently working in Illinois and because of all of the tourists that come from out of town or even the larger cities in Ill. I make much more in tips because I average about 18%. The question about what percent I tip out bussers and bartenders I was a little more difficult for me to answer because we tip out 1% of our total sales every time and since we really do not know what we made in tips until after the tip out it was a little harder to estimate.

I am very fortunate to live in a tourist town, where I work at one of the busiest restaurants in the Southeast. Its fast paced and high volume, therefore I serve guests from all walks of life. Most are average tippers, some above, and some below average. Most of the time you can tell how well/bad a table will tip you. But I have learned that some people really will surprise you, good or bad.

After working as a Server for 10+ years, starting at the age of 16 it was all I knew for a long time. Throughout my experience and time spent there I am a firm believer that you get back what you put into it. I am very "unconventional" (Blue hair, covered in tattoos, BIG gauged ears, and homosexual) and I got treated with respect from children to elderly customers simply by showing them the same courtesy. I averaged 30% tips every shift I worked because I provided service with kindness, respect, knowledge, and a smile that brightened up even the darkest aura. Although there were good and bad things that happened, I learned a lot from working in the service industry.

People will surprise you! Stereotyping happens, but thankfully not all patrons are true to their stereotype. Verbal tipping is a bad sign! As servers, the more compliments and flattery we get from customers, you know the tip will be average 15% to less than average. 18% is the new 15%!!! Servers now expect 18 to 20 % for good service!!

I give customers a 3 chances to tip appropriately, we all have off days or situations that may make us incapable of thinking correctly so we can tip accordingly. I know I'm a great server, I have been serving for 35 years, I owned my own restaurant, and have dined at all types of restaurants and give my guests the service I expect and appreciate. Race, origin, or age does not make my decisions on the service my guests receive, if I have served them 3 different times and they got great service, and tipped poorly, I will try and give away or trade tables if they were put in my section, if I still ended up with them, they would get good service, but I would not go much more beyond that level of service,, I would spend my time at tables that show their appreciation for amazing service, after all TIPS stands for to insure prompt (professional) service and was designed to be given to the server before being served so to let the server know how they expected to be treated. Side note; this applies to jobs where servers only make 2.13 an hour plus tips, if making a great hourly wage, every table gets spoiled, regardless.

I believe that some people honestly do not understand how to tip. I have heard of college educated people saying that servers are paid hourly, which is most of the time not the case. We should have some sort of tipping etiquette class for this. Most of us rely on these tips to pay bills and live. Also, the drop box for which state I live in would not work. I thought I would let you know I live in Ohio.

You can never judge a book by its cover! I have been pleasantly surprised by guests & deeply disappointed. It is generally a financially rewarding experience, but when it's bad it can be very bad!!! It's a stressful fast paced industry that many customers do not understand. I'm thankful for ROC-united & Bitchy for shedding some light on what working & pay conditions are like. In my restaurant the sexism & favoritism is out of control & 'good' customers are cherry-picked & brought to certain Male servers station. So, all I have is my personality & skills to make the best of my shifts & I do fantastic!!!

I really do pride myself on Great customer service. But I have come to realize that even though I make

my best effort to please each and every guest, It does not always work out that way, Some people you can not make happy at all. I try to read my table before approaching them. I look for body language how they're sitting who they're with if they're happy when they are seated or if they have been waiting a while for the table and they might be annoyed... Not every table is the same because not every guest is the same so you really have to prepare your self mentally before approaching a table you have to forget everything that is going on in your life and be somewhat fake to make sure that your guest have a great and enjoyable meal. Serving is not just about going to a table and taking someones order and bring their food to the table it's about making them feel special.

Stereotypes are there for a reason. Not everyone falls into them, but they often are true.

Everyone should have to wait tables for at least 1 month in their lifetime so they understand proper etiquette when attending a restaurant from attitude to tipping.

i truly enjoy being a server. bad tips happen and they make me angry but it isn't enough to convince me that i need to go get a "real job' or a "normal grown up job". i love serving and being sociable when i work, i try to always have fun and keep myself, my coworkers and my customers happy by joking and having a good time. i also enjoy the flexibility and schedule of my serving job.

I have worked nearly every front of house position there is: Hostess, Carside To-Go, Server, Bartender, Cocktail waitress and Cashier. I worked at an Applebee's for almost 5 years and quit because of how poorly the management treated myself and other employees. Contacting "corporate" was NO help at all...considering my manager and his boss, and his boss' boss were all chummy and played golf together. They did anything to cover each other's asses. I was excited to work at more of a "mom and pop" privately owned seafood restaraunt....but it was not better. The owners/managers treated the employees like crap there, too, and you couldn't go over their heads. There was no human resources department. I also worked at a bar downtown, but left after a few days because of being ruthlessly hit on and observing drug use by employees at the bar while they were on the clock. I didn't want to have any part of that. I have found that no matter how wonderful the service is that I give, some people are still going to be cheap assholes. Honestly, I don't even try that hard anymore. I used to be such a people person....outgoing, involved in numerous extracurricular activities. Working in the restaurant industry has made me bitter. It has made me seriously hate people and want to be a hermit for the rest of my life. So many people treat servers like scum between their toes. I am so tired of being treated like less of a human being because I work at a restaraunt. This job is helping me get through college. and that is the only reason I stick with it. Customers blame servers for when ANYTHING goes wrong, and takes it out of their tip, like if their steak is cooked the wrong way, the temperature isn't right in the restaraunt, they don't like where their table is, etc. Another thing....as a former hostess, SIT WHERE THE HOST PUTS YOU! Do not request a certain table or booth. And don't just walk in and seat yourself when there is clearly a host stand right in front of you. Do you do that at people's houses? When you refuse a certain table, you screw up the seating rotation, which can either skip a server (which will make ther server go OFF on the host), or double or triple seat a server...which will make your service much slower, make your server rushed and irritated, and once again, the server is going to go OFF on the host. Carside to go attendants usually do not get paid minimum wage, either. It's not as bad as the \$2.13 server wage, but it is usually less than minimum wage. Tip your to-go person. Bartending...respect the laws. As a bartender, part of my job was to know my state laws, and the rules on alcohol at my particular restaraunt. Don't give the bartender shit if he/she has to cut you off. In my state it is illegal to serve someone alchohol with sunglasses on , and it is also illegal to serve someone who has not arrived yet. I once had a man come sit at the bar I was tending and order a beer for himself and for his friend who wouldn't be there for a few minutes, and I had to turn down the beer for the friend, he freaked out and started cussing me out and making a scene in the restaurant. I even had to get my manager ip front

to back me up. Reason being, we don't know how old the other person is. We may have to card them. Don't take it out on the bartender if you don't like it. Get up to date on your ABC laws. Remember...be NICE to people serving you and handling your food...and watch the movie "Waiting."

I enjoy my job and providing an enjoyable dining experience, the good customers outweigh the bad by far.

I can handle the job crappy tips and all. It comes with the territory. What I can't handle is most people's automatic assumption that servers are somehow beneath them. It's almost as if they feel like if someone is a server, it's the lowest of the low career. Or they just expect that you're just working for money to get wasted. That's the hardest part to swallow. Oh, and compliments don't pay the bills.

I try my best to serve all customers with an upbeat attitude. I cater to specific customers need. For instance, when it is a table of customers all over the age of 50, don't call them guys. Call them folks. Your tip decreases every time you say guys. But teen to 30 age group find it comforting. Like they are hanging out with friends. You are not being stuck up and sticking to a "script" that is serving. I usually see a better tip when I follow these rules. Also, Black people normally do not tip. If you give them to go cups, they will leave you a dollar.

I often get less than I need to cover the tip out for a table in my tip. I wish people knew that when they tip below a certain percentage that they are actually stealing money from their server. That WE are paying for them to come in, get the standard service for where they decided to eat... Makes me feel like a SERVANT. Not a SERVER...

People have the ability to shock and amaze you in the hospitality industry . The old saying don't judge a book by its cover rings true quite often when it comes to tipping.

I do think that lots of servers get greedy with their tips, but I also think that we deserve tips. We make minimum wage in most cases. Most restaurants don't offer ideal full time hours so if we did not make tips we would not be working there. I also agree that if you give someone bad service then you do not deserve a tip at all. My main problem that I seem to face at work with tips is when I serve large foreign Asian parties at work and their bill will be 300\$ and they do not tip because it isn't customary for them. See where I work we can have a party of 20 and there is no automatic tip added to the bill. The rest can be hit and miss, there are lots of average 10-15% tippers, but at my job we also have people tipping us 30-40% randomly, and as well some tables that tip nothing just cause. But like I said its discouraging working hard and having continuous no tips from people. I don't think people who haven't worked in the service industry realize how hard we do work especially on busy nights where we have lots of tables and are running around constantly.

Servers are by no means uneducated groveling servants. Our jobs require a skill set involving numerous abilities the general public would not be capable of. This includes a mental fortitude unseen in many other professions.

Serving is a very easy job as long as you are friendly and don't mind busting your ass every once and a while. It's all about team work and making an impact on people's day for me. The restaurant I work for celebrates unbridled acts of kindness so any opportunity I have I try to uphold that duty of my job. Of course there are complete assholes who come in but you have to learn to shake it off and kill them with kindness.

It's hit or miss some of the time, but that's the job. If I knew I gave a table excellent service and they still tip poorly, that's on them. I try my best to brush it off and not affect my next table.

Every restaurant everywhere should have some sort of way to indicate that waitress/bartenders do not make an hourly rate and only rely on tips. Also customers need to understand that waitstaff/bartenders

do not make up the price of the drinks/food being bought and it is not our fault.

Tough job. Get lots of disrespect from customers. Sometimes get treated like I'm a servant or dumb but little do the customers know I'm in graduate school working on my masters. The reason I do this tough job is because the hours are flexible and the money CAN be good as long as the customers tip like they are suppose to and if it stays somewhat busy. If the restaurant is dead we don't make money.

Its much harder than people realize. In addition to waiting on people we have side work assigned to each server. This may include keeping glasses stocked throughout your shift(which can keep you very busy), filling ice constantly, making tea or even just wiping the server stations can put you behind with your customers. Every server knows how some customers think that they are the only table in the whole restaurant that you are waiting on and that their every need is our duty in life. Whether or not their children are low on the 6th mountain dew refill they need while drawing on the walls with the crayons we have so begrudgingly supplied because God forbid parents actually pay attention to their kids. Most servers only make around \$2 an hour and rely on people generosity to pay thgeir rent, bills, car payments, etc. and sometimes people really make you look down on society. Thank you for doing this study.

I am a college graduate waiting tables.... The only thing I can add is the feeling of inadequacy. I am waiting on people who possibly have the same degree as I do, and yet I am the one struggling to make ends meet and my lively hood depends on what they write on that single line. I appreciate people who take the time to get to know their servers and I enjoy getting to know the people I take care of. There are horrible tippers out there, but there are also amazing ones as well- you just have to remain positive.....

There are the negative customers and crying babies/kids that can ruin a night, but most of the time tables are as friendly as the server is and that's what I try to do. Even if I don't get a tip, as long as they treated me with respect and I had fun with them it was ok.

Statistic	Value
Total Responses	356

28. Q26. Listed below are several statements about your attitude and approach to answering the questions in this survey. Please indicate how strongly you disagree or agree with each statement.

#	Question	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree		Mean
1	I took the survey seriously	7	3	8	228	763	1,009	4.72
2	I was completely honest when answering the questions	7	1	1	201	798	1,008	4.77
3	I read each question carefully before answering it	7	1	9	257	735	1,009	4.70
4	I tried to make my answers as accurate as I could	8	2	1	211	784	1,006	4.75
5	Please respond "Strongly Disagree" to this statement	940	3	14	0	43	1,000	1.20