

Tipping

Pre-Reading

A. Warm-Up Questions

1. Do you tip in restaurants?
2. What is the average percentage for a service tip in your country?
3. Should tips be based on the quality of service?
4. Which service workers deserve to earn tips?

B. Vocabulary Preview

Match up as many words and meanings as you can.

Check this exercise again after seeing the words in context on page 2.

- | | |
|----------------------|---|
| ___ 1. industry | a) one category of business activity or production |
| ___ 2. efficient | b) to make another person feel bad or unappreciated |
| ___ 3. bill | c) working well, serves its function |
| ___ 4. rely on | d) the amount you must pay for products and services |
| ___ 5. etiquette | e) to need the support |
| ___ 6. percentage | f) communicated orally from person to person (not advertised) |
| ___ 7. word-of-mouth | g) a neighborhood restaurant that serves alcohol and food |
| ___ 8. insult | h) rules and customs for polite behavior |
| ___ 9. awkward | i) a certain amount of the total |
| ___ 10. pub | j) uncomfortable |



Reading

TIPPING

A matter of etiquette

1. A tip is a special way of thanking someone for good service. Tips are common in the restaurant **industry**. When a server or bartender is friendly and **efficient**, customers leave more money than the cost of the **bill**. This extra money goes to the service provider, not the business.
2. Not all customers believe in tipping. Some don't understand the importance of a tip. In service industries, workers generally receive a very low wage or salary. These workers could not survive without their tips. Many young people **rely on** tips to pay for their college or university tuition.
3. Tipping **etiquette** can be confusing when you are in a foreign country. Do you tip the waitress, but not the coffee server? What about the taxi driver, the maid, and the hairdresser? A standard **percentage** for a tip (such as 15%) is known through **word-of-mouth** in most countries.
4. Did you know that many workers have to share their tips with those who help them? Tipping too little can be viewed as an **insult**. It is **awkward** going out for dinner or drinks with people who tip differently than you. People who have worked in a service industry often tip more than those who have only worked in offices. Ask a bartender who the best tippers are. He'll likely point to workers from a nearby **pub**.

“A chef who cooks a stunning meal is typically paid the same even if the customer richly rewards the server for the exceptional eating experience.”

—Jay Zagorsky, business writer

Comprehension

Discuss these questions in pairs, and write the answers in your notebook.

1. How does the author define a tip?
2. Which example of a service industry is used throughout the reading?
3. According to the reading, what do many young people use their tips for?
4. What does the author describe as an “awkward” experience?
5. Who is described as a good tipper?

Vocabulary Review

A. Complete the Sentences

Complete the sentences using vocabulary from page 1.
You may need to change the word forms.

1. Don't forget to leave a tip when you pay the _____ .
2. The pub didn't do any advertising. It became popular by _____ .
3. Working in the service _____ requires patience and energy.
4. You will be a more _____ server if you have a good memory.
5. What _____ should I leave for a tip?

B. Place the Word

Where does the word in bold fit in each sentence? Circle the correct letter.

1. **rely on**
Some servers a their tips to b pay for groceries c and d other necessities.
2. **etiquette**
If you don't a know the tipping b in a country, ask your c travel agent d .
3. **insult**
In a some countries, you will b your waiter if you don't c leave a tip d .
4. **pub**
When you order food a in a local b you usually get something homemade c rather than prepackaged d .
5. **awkward**
I felt a when the customer b asked me how much c I wanted for a d tip.

Discussion

1. Describe a situation when you received poor service.
2. Should servers and bartenders share their tips equally with back-of-the-house staff?
3. Would you like to work in an industry where you relied on tips for income? Why or why not?
4. Should workers have to pay income taxes on tips? Do they in your country?

Class Opinion

Walk around the class and ask your classmates questions. Write their answers in the chart below.

Classmate's name:	Do you believe in the practice of tipping?	What percentage of the bill is a fair tip for a restaurant server?	Name a type of worker who deserves tips, but doesn't usually get them.

Listening

Fill in the blanks as you listen to the recording.

TIPPING

A matter of etiquette

1. A tip is a special way of thanking someone for good service. Tips are common in the restaurant _____ . When a server or bartender is friendly and _____ , customers leave more money than the cost of the bill. This extra money goes to the service provider, not the business.
2. Not all customers believe in tipping. Some don't understand the importance of a tip. In service industries, workers generally receive a very low wage or _____ . These workers could not survive without their tips. Many young people _____ tips to pay for their college or university tuition.
3. Tipping _____ can be confusing when you are in a foreign country. Do you tip the waitress, but not the coffee server? What about the taxi driver, the maid, and the hairdresser? A standard _____ for a tip (such as 15%) is known through word-of-mouth in most countries.
4. Did you know that many workers have to share their tips with those who help them? Tipping too little can be viewed as an _____ . It is _____ going out for dinner or drinks with people who tip differently than you. People who have worked in a service industry often tip more than those who have only worked in offices. Ask a bartender who the best tippers are. He'll likely point to workers from a nearby pub.

Answer Key

LESSON DESCRIPTION:

In this lesson, students read about and discuss the etiquette of tipping in different industries. Includes a class survey.

TEACHING TIPS:

See *Discussion Starters Teaching Guide* (<https://esllibrary.com/courses/72/lessons/>) for a variety of ways to use the reading.

LEVEL: Int

TIME: 1.5–2 hours

TAGS: discussion, tipping, tips, gratuity, service industry, hospitality, server, money, salary

Pre-Reading

A. WARM-UP QUESTIONS

Have students work in small groups or as a class.

B. VOCABULARY PREVIEW

- | | | | | |
|------|------|------|------|-------|
| 1. a | 3. d | 5. h | 7. f | 9. j |
| 2. c | 4. e | 6. i | 8. b | 10. g |

Reading (and/or Listening)

Read individually, in small groups, or as a class. Discuss the quote. You can also play the listening as your students read along. A gap-fill version of the reading is available on page 5. Help your students with vocabulary and expressions that they are unfamiliar with.

Comprehension

- The author defines a tip as a “special way of thanking someone for good service.”
- The food and beverage industry (restaurants and bars) is used throughout the reading.
- The reading suggests that many young people use their tips to pay for schooling.
- The author describes the awkward experience of dining out with others who have different standards of tipping.
- People who have worked in a service industry are described as good tippers.

Vocabulary Review

A. COMPLETE THE SENTENCES

- | | |
|------------------|---------------|
| 1. bill | 4. efficient |
| 2. word-of-mouth | 5. percentage |
| 3. industry | |

B. PLACE THE WORD

- | | | | | |
|------|------|------|------|------|
| 1. a | 2. b | 3. b | 4. b | 5. a |
|------|------|------|------|------|

Discussion

Answers will vary.
Can be done individually or in small groups or pairs.

Class Opinion

Have students walk around the class and ask their classmates questions. They should record their answers in the chart.

Listening

- | | |
|------------------------|--------------------------|
| 1. industry, efficient | 3. etiquette, percentage |
| 2. salary, rely on | 4. insult, awkward |

SPELLING NOTE:

This lesson shows the American spelling of the words *Neighborhood* and *Behavior*. Most other English-speaking countries spell these words this way: *Neighbourhood* and *Behaviour*. Make it a challenge for your students to find these words in the lesson and see if they know the alternate spellings.