

We'd like to ask a few questions about tipping.

QT1.

Base=All

Single choice

Based on your own experiences, what changes, if any, have you noticed in the amount and frequency of tipping over the last few years? Have each of the following changed at all?

The number of times you're prompted to tip when you're out
The amount of the tip when you're prompted to leave one

Increased
Stayed the same
Decreased
Not sure/ Can't say

QT2.

Base=All

Single choice grid

For which of the following services, if any, do you usually tip?

[ROWS – RANDOMIZE]

Hairdresser/barber
At the coffee shop
Bartender
Hotel housekeeper
Taxi/Uber driver
Beauty salon/personal service
Food delivery driver
Massage/chiropractor/acupuncture etc.
UPS/Fed Ex delivery

[COLUMNS]

Almost never tip
Sometimes tip – depends on the circumstances
Almost always tip
Don't use this service

QT3.

Base=All

Multichoice

And whether you have in the past or not, for which of the following do you think people SHOULD tip?
Select all that apply:

[ROWS – SAME ORDER]

Hairdresser/barber
At the coffee shop
Bartender
Hotel housekeeper
Taxi/Uber driver
Beauty Salon/personal service
Food delivery driver
Massage/chiropractor/acupuncture etc.
UPS/Fed Ex delivery
[Exclusive]None of them

QT4.

Base=Should tip the service in QT3

Single choice grid

In your opinion, what is the standard amount customers should tip for each of these options. Leave aside instances of exceptional or terrible service and focus only on a typical service experience.

[ROWS – SAME ORDER, note fewer options]

Hairdresser/barber
At the coffee shop
Bartender
Hotel housekeeper
Taxi/Uber driver
Food delivery driver

[COLUMNS]

Less than 10%
10% to 14%
15% to 19%
20% to 24%
25% or more
None

QT5.

Base=All

Single choice

Thinking about the last time you ate at a full-service restaurant (i.e. one where you are waited on at your table) roughly how much did you tip?

Less than 10%
10% to 14%
15% to 19%

20% to 24%
25% or more
Don't eat out/Didn't pay/Can't remember

QT6.
Base=All
Single choice

Some people say we ought to move away from tipping, and toward a “service included” model. In such a system, tips are included in the prices of services and customers do not add any money to the total. Instead of receiving tips, workers would be paid higher base wages.

Which system would you prefer?

“Service included” and higher base wages for employees
The current system, with tipping part of the experience
No preference

QT7.
Base=All
Single choice grid

Would you say you agree or disagree with each of the following statements?

[ROWS – RANDOMIZE]

Too many places are asking for tips these days
Customer service has generally improved over the last couple of years
Tipping is no longer about showing appreciation for a job well done
I go out less now because of the extra cost of tipping
Tips are the only thing that make some jobs worthwhile
Tips just allow employers to underpay their employees

[COLUMNS]

Strongly agree
Agree
Disagree
Strongly disagree
Not sure/ Can't say

QT8.
Base=All
Single choice

Have you ever worked at a job where tips were a part of your income?

Yes
No