

Tipping Guide for Meetings & Events

1. Know The Terms and their Differences

Gratuity – a mandatory and automatic amount added to a bill for the service personnel who receive the entire amount. (Example: at a restaurant when the server gets the automatically added gratuity for serving a large party) The percentage amount of this charge may be negotiable.

Service Charge – a mandatory and automatic amount added to a bill for the service personnel and the facility, which receives a portion of the charge. (Example: typical at hotels on banquet menus) The percentage amount of this charge is generally not negotiable.

Tip – a voluntary and selective amount given at will for excellent service. (Example: at a meeting when a service professional provides exemplary service)

2. Budget for Tipping

Tips for exemplary service at meetings are commonly given as a way to thank key staff from the hotel or venue who worked specifically on the meeting or event. For budget purposes, consider the complexity and length of your meeting as well as the number of venue staff you'll likely need to tip.

A good rule of thumb for budgeting is approximately 1-1.5% of the overall anticipated hotel or venue bill.

3. Who Should I Tip?

Individuals to be tipped and the amounts they should receive can vary greatly based on your meeting size and complexity but here is a guideline with suggested position titles and ranges that are typical. You should adjust your tipping based again on exemplary services from these individual as well as the time and effort that they spent working on your specific meeting or event:

Director of Convention Services	\$75 - \$200
Convention Services Manager	\$50 - \$150
Convention Services Coordinator	\$20 - \$50
Catering Director or Main F&B Contact (if different from above)	\$100
Banquet Captain/Manager (may have more than one depending upon meeting length)	\$35 - \$50
Audio-Visual Project Manager	\$50 - \$150
Audio-Visual Technician	\$20 - \$50
Sales Manager	Small Gift, or complimentary letter (cc. The person's supervisor)

Another suggestion is to tip a department as a whole that may have gone above and beyond (e.g., housekeeping, concierge, bellman, housemen, reservations or the front office.) A suggested amount in this case is \$75 - \$100.



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4. **Tip Distribution**

Tips should be treated as a gift from the association or company that is giving them. Tips in cash are most commonly distributed and appreciated although tips in the form of an AmEx or Visa Gift Card are also fine. Tips given to the individual at the end of a meeting or event should be shared with a personal thank you note on company letterhead or notecard from the meeting planner and/or program staff.

5. **Tip Tracking**

Always keep a detailed list of individuals who received tips along with their titles and amounts given. Having a record of what you've given out will aid in planning and budgeting for the next meeting or event. Recording of this information is also important for possible future audit purposes.

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