



# RECOGNIZE GREAT SERVICE

## WITH THIS OFFICIAL GRATUITY GUIDE

Hospitality professionals provide service which is essential to making your experience great. These individuals are “frontline” workers who step up to serve others, even in the most difficult environments and situations. These workers rely on tips as part of the compensation they earn, and in some cases their hourly wages are less because of their anticipated tips. Many tips are “pooled” among workers. By providing gratuities you are reinforcing good service from the entire staff.

While many apps for services such as food delivery, ride sharing and other activities default to suggested tips and gratuities of 20% to 25% or even higher, and paper checks include explicit suggestions or even automatic tips, many travelers still struggle with the appropriate amount to tip for these services at hotel & lodging establishments. This guide can help.

# OHLA

OHIO HOTEL & LODGING ASSOCIATION



**HOUSEKEEPING** This service has become more demanding as housekeepers not only clean rooms but now are implementing critical enhanced disinfection and sanitization practices before and after your visit. Tip a minimum of \$5 for an overnight stay and \$2-3 for each additional night. Leave the tip in the room when you check out. Many hotels provide an envelope in the room, or you can leave a note or just write “housekeeping.”



**ROOM SERVICE** Like other food delivery services, a tip of 15 to 25% should be added to the cost of the order. Note that many, but not all, hotels will add this automatically to a room service check.



**SERVER** Tips of 18 to 25% are now standard for these hard-working individuals. Many guests will tip more for exceptionally good service or to recognize the contributions of these selfless workers. Tip breakfast/other attendants \$2-3 per person. Banquet contracts sometimes specify a portion of service fee to servers. Check your contract terms and provide gratuity directly to banquet servers or captain if necessary.



**BARTENDER** Adding 15 to 20% of the total bar tab is standard. Consider additional amounts if the bartender took care of a large group on one tab, handled complicated orders, or took extra steps.



**COURTESY SHUTTLE DRIVER** Tip at least \$2-3 per person, and consider adding \$2-3 per bag if the driver helps with luggage.



**VALET PARKING ATTENDANT** Tip between \$3-5 when your car is delivered upon departure. You may consider an additional tip upon arrival if you receive help with your bags, request special handling for your vehicle, etc.



**BELLSTAFF & PORTERS** Tip at least \$2-3 per bag for help with luggage to or from your room. Consider an additional amount if staff prepares anything in your room, retrieves ice, etc.



**DOORSTAFF** Tip \$2-3 if staff helps you get a taxi or other transportation. Provide \$2-3 per bag if they assist with luggage.



**CONCIERGE** Amounts will vary depending on the type and complexity of the service provided. Average tips begin at \$5 to \$10. If using concierge help throughout your stay, it is ok to combine and tip once upon departure.



**DELIVERY** Bringing items to guest rooms can be one of the most time-demanding services. Provide at least a \$2-3 tip for special requests.



**BARISTA** \$1-3 per beverage depending on complexity. 18-20% if providing breakfast items or larger orders.