



# Gratuity Guidelines for Meeting Planners

Feb 7, 2012 12:00 PM, By Christy Lamagna, CMP, CMM, CTSM, president, chief strategist, Strategic Meetings & Events

## Highlights

Tips to take the stress out of tipping

1. Include a gratuities line in your budget so you arrive on site with appropriate funds.

### SUGGESTED TIPS BY JOB TITLE

Bartender	\$30-\$50 per event
Busser	Nothing; waiters are expected to share tips with bussers.
Concierge	\$3-\$10 per assist, depending on difficulty of request
Convention services manager	\$100-\$500 per entire program or gift valued at less than \$100
Food & beverage manager	\$75-\$100 per entire program or gift valued at less than \$100
Front desk staff	Nothing
Front desk supervisor	\$20-\$50 if there were many special needs
Head chef	\$50-\$100 per function
Housekeeper	\$2 per day, paid on a daily basis
Housemen/setup crew	\$5-\$7 per person, per day, per function
Miscellaneous	\$15-\$20 to anyone providing special services/ exceptional customer service
Other managers (security, housekeeping, bell desk)	\$40-\$60 depending on their involvement with entire program
Reservations manager	\$50-\$100 per entire program (based on overall involvement and number of change requests)
Restaurant host	Nothing, unless they've done a special favor
Room service	Nothing, this should be included in bill
Sales manager	Gift valued at less than \$100
Shipping & receiving	\$2-\$3 per box delivered \$50 if an inordinate amount of boxes delivered \$20-\$30 for hauling boxes to/from cars
Sommelier	15%-20% of wine expenditure

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2. Write a standard gratuity letter before the meeting and, once on site, insert the person's name and gratuity amount.

3. Create a spreadsheet with space to list the people you tipped, their titles, and how much they

received.

4. Ask whether the hotel will do a **paid out** to the master or if you have to do a **paid in** before arriving so you have cash on hand.
5. Confirm that the hotel has safety deposit boxes for your cash. If it doesn't, get the cash on the last day of the program.
6. Confirm that hotel employees can accept a cash gratuity. If they cannot, you may want to give a gift in line with the cash gratuity you would have given.
7. Tell your convention services manager that you need the names and titles of all the people associated with your program, as well as the number of housemen assigned to your program, so you don't forget anyone.
8. For exceptional service, consider writing a letter to the general manager or to a corporate vice president.
9. When deciding who should receive gratuities, ask your team whom they want to include and why. There are many people on your team who have worked on the program and they may have additions to your **must thank** list.
10. Remember that gratuities are earned. You do not have to offer them to those who did simply what they were expected to do, nor do you have to offer a gratuity simply out of obligation. Also, when determining the amount of the gratuity, consider the number of days and hours the person worked on the event.

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