



10 WAYS TO INCREASE YOUR TIPS



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The Philippines is generally a tipping country but there are things you can do to increase your tips.

Here are 10 ways to increase your tips.

1. Have excellent knowledge of the Products

What happens when Guests are happy with your knowledge and service? They will most likely give you a bigger tip.

Guests and customers expect you to be able to answer their questions and concerns. They will not be happy with your service if you have to keep disappearing to get information or an answer.

It is really important that you learn as much as possible about all your products and services.

This includes knowing what isn't available and informing the guest before they ask.

While knowing your products may not increase your tip, a lack of preparation and knowledge of products and availability will certainly lower it.

2. Adjusting to your Guests needs

Learn to adjust your "style" of service to the needs of each guest.

You will meet a wide variety of people every single day. What works for one person, doesn't work for another.

A business guest may not want the same experience as a social guest.

If a guest tells you that they are in a rush, ask them if you can suggest dishes on the menu that can be made quickly. And double check with the kitchen what the wait times are.

If a guest advises they do not want to drink alcohol with their meal, ask them if they would like water, a soft drink or a mocktail.

Learning when to offer a "silent service" or a more interactive experience is the mark of a professional and you will be rewarded for it.

3. Presentation

Once you are 'out on the floor' you are a representative of the hotel, restaurant or business. And Guests and customers do not like untidy or messy people serving them.

The workplace is not the place to show off your "own style" unless it is a business that encourages uniqueness.

Many high end hotels and restaurants have strict guidelines regarding appearance. This may include tidy hair, minimal or no jewelry, even a particular color pantyhose etc.

Some businesses even do pre-shift checks before you go on duty.

If you don't work for a company that has strict guidelines, act like they do.

Arrive early for work so you have time to tidy your hair, brush your teeth, clean your fingernails, and change into your uniform.

Don't wear strong perfumes and body sprays which might be distracting to guests. And make sure you always have clean, or new, 'spares' of everything in case of accidents.

A well presented employee is more likely to receive a good tip, than one who looks like they've just rolled out of bed in the clothes they wore yesterday.

4. Know your Surroundings

Telling a guest *"I don't know, I don't live here/I'm new here"* is basically throwing away your chance to improve your tip.

Take the time to learn about the transport, shops, hotel facilities, restaurants, bars, and nightlife around you.

Also know what areas your guest should not go to!

Sharing useful and on trend information will not just help establish a relationship with your guests but it can result in a higher tip.

5. Keep your Personal Life Personal

Separating work from your personal life can be a challenge. Everyone has their ups and downs after all.

But in the hospitality, tourism and services industry part of your job is 'putting on an act'. This act is being happy, cheerful, accommodating, helpful and professional at all times.

Allowing your personal problems to impact on the service you give to guests and customers is damaging to you and the establishment.

It also puts the guest in an uncomfortable situation.

Always remember that your problems have nothing to do with the guest or customer. Don't expect, or play for a higher tip by telling your guest your sad story.

And don't use your personal problems as an excuse for poor service.

Looking for sympathy tips will eventually have you looking for a new job.

6. Learn something about your Guests

Sometimes it's the little things that can have the biggest impact on a guest's experience.

Something as simple as knowing, or remembering, a guest's name will be a pleasant surprise that guests will remember long after their visit.

Housekeeping might fold towels in the shape of animals if they are making up the room for guests with children.

Waiters might tell a guest that their favorite dish or dessert is on the Specials menu that day.

Any little thing that you can do to make the guest feel special and remembered is a sure fire way of increasing your tip count.

7. Give Special attention to Repeat Guests

Hospitality and Service businesses go to extraordinary lengths to keep their returning client base strong.

You can help by learning who your regular guests or customers are and getting to know them, and their likes and dislikes.

As a guest, there is nothing better than your preferences or tastes being remembered by the employees. Memorize their preferences or ask if they would like their “usual” (drink/dish/preferred hotel room).

Repeat guests or “regulars” are a great opportunity to show off what you and your employer have to offer.

But remember, the special attention you give to a “regular” should never diminish the experience for your other customers and guests.

There is a reason people become “regulars” and their word-of-mouth advertising to friends, family and colleagues equals the potential for more tips.

8. Be Proactive

Don't wait for a problem to happen when you can resolve it before it becomes a problem.

This goes back to being able to read your guests. Are they looking around? Do they appear unhappy?

Approaching a guest before they come to you or try to get your attention, tells them that you are attentive to their needs. This little trick goes a long way.

The longer you wait or leave a guest or customer, the more the situation could escalate.

If you proactively tend to a potential situation, the guest will always remember.

9. Multi-tasking Master

Always try to be three steps ahead of yourself.

Never just focus on one thing at a time.

In a restaurant a guest will immediately notice if you keep walking by without acknowledging that their drink is empty, or that they are ready to order.

Simple things like drink refills or removing dirty dishes (always, ask if they have finished first) should be automatic and not done at their request.

If a guest or customer has to repeatedly get your attention then you are not doing your job.

Think of it this way, the fewer times a guest has to seek your attention can mean the larger the tip.

10. Smile

One of the oldest hospitality rules in the book.

The truth is it matters.

A lot actually!

Smiling staff give a welcoming feel to any establishment.

Hotels or restaurants where no one is smiling leave guests feeling they are not wanted there. Or worse “if the staff are miserable here then I’m going to have a miserable experience too.”

You can not hope to increase your tips if there are no guests or customers.

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