

58% Say They Tip Restaurant Workers More During the Pandemic

Tipping at least 20% is the new norm in some cities

Support for restaurant workers

Jobs in the food and beverage industry are amongst the lowest paying jobs in the U.S., and the pandemic has not spared these workers from more hardship. But the pandemic has also inspired changes in the way consumers spend money, in some cases, inspiring more generosity.

In 2020, some consumers reported that they had increased giving to businesses and individuals in response to the pandemic. According to the Popmenu survey, tipping behaviors have changed during the pandemic, too. The majority of respondents (58%) in the Popmenu survey say they've increased the amount they tip servers and food delivery drivers. Here's how they're tipping:

- 56% of respondents say they tip servers 20% or more
- 20% say they tip servers 25% or more
- 38% tip food delivery drivers 20% or more, while 61% tip delivery drivers at least 15%

Popmenu's CEO and co-founder Brendan Sweeney says that the pandemic has inspired more generosity, because consumers want to support their "favorite eateries, especially staples of their local community."

According to a separate study on consumer attitudes toward spending, respondents said that money spent on local restaurants is money well spent.