

GUEST GRATUITIES AND STAFF SERVICE QUALITY AT THE NEW DAPO RESTAURANT AND BAR

ABSTRACT

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Hospitality Management

KEYWORDS

*tipping culture, guest
gratuities, staff motivation,
service quality, restaurant
employees, quezon city*

ARTICLE ID

AASGBCPJMR-AB21112

Tipping is commonly practiced as a form of appreciation for service, but its relationship to employee performance remains debated. In Philippine restaurants, tipping is voluntary and customer-dependent, with no uniform standard for direct gratuities. At The New Dapo Restaurant and Bar in Quezon City, gratuities may vary, particularly during peak hours, and may be associated with employee income and service behavior. This study examined guest gratuities in relation to staff motivation, responsiveness, speed of service, order accuracy, and overall service quality. The study used a descriptive research design at The New Dapo Restaurant and Bar. A questionnaire was administered to 30 front-of-the-house and back-of-the-house employees. The instrument was reviewed by a research adviser, statistician, and grammarian. Questionnaires were directly distributed and retrieved. Frequency, percentage, ranking, and weighted mean were used to analyze the data. Employees reported favorable perceptions of attentiveness (weighted mean = 3.61) and order accuracy (weighted mean = 3.49) in relation to receiving tips. Fair tipping percentages were also perceived as supporting responsiveness, speed, and consistent service. Most employees had 4–6 years of experience. Reported challenges included miscommunication, insufficient recognition, and limited resources affecting morale and performance. The findings indicate that employees perceived guest gratuities as related to motivation and aspects of service performance. However, the descriptive statistics reported do not establish a statistical relationship or causal effect. Service-quality improvement should also be supported through communication, recognition, staffing, and adequate operational resources rather than reliance on voluntary gratuities alone.

RECOMMENDED CITATION

Carrillo, R. M., Del Rosario, R. A., Frias, J. C., Malana, T. M. K., Ricardo, A., & Rojas, M. H. (2026). Guest Gratuities and Staff Service Quality at The New Dapo Restaurant and Bar. *Ascendens Asia Singapore – Bestlink College of the Philippines Journal of Multidisciplinary Research Abstracts*, 8(6), 62.