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Vocabulary: service 词汇: 服务

It's nice to go out for a meal at a restaurant. But what makes it extra special – apart from the food - is to receive **attentive** service from the staff. What can leave **a bad taste in your mouth**, though, is to be handed the **bill** and see that a **service charge** has been added. You're faced with the dilemma of deciding to pay it, and whether you should add a **tip** on top.

**Putting your hand in your pocket** to reward good service is a personal choice, but it also depends on where you are in the world. What is **the norm** in one city is not necessarily the norm in another. In some places a tip is expected; but in others, good service should be **expected** and ought to be included in the price.

Adding an **optional** service charge to your bill certainly makes paying a tip less awkward because there's no need to calculate the amount. But even though it's not **compulsory**, you sometimes feel **obliged** to pay it. In the UK, where people tend to be too polite to complain, they might pay the service charge despite quietly complaining that the service they received was not **up to scratch!**

Choosing your own amount **to tip** may seem fairer, but should you pay it in cash or add it on to a credit card payment? And who will be the **recipient**? If we are to pay extra, we want to know it goes to the person who deserves it and that it's not used as an alternative to paying someone a proper **wage**. In the UK in 2009, the law was changed after an outcry over staff being paid under **the minimum wage** and then topping up their wages with money they had earned in tips.

However, in the US it's still customary to leave a **gratuity** because tips often make up a substantial part of a **server's income**. Restaurant owner William Beckett told the BBC that in New York, for example, "There's a **tacit pressure** to tip. But theoretically you (could) just stand up and walk out. You don't. Everybody tips 20%."

Maybe we should follow Japan's approach, where tipping under any circumstance may seem rude because good service is standard and expected. Elsewhere, there are calls for restaurants to replace the tipping system with a so-called '**hospitality-included**' charge – a single payment which covers both the meal and the service. This basically means, don't tip - the price you see on the menu reflects the full cost of dining. That might make receiving the final bill easier to swallow!

## 词汇表

<b>attentive</b>	体贴，周到的
<b>a bad taste in your mouth</b>	不愉快的经历或记忆
<b>bill</b>	账单
<b>service charge</b>	服务费
<b>tip</b>	小费
<b>put your hand in your pocket</b>	捐钱（在本文中指“给小费”）
<b>the norm</b>	惯例，正常行为
<b>expected</b>	应该的
<b>optional</b>	非强制的，可选择的
<b>compulsory</b>	强制性的
<b>obliged</b>	必须的
<b>up to scratch</b>	达到标准
<b>to tip</b>	给小费
<b>recipient</b>	接受人
<b>wage</b>	工钱，报酬
<b>the minimum wage</b>	最低工资
<b>gratuity</b>	小费，赏钱
<b>server</b>	服务人员
<b>income</b>	收入
<b>tacit pressure</b>	隐性压力
<b>hospitality included</b>	“服务费包括在内”

## 测验与练习

### 1. 阅读课文并回答问题。

1. Name two ways you could pay a service charge.
2. Why would people in the UK be more likely to pay a service charge despite receiving bad service?
3. True or false? *In Japan, tipping is only done if service is above standard.*
4. Should you tip if your bill has hospitality included?
5. Which word used in the article means 'a difficult situation where you have to choose between two or more outcomes'?

### 2. 请在不参考课文的情况下完成下列练习。选择一个意思合适的单词填入句子的空格处。

1. We're having an urgent meeting about the future of the company so it's \_\_\_\_\_ that you attend.

optional	obliged	compulsory	standard
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2. Your homework is not \_\_\_\_\_ so you're going to have to do it again.

scratched up	up to scratch	up to scratching	up and scratching
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3. Getting very hot summers seems to be the \_\_\_\_\_ now – some people are blaming it on climate change.

norm	expected	obliged	topping up
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4. The waiter was so rude to us that it's left a \_\_\_\_\_ - we won't be eating there again!

bad tasting in my mouth	bad taste on my mouth
bad tastes in the my mouth	bad taste in my mouth

5. After our tour, the tour guide made it very clear that a \_\_\_\_\_ was not included in the price!

recipient	hospitality included	gratuity	server
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## 答案

### 1. 阅读课文并回答问题。

1. Name two ways you could pay a service charge.

**You can pay a service charge in cash or with a credit or debit card.**

2. Why would people in the UK be more likely to pay a service charge despite receiving bad service?

**In the UK, where people tend to be too polite to complain, they might pay the service charge despite quietly complaining that the service they received was not up to scratch!**

3. True or false? *In Japan, tipping is only done if service is above standard.*

**False. In Japan tipping under any circumstance may seem rude, because good service is standard and expected.**

4. Should you tip if your bill has hospitality included?

**No. 'Hospitality included' means you don't tip - the price you see on the menu reflects the full cost of dining.**

5. Which word used in the article means 'a difficult situation where you have to choose between two or more outcomes'?

**Dilemma. "You're faced with the dilemma of deciding to pay it, and whether you should add a tip on top."**

### 2. 请在不参考课文的情况下完成下列练习。选择一个意思合适的单词填入句子的空格处。

1. We're having an urgent meeting about the future of the company so it's **compulsory** that you attend.

2. Your homework is not **up to scratch** so you're going to have to do it again.

3. Getting very hot summers seems to be the **norm** now – some people are blaming it on climate change.

4. The waiter was so rude to us that it's left a **bad taste in my mouth** - we won't be eating there again!

5. After our tour, the tour guide made it very clear that a **gratuity** was not included in the price!