

CNN News Highlights – To Tip or Not to Tip

1) accounts	2) consumers	3) folks	4) home deliveries	5) pandemic
6) prominence	7) ride sharing services	8) service workers	9) takeout stands	10) tipping point

At Stellina's Pizzeria in D.C., the food has been hot and the tips steady throughout the _____. Have the tips been good during the pandemic? "Oh, for sure."

But now the staff, suppliers, customers — everyone is facing a _____. And _____ in some places are paying the price: just ask Isabella Sarmiento, the Operations Manager. "Tipping has grown a lot more complicated." "It has, you are not wrong!"

The pandemic, by many _____, pushed tips to new _____. In _____, at _____, food trucks and in _____ — far beyond the spots where many _____ were used to seeing them. And the New York Times food writer Christina Morales says that's left a lot of _____ wondering where to tip, when and how much?

1) anxiety	2) amid	3) confusion	4) grabbed	5) inflation
6) leveled off	7) tracks	8) transactions	9) social norms	10) unsettled

"What's driving, really, a lot of this _____ and _____ is the fact that these changes in tipping have happened so fast." She says even the _____ for tipping have become _____, noting one company which _____ credit card _____ found tips rose as the pandemic began then _____, and now are falling _____ the confusion and _____. So, should you tip at a coffee stand, a supermarket, a convenience store?

"I'm a good tipper." Some customers say it's simple: if someone helps you, tip. If you help yourself: "I was at the airport and I _____ a bottle of water from, like, a convenience store, and it asked me for a tip, and I was like that's not happening."

1) complicating	2) count every dollar	3) evaluate	4) inflation
5) make every dollar count	6) service charge	7) take into account	

To make it all clearer, Stellina's now puts a 20-percent _____ on your bill — that is the tip, unless you want to add a little more. "For me, I personally, uh _____ the service that I'm receiving and I also _____ the person behind the counter, and I say, you know, how much could they possibly be making?" "Just understand, like I think we're all just trying to do what's best for the people around us." That's a good tip. "Thanks!"

_____ is just _____ things more, as people _____ and try to _____ on both sides of the tipping wall. Tom Foreman, CNN, Washington.

Translation

在華盛頓特區的 Stellina's Pizzeria，食物一直很熱，而且在整個大流行病期間，小費一直穩定。大流行病期間的小費一直都很好嗎？“哦，當然。”

但現在員工、供應商、客戶——每個人都面臨著一個轉折點。有些地方的服務人員正在為此付出代價：問問運營經理 Isabella Sarmiento 就知道了。“小費變得更加複雜。”“有，你沒有看錯！”

許多人認為，這種流行病將小費推向了新的突出位置。在送貨上門、外賣攤位、食品卡車和拼車服務中——遠遠超出了許多消費者習慣看到它們的地方。紐約時報美食作家克里斯蒂娜·莫拉萊斯說，這讓很多人想知道在哪裡給小費，什麼時候給多少？

“真正引起這種焦慮和困惑的是，小費的這些變化發生得如此之快。”她說，小費即使在社會規範下也變得不穩定，一家跟踪信用卡交易的公司發現，小費隨著大流行開始而上升，然後趨於平穩，現在在混亂和通貨膨脹中下降。那麼，你應該在咖啡攤、超市、便利店給小費嗎？

“我是一個很好的給小費者。”一些客戶說這很簡單：如果有人幫助你，就給小費。如果你自助：“我在機場，我從一家便利店裡拿了一瓶水，它要我給小費，我就當沒有發生一樣。”

為了讓這一切更清楚，Stellina 現在在你的賬單上加 20% 的服務費——這是小費，除非你想多加一點。“對我來說，我個人，呃評估我正在接受的服務，我也考慮到櫃檯後面的人，我說，你知道，他們可能賺多少錢？”“請理解，就像我認為我們都在努力為我們周圍的人做最好的事情。”這是一個很好的提示。“謝謝！”

通貨膨脹只會讓事情變得更加複雜，因為人們計算每一塊元，並試圖讓每一塊元在給小費和收小費之間發揮最大的效用。湯姆·福爾曼，CNN，華盛頓。



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Answers

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"What's driving, really, a lot of this 1) anxiety and 3) confusion is the fact that these changes in tipping have happened so fast." She says even the 9) social norms for tipping have become 10) unsettled, noting one company which 7) tracks credit card 8) transactions found tips rose as the pandemic began then 6) leveled off, and now are falling 2) amid the confusion and 5) inflation. So, should you tip at a coffee stand, a supermarket, a convenience store?

"I'm a good tipper." Some customers say it's simple: if someone helps you, tip. If you help yourself: "I was at the airport and I 4) grabbed a bottle of water from, like, a convenience store, and it asked me for a tip, and I was like that's not happening."

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4) Inflation is just 1) complicating things more, as people 2) count every dollar and try to 5) make every dollar count on both sides of the tipping wall. Tom Foreman, CNN, Washington.