"Black People Don't Tip": Racism in the Restaurant Industry

Hortance E. Houngbeke
Virginia Commonwealth University

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Due to discrimination, waiters are less likely to provide good customer service to their black dinners solely based on the assumption that they are poor tippers. The theory of discrimination is the foundation of this observational study in which attentiveness is measured by how frequently a waiter approaches the diners from the time they sit to when they leave. Waiters’ attentiveness is measured through their avoidance of diners from the time they leave the table after bringing the meals to the next time they return. The results of this study indicate that waiters spend less time with African Americans compared to White dinners. The data was collected using a data collection sheet. This helped to record the waiter’s and dinners’ demographic (White Male Server, White Female Server, Black Male Server, Black Female Server), (Black Female Dinners, White Female Diners, White Male Diners), the waiters’ absences from each category of dinners and the frequency at which waiters approached dinners. The data collected was first divided between African American dinners and White dinners. Results show that the average time waiters spent away from White dinners was 25 minutes while they spent an average of 29 minutes away were spent away from African American dinners.

This observational quantitative research design is used to analyze waiter’s attentiveness to African American diners. The target behavior in this observational study is the attentiveness. Through data collection, a duration data sheet is used to record the onset and offset time, and a tally system. The duration data sheet is used to record the time of the target behavior of which consists of the number of times the waiter comes to the table, and their absence. The data sheet will include the waiters and dinners’ demographics, and the onset – offset. By observing waiter’s interaction with tables of two dinners, 40 dinners in total will be served including 20 African Americans and 20 White dinners. The onset is recorded as the time the waiter leaves the table after serving the meal marking the beginning of their absence. The offset is the time the waiters return to their table. The recording will stop here and this process is repeated until the dinners leave. Through the onset and offset, it will be able to determine the average duration of the waiter’s absence at tables with black customers during each service. Another part of this study includes a tally system. This will record the number of times the waiter comes to the table since they ordered their meals. A descriptive statistical analysis will be done to carry out the results. This method will help retrieve the average absence time from each group (African American, and White dinners) and later, the results will be compared to find the central tendency of waiters’ attentiveness to African American diners. In addition, descriptive statistics will provide a summary that makes comparison of servers waiting time when working with a table of African Americans.