

Bad Service, But a Great Tip

Mackenzie Schultz, 27, was out to dinner in Cedar Rapids, Iowa, on a Saturday night with her husband, Steven, to celebrate their sixth wedding anniversary.

They found themselves waiting 20 minutes just for their drinks alone in an understaffed restaurant with “pretty terrible” service.

“We could hear the other table around us making negative comments about the service,” Mackenzie said. “One table walked out and another stood up and told a group of people waiting for a table to leave.

“For a while we sat back and got that negativity,” said Mackenzie, who met her husband eight years earlier while both worked at a restaurant and who now owns a barbecue restaurant with her husband.

“I finally said to my husband, ‘Well, we have nowhere to be and everything is usually so rushed in our live that this is kind of nice,’” she recalled.

“We tried to be as nice to him as possible, and he was nice to us,” Mackenzie said of the single waiter who was handling nearly the entire restaurant.



At the end of the evening, the couple left a \$100 tip on their \$66 tab. When they arrived home, Mackenzie posted a photo of the receipt on her Facebook page, along with an explanation of why they left the tip.

She commented in her post that it was obvious that the issue was short-staffing, and not the waiter’s fault. “I said to Steven, ‘Wow, this used to be us.’”

She concluded her post by saying, “I’m not posting this for a pat on the back. I’m just sharing this as a friendly reminder to think of the entire situation before you judge, and to always remember where you came from.”

Mackenzie and her husband were able to draw on their own life experience to identify with their waiter.

The lesson for us?

(more)

Where empathy flows, comfort and grace are free to reign.

Our associates at Life Care and Century Park have learned the wisdom of this truth, and apply it often.

He comforts us in all our troubles so that we can comfort others. When they are troubled, we will be able to give them the same comfort God has given us (2 Corinthians 1:4 NLT).

– Beecher Hunter