



The GREY DOG



How The Grey Dog Hit ROI with TipHaus in the First Month and Saved \$1,200 + in Wages and Fees Each Month Since

CUSTOMER NAME:

The Grey Dog

INTERVIEWED:

Johnny Condron
CTO

PROJECT OBJECTIVE:

The Grey Dog looked for a solution that would automate tip distribution, free up managers' time, and ultimately boost employee retention.

INTRODUCTION

The Grey Dog, a beloved all-day cafe and coffee shop in New York City since 1996, is known for its friendly atmosphere, delicious new American classics, and generous portions. However managing tip distribution fairly and efficiently was proving to be a challenge. In our conversation with Johnny Condron, CTO of The Grey Dog, **we explore how TipHaus, a modern tip management solution, empowered his employees with instant access to daily tips and streamlined time management for both staff and leadership.**

CHALLENGE

- **Time-Consuming & Error-Prone**

Manually calculating tips was a **time-consuming and error-prone process**, leading to inconsistencies and frustration.

- **Limited Visibility Into Tip Earnings for Employees**

The **lack of real-time tracking** created confusion for employees, who were unsure of their daily earnings.

- **Unequal Tip Distribution:**

Their old system required employees to split tips with colleagues who **weren't working during their shifts**, leading to frustration among staff.

SOLUTION

TipHaus addressed The Grey Dog's challenges head-on:

By automating tip calculations, TipHaus **eliminated the time-consuming manual process and reduced the risk of errors from day 1**. Additionally, TipHaus **tracks tips minute-by-minute and at the time of sale**, ensuring complete transparency throughout the shift. Finally, TipHaus tackled the employee transparency issue with the **Earned Tip Access™** program. This innovative program provides employees with **instant access to their daily tip earnings**, fostering trust and allowing them to promptly address any discrepancies before incorrect payments are issued. This not only empowers employees and helps with their retention, but also simplifies payroll for The Grey Dog.

RESULTS

\$1,200

Saved per month in wages and fees

25 Hrs

Saved per month in managers time

30%

Increase in employee retention

“TipHaus has revolutionized our operations, surpassing our previous cumbersome manual calculations and saving us around \$1,200 in wages and fees each month since we enrolled. With precision down to the minute and time of sale, our roughly 100 tipped employees trust the system's accuracy and love the tip transparency that Tiphaus provides them with. This has led to remarkable staff satisfaction on our teams. In the competitive NYC market, TipHaus is a rare gem, boosting our employee retention by nearly 30% across our 5 Grey Dog locations.”

Johnny Condron, CTO

Learn how your restaurant can elevate its operations with cutting-edge automatic tip calculation and distribution technology. Get in touch with our sales team at

sales@tiphaus.com or 401.375.2536

