



MALONE'S



Malone's Manager Saves Around 25 Hours Each Month Thanks to TipHaus

CUSTOMER NAME:

Bluegrass Hospitality - Malone's

INTERVIEWED:

Calvin Strickland, General
Manager

PROJECT OBJECTIVE:

Bluegrass Hospitality's
Malone's sought a solution
to streamline payroll, ensure
transparency in tip
distribution, and reduce bank
runs for cash.

INTRODUCTION

Malone's, owned by Bluegrass Hospitality, has 4 locations in Kentucky and is known for its diverse menu and warm hospitality, with 40-60 tipped staff per night, has unlocked a new level of operational efficiency with TipHaus. In our conversation with Calvin Strickland, General Manager of the Louisville location, **we explore how TipHaus empowered their employees with greater transparency, daily tip payments, and eliminated the need for nerve-wracking cash runs.**

CHALLENGE

- **Inefficiency and Time Waste:**

Malone's relied on manual calculations for tip distribution and payroll, taking up to **5 hours per location per week.**

- **Security Concerns:**

Managers were **carrying large sums of cash** (around \$30,000-40,000) to have enough cash on hand for daily tip outs. They also dealt with frequent bank trips, causing security concerns.

- **Lack of Transparency and Error-Prone System:**

Servers **lacked clear records of their tips**, and the reliance on spreadsheets and manual calculations increased the likelihood of mistakes in tip distribution and payroll processing.

SOLUTION

TipHaus revolutionized Malone's tip management.

Enabled by our **Earned Tip Access program**, Malone's has daily payouts for their servers, eliminating cash handling and manual calculations. TipHaus **simplifies tip-outs with just a few clicks**, saving managers valuable time and reducing stress. The system also ensures tip transparency with clear records of earnings. Earned Tip Access also allows servers to withhold tip percentages for tax purposes, making tax season easier and providing them with greater control over their finances. Additionally, payroll processing is now streamlined, **taking only 30 minutes** compared to the previous 1-2 hours.

“Before TipHaus, bank runs were a constant worry for me and our managers in other locations. Carrying around \$30,000-40,000 in cash, you couldn't help but feel paranoid. Those trips easily took 30 minutes each way, so TipHaus saves us close to 2 hours a week just on this, not to mention the amount of stress! And that's not even counting 5 hours each week that my old boss spent wrestling with manual tip calculations on spreadsheets which were also prone to errors and discrepancies were not uncommon.”

Calvin Strickland, General Manager

RESULTS

20 Hrs

Saved per month in manual calculations

5 Hrs

Saved weekly on bank runs

45 Min

Saved every night on tip calculations



Scan this QR code to listen to Calvin's experience with TipHaus

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

