

FIREBIRDS LEVERAGED **tiphaus**® TO AUTOMATE TIP MANAGEMENT, RESULTING IN SAVING 440 HOURS OF MANUAL LABOR EACH MONTH

CUSTOMER NAME

Firebirds Wood Fired Grill

INTERVIEWED

Cory Lilliston

Chief Accounting Officer

PROJECT OBJECTIVE

Firebirds Restaurant Group sought to improve tip distribution efficiency, reduce errors, and boost employee satisfaction.



INTRODUCTION

Firebirds Wood Fired Grill, spanning 55 locations with an average of 40 tipped employees at each, caters to a diverse range of dining experiences, from full service to high-scale dining. In an interview with Cory Lilliston, Chief Accounting Officer at Firebirds, we explore the impactful journey of TipHaus, shedding light on how it streamlined operations and enhanced productivity.

RESULTS

80%

Time saved in
opening procedures

440 Hrs

Manual labor saved/month
across all locations

100%

Enhanced
cash flow

CHALLENGE

Complex Distribution Across 55 Locations:

Firebirds manually distributed tips among their 55 locations, leading to a lot of counting at each restaurant.

Overcoming Manual Inefficiencies:

Manual distribution processes were time-consuming, prompting the need for a streamlined approach to ensure accuracy and fairness.

Promoting Transparency and Satisfaction:

Firebirds relied on an internal system to calculate tip share that was not readily available to staff, prompting the need for a system that increases transparency and fosters a positive work environment.



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

SOLUTION

Firebirds Wood Fired Grill Implemented TipHaus

To address this challenge, Firebirds sought a solution that would streamline tip distribution while enhancing operational efficiency. TipHaus's **Earned Tip Access®** program, which deposits tips directly into your employees' bank accounts promptly, allowed Firebirds to automate the process, eliminating manual interaction, accelerating distribution, and fostering transparency, thus effectively resolving their tip distribution woes and maintaining employees' access to their earned tips.

"TipHaus is extremely easy to use and implement. Its clean and simple interface is a game-changer, and our team loves getting their tips daily thanks to Earned Tip Access®"

CORY LILLISTON, CHIEF ACCOUNTING OFFICER



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](tel:401.375.2536)