



Automated Tip Management Helps The Crack Shack Save Over 100 Hours a Month Across 5 Locations

CUSTOMER NAME:

The Crack Shack

INTERVIEWED:

Miriya Smith, Director of HR

PROJECT OBJECTIVE:

The Crack Shack struggled with time-consuming processes, operational inefficiencies, and lack of tip transparency for employees.

INTRODUCTION

The Crack Shack, a growing QSR brand in California, needed a streamlined solution to manage tip reconciliation efficiently. By implementing TipHaus with Toast POS, The Crack Shack eliminated human error, improved team transparency, and **saved over 21 hours per month per location, translating to over 100 hours saved monthly across their 5 locations.**

CHALLENGE

- **Time-consuming processes:**

Managers spent **45 minutes per day per location** manually calculating tips.

- **Human errors and payroll discrepancies:**

Payroll staff and managers wasted time on tip disputes instead of higher-priority tasks, while occasional miscalculations caused payout inconsistencies.

- **Lack of transparency:**

Employees couldn't easily track how their tips were calculated, leading to unnecessary questions and concerns.

SOLUTION

The Crack Shack integrated TipHaus with Toast POS

The Crack Shack eliminated spreadsheets with **automated tip reconciliation**, as TipHaus syncs directly with Toast POS for real-time updates. By reducing time spent on tip calculations by over 21 hours per month per store, **they've saved over 100 hours monthly across five locations**. The TipHaus employee app provides real-time tip tracking, boosting transparency and trust among staff. Seamless integration with Toast ensures clock-in/out adjustments update instantly, eliminating manual recalculations. **Since switching to TipHaus, Crack Shack has had 0 tip calculation errors, improving accuracy and efficiency.**

RESULTS

100 Hrs

Saved monthly across
all 5 locations

100%

Clear tip visibility
for staff

0

Room for manual
errors

“ With TipHaus, we've eliminated manual spreadsheets and dramatically reduced the time managers spend calculating tips, cutting over 100 hours of manual tip calculations across our 5 locations every month, minimizing human error and streamlining our daily operations. The automated tip reconciliation updates whenever clock-ins or clock-outs are adjusted in our POS, ensuring accuracy and efficiency. ”

Miriya Smith, Director of HR

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**

