



## How TipHaus Saved Flatstick Pub 20 Hours a Month and Enhanced Employee Satisfaction Through Tip Transparency

### CUSTOMER NAME:

Flatstick Pub

### INTERVIEWED:

Alex Martinez, General Manager

### PROJECT OBJECTIVE:

Flatstick Pub sought a solution to streamline payroll, ensure transparency in tip distribution, and boost employee retention.

### INTRODUCTION

Flatstick Pub, with 6 locations, was inspired to create a casual, beer-focused pub featuring a unique and challenging miniature golf course. They are passionate about craft beer and supporting their community, exclusively offering beer from independent breweries in Washington State. In our conversation with Alex Martinez, General Manager, we explore how TipHaus empowered their 24 tipped employees at their Union Lake Location with greater transparency and helped management save time, allowing them to spend more time with staff and guests.

### CHALLENGE

- **Manual Calculations & Time Consumption:**

Flatstick Pub was manually calculating tips using spreadsheets, which involved time-consuming individual time tracking and tip distribution for each employee.

- **Retroactive Tip Adjustments:**

If a customer left a tip after the employee had left, management had to go back after pay periods to manually recalculate the appropriate tips, leading to inefficiencies and potential errors.

- **Lack of Transparency:**

Their current system lacked visibility into individual tip earnings, making it challenging to ensure fairness and clarity for employees.

## **SOLUTION**

### **Flatstick Pub Implemented TipHaus.**

Implementing TipHaus transformed the tipping process at Flatstick Pub, saving them **20 hours monthly** on manual calculations. By automating tip calculations at the point of sale, TipHaus eliminated retrospective adjustments, ensuring accurate tip distribution. This efficiency allowed management to prioritize staff and customer well-being, enhancing overall experiences. Additionally, **TipHaus provided transparent tip earnings to employees**, aligning with Flatstick Pub's values and enabling clear communication of potential earnings to new hires, offering a more comprehensive and efficient solution than their previous system.

*“TipHaus makes everything easy and has been a real hole-in-one for Flatstick Pub. The best part is how it has drastically shortened our payroll processing by 20 hours a month, giving me more time to focus on my staff and customers, check in on guests, and ensure everything is running smoothly. It has significantly enhanced the overall experience.”*

**Alex Martinez, General Manager**

## **RESULTS**

**20+ hrs**

Saved per month on manual labor

**100%**

Transparency into staff's tip earnings

**0**

Conversations about tip discrepancies



Scan this QR code to listen to Alex'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**

