



HOW STREAMLINED TIP MANAGEMENT FOR 100+ EVENTS ACROSS 7 LOCATIONS AND SAVED 34+ MANAGER HOURS EACH MONTH WITH **tiphaus**®

CUSTOMER NAME

The Bunker

INTERVIEWED

Emily Bini

Director of Marketing and Events

PROJECT OBJECTIVE

The Bunker sought a solution to streamline tip calculations, ensure transparency in tip distribution, and boost employee retention.



INTRODUCTION

The Bunker, a fast-growing golf entertainment venue with 7 locations, needed a better way to manage complex tip pooling—especially during high-volume events, averaging **120 per month**. After implementing TipHaus, The Bunker eliminated spreadsheet errors, ensured fair and transparent tip distribution during events, and saved **34 hours** of manager time each month. Discover how TipHaus brought accuracy, transparency, and time savings to their growing team.

RESULTS

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Risk of manual errors from
spreadsheet-based tip management

360+ Hrs

Hours saved annually in
payroll-related manager time

100%

Improved staff morale with
clear visibility into tips

CHALLENGE

Manual Calculations & Time Consumption:

Spreadsheets made it difficult to split tips fairly during events with varying shifts and hours worked, leading to time-consuming and challenging tip management prone to errors.

Lack of Transparency For Employees:

Without real-time visibility, employees often tried to guess their tips, causing confusion and dissatisfaction.

Custom Event Rules Were Impossible to Track:

Tracking custom tip rules for events across 7 locations and 100+ monthly events was nearly impossible with spreadsheets, creating added stress for managers.



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SOLUTION

The Bunker implemented TipHaus

To solve these challenges, The Bunker implemented TipHaus, integrating it with their Clover POS and Homebase for time tracking. TipHaus's **time-of-sale functionality enabled precise tip calculations based on when and where each staff member worked**—accurate down to the second. This was especially valuable for long, staggered shifts during complex events with unique tip rules. With custom rules now applied effortlessly and consistently, the margin for human error was eliminated. The payroll process, which previously consumed over 30 hours of manager time each month (totaling more than 360 hours a year), now takes only minutes per week across all locations. **Staff no longer play a guessing game to figure out their tips**—TipHaus provides full transparency and accuracy with every shift.

TipHaus's **time-of-sale functionality allows us to execute detailed tip pooling—down to the second worked**—and fairly split tips for large groups, especially when employees work long shifts across multiple golf bays and events. We host around **120 events a month across our 7 locations**, and with plans to expand, that number is only going to grow. The ability to easily customize tip rules for each event has been a game-changer for The Bunker's team!

EMILY BINI, DIRECTOR OF MARKETING AND EVENTS



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)