

HOW CHEF AND OWNER OF REPLACED SPREADSHEETS WITH TRANSPARENT TIP MANAGEMENT SAVING TIME AND BUILDING TRUST WITH

CUSTOMER NAME

Grano Arso

INTERVIEWED

Joel Gargano
Chef/Owner

PROJECT OBJECTIVE

Grano Arso sought a solution to automate tip management, eliminate manual calculations, and improve transparency for staff.



INTRODUCTION

Grano Arso, a beloved Italian trattoria in Chester, Connecticut, is known for its handmade pasta, thoughtful ingredients, and intentional leadership. Chef-owner Joel Gargano and his wife Lani, co-owner, take pride in developing systems that empower their team without micromanagement. To bring that same clarity and structure to tip distribution, he turned to TipHaus. Discover how Chef Joel eliminated spreadsheets, saved hours every pay period, and built stronger trust among his staff.

RESULTS

\$600

Saved monthly from automating tip calculations & reconciliations

12+ Hrs

Saved monthly from ditching spreadsheets

100%

Transparency into staff's tip earnings

CHALLENGE

Time-Consuming Manual Processes:

Chef Joel relied on spreadsheets for tip calculations, which became unmanageable and took time away from running and growing his restaurant.

Errors and Complexity with Special Events:

Handling tips for private dining and special events was prone to errors. There was no streamlined way to adjust for service charges or ensure fair redistribution, making tip management unnecessarily complicated.

Lack of Transparency:

Staff had no visibility into how tips were calculated or distributed. This lack of clarity led to frequent questions and growing frustration across the team.



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SOLUTION

Grano Arso implemented TipHaus

Grano Arso implemented TipHaus to automate tip management and simplify the entire process. Since switching, the management team saves over three hours each week—translating to approximately \$150 in weekly savings and delivering around **\$600 in ROI every month**. Front-of-house staff use the TipHaus **Employee App to view their tips transparently**, which has **significantly reduced questions and increased overall trust**. Special event service charges are now easily reconciled and distributed without spreadsheet chaos, and the team can **apply unique tip rules for one-off events with ease**.

"We get far fewer questions from staff now, thanks to the full transparency they have through the free TipHaus employee app. Combine that with the time and money we've saved by eliminating manual spreadsheet calculations, and it's a no-brainer. It saves time for both management and staff, and you'll make your money back in the first week just by not having employees stay late doing math or spending hours managing tips yourself. It's a fast, easy ROI."

JOEL GARGANO, CHEF/OWNER



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)