



BIGREDF RESTAURANT GROUP

# ENHANCES MULTI-LOCATION TIP

## DISTRIBUTION AND BOOSTS STAFF RETENTION

### WITH TIERED TIPPING POWERED BY **tiphaus**®

#### CUSTOMER NAME

Big Red F

#### INTERVIEWED

*Jesse Swanson, Operations Technology Manager; Dawn Ritchison, Payroll Manager*

#### PROJECT OBJECTIVE

Big Red F aimed to streamline operations by ensuring they have a scalable and transparent solution across all locations.



### INTRODUCTION

Big Red F manages four restaurant concepts with 13 locations across Colorado. They needed a scalable, transparent solution for their complex tipping and pooling process. Previously, they relied on intricate, error-prone, and time-consuming spreadsheets, making accuracy challenging, especially with employees working in multiple roles. This need for reliability and efficiency led them to adopt TipHaus.

### RESULTS

**10 Hrs**

Saved per month  
in managers time

**\$6,000**

Saved annually by avoiding  
overpayments

**100%**

Staff satisfaction with  
tiered tipping

## CHALLENGE

### Rewarding High Performers:

Big Red F lacked an efficient way to allocate tips based on experience or performance, limiting incentives for top team members.

### Time-Consuming Payroll Adjustments:

Payroll managers spent hours on manual adjustments, making the process inefficient and time-consuming.

### Risk of Errors and Compliance Issues:

Reliance on spreadsheets left Big Red F vulnerable to formula errors and lacked an audit trail, increasing compliance risks.



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## SOLUTION

### Big Red F implemented TipHaus

TipHaus has transformed Big Red F's **complex tipping processes** by providing a seamless integration with their **Toast POS**, eliminating the need for **manual data entry** and significantly reducing errors. TipHaus also allowed them to implement **tiered tipping**, enabling Big Red F to reward experienced and high-performing staff members more fairly. With TipHaus, they automated and simplified tiered tip pooling for both FOH and BOH teams, saving significant time on payroll adjustments. Additionally, TipHaus ensures **full compliance** with a **clear audit trail**, reducing legal risks. Thanks to TipHaus, the Big Red F payroll team now saves over **10 hours monthly on manual adjustments**, freeing them to focus on other high-value tasks.

"Before TipHaus, we relied on a complex spreadsheet that was time-consuming and risky across multiple locations, with constant worry about 'breaking' formulas or making costly errors. Now, TipHaus has eliminated that risk, saving us around \$500 each month by avoiding overpayments, nearly \$6,000 annually across our current locations. Plus, with tiered tipping, we can fairly reward our experienced team members with a higher portion of the tip share.

The clear audit trail also provides crucial legal protection if we're ever audited."

**DAWN RITCHISON, PAYROLL MANAGER**



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](mailto:sales@tiphaus.com) or [401.375.2536](tel:401.375.2536)