



SAVES 5,304 HOURS IN THEIR FIRST THREE YEARS WITH **tiphaus**®

CUSTOMER NAME

Bluegrass Hospitality Group

INTERVIEWED

Josh Morris,
Regional Market Partner

PROJECT OBJECTIVE

Bluegrass Hospitality Group sought a solution to streamline payroll, ensure fair and transparent tip distribution across multiple states, and eliminate thousands of hours of manual reconciliation.



INTRODUCTION

Bluegrass Hospitality Group manages a diverse set of restaurant and event concepts, each with its own operational needs and guest expectations. Managing tips manually across multiple states and concepts was time-consuming and prone to errors, especially with Kentucky's prior restrictions on mandatory tip-outs. Managers faced the challenge of reconciling tips each week while ensuring fair and transparent distribution for front-of-house and back-of-house staff. We met with Josh Morris, Regional Market Partner at Bluegrass Hospitality, to discuss how TipHaus has transformed tip management across their operations.

RESULTS

\$6,800

Saved monthly in payroll
corrections and manager time

5,304 Hrs

Saved in manual labor across
34 locations in 3 years

100%

Increased transparency from
TipHaus's employee app

CHALLENGE

Manual and Risk-Prone Tip Management

Before TipHaus, BHG relied on spreadsheets and cash to manage tips, creating safety risks, inefficiencies, and costing about **\$6,800 per month** in manager time and payroll corrections.

Lack of Structured Tip Distribution

Kentucky's previous restrictions on mandatory tip-outs prevented the team from setting clear, fair rules for sharing tips, leaving employees without consistency or transparency.

Time-Consuming Reconciliation

Managers spent significant time every week tracking down staff who hadn't claimed their tips. Across 34 stores over 156 weeks, this added up to **5,304 hours** of manual work.

SOLUTION

Bluegrass Hospitality Group implemented TipHaus

By integrating TipHaus, BHG has completely automated and streamlined tip management across all locations using **Earned Tip Access**. **Staff now receive tips digitally in real time, eliminating cash handling and associated risks, while tip pools and shares ensure fair and transparent distribution between front-of-house and back-of-house employees.** BHG now has over 2,000 active Earned Tip Access users, 11% using HausMoney and 89% using HausDirect. Managers no longer have to manually track tip claims, perform weekly reconciliations, or rely on spreadsheets, which frees up thousands of hours of work and avoids several thousand dollars per month in payroll corrections and manager time (\$200 per location, totaling **\$6,800 across all stores**). Employees gain full visibility into their earnings, fostering trust, engagement, and collaboration across teams, while managers can focus on coaching, guest experience, and scaling operations efficiently across multiple states.

TipHaus has transformed how we manage tips. Managers no longer waste hours tracking down unclaimed tips or fixing errors, and employees love the transparency of seeing exactly what they've earned. Across 34 restaurants, we save over 5,000 hours every year on manual tip calculations, giving us the confidence to keep scaling.

JOSH MORRIS, REGIONAL MARKET PARTNER



Scan to hear why real operators choose 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](tel:401.375.2536)