

tiphaus® CUTS Nando's BI-WEEKLY PAYROLL

PROCESSING TIME BY OVER 50%, SAVING 24 HOURS MONTHLY

CUSTOMER NAME

Nando's

INTERVIEWED

Zach Allen

Director of Operations Services

PROJECT OBJECTIVE

Nando's sought a solution to streamline payroll, ensure transparency in tip distribution, and keep them compliant with strict labor laws.



INTRODUCTION

Introducing Nando's: a global sensation renowned for its flame-grilled peri-peri chicken, marinated in signature sauces infused with African bird's eye chili. In our conversation with Zach Allen, Director of Operations Services, we discovered how TipHaus transformed Nando's tip pooling and distribution for their 1400 tipped employees, slashing payroll processing time while ensuring fair and accurate distributions. TipHaus boosted Nando's efficiency, staff retention, and happiness with compliant payroll and a custom-built POS integration.

RESULTS

24 Hrs

Saved per month in
managers time

\$1,000+

Saved in manual
labor monthly

0

Conversations about tip
discrepancies

CHALLENGE

Time-Consuming Manual Process:

Before TipHaus, Nando's struggled with a labor-intensive and time-consuming manual process for tip management.

Lack of Transparency for Staff Members:

Staff members faced uncertainty regarding their tip earnings, making it challenging to budget and plan their finances effectively.

Compliance Concerns with Labor Laws:

Nando's compliance director faced challenges in ensuring adherence to strict labor laws, adding complexity and strain to their payroll department.



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SOLUTION

Nando's implemented TipHaus

Automating the tip pooling and distribution process reduced payroll processing time from 32 hours each month to 8 hours, **saving approximately 24 hours per month**. TipHaus ensured 100% accurate and fair distribution of tips, enhancing transparency and trust among staff members. Additionally, TipHaus helped Nando's stay compliant with complex labor laws effortlessly. The custom-built program integrated with Nando's existing POS system, allowing manual input of total tips and calculation of pools without needing a POS upgrade. Lastly, TipHaus provided detailed data for recruitment and hiring. Overall, TipHaus greatly improved Nando's operational efficiency, compliance, and employee morale.

"TipHaus has been a game-changer for our staff. They finally have transparency around their tips, allowing them to budget effectively. This boost in satisfaction goes hand-in-hand with reduced turnover, and even helps us attract top talent in competitive markets like Dallas and Chicago. With TipHaus data, we can show potential hires a realistic picture of what to expect in terms of tip earnings, making Nando's an even more attractive employer."

ZACH ALLEN, DIRECTOR OF OPERATIONS SERVICES



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)