



Ram Restaurant & Brewery Switches from Gratuity Solutions to TipHaus to Streamline Tip Distribution

CUSTOMER NAME:

Ram Restaurant & Brewery

INTERVIEWED:

Marty Hillis, the
Director of Operations

PROJECT OBJECTIVE:

Ram Restaurant & Brewery was seeking a solution for their time-consuming manual tip distribution process.

INTRODUCTION

Ram Restaurant & Brewery, a well-established restaurant chain with 13 locations across 3 states, prides itself on its commitment to employee satisfaction and operational excellence. With approximately 550 tipped employees across its establishments, Ram recognized the importance of efficient and transparent tip distribution processes. **Previously, the company utilized Gratuity Solutions for tip management, but the manual nature of the process posed challenges in terms of accuracy and time consumption.** Our conversation with Marty Hillis, the Director of Operations, reveals how TipHaus transformed their operations.

CHALLENGE

- **Inefficient Time Management:**

With Gratuity Solutions, the managers **spent too much time having to manually verify and confirm tip amounts** for each of the 550 tipped employees.

- **Concerns Regarding Legal Liability:**

Concerns arose about **discrepancies in tip distribution**, impacting operational efficiency and staff morale.

- **Manual Processes Leading to Errors:**

Manual verification processes with Gratuity Solutions not only **consumed significant time** but most importantly **posed risks of errors** causing not only potential legal issues for the business but also disputes with employees.

“After switching to TipHaus from Gratuity Solutions, I don’t have to verify anything manually. There is 0 room for error and no need for concerns about compliance with legal requirements. TipHaus is an operational dream for any multi-unit restaurant management.”

Marty Hillis, Director of Operations

RESULTS

20%

Increase in staff retention

0

Concerns Regarding Legal Liability

0

Discrepancies in tip calculations

SOLUTION

Ram Restaurant & Brewery completely streamlined tip distribution.

Ram Restaurant & Brewery transitioned to TipHaus in 2019. They were attracted by TipHaus’s automated and user-friendly platform. **With TipHaus, the company was able to streamline the tip calculation process and eliminate manual errors.** The platform offered transparency and accessibility, allowing employees to access their tip information easily directly on their phone via the TipHaus employee app and reducing the likelihood of disputes. Additionally, TipHaus provided peace of mind for Ram's management, ensuring compliance with tip distribution regulations and minimizing the risk of legal issues.

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**

