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True Blue Switches from Gratuity Solutions to TipHaus, Gaining Exceptional Customer Support with Response Times in Just 5 Minutes

CUSTOMER NAME:

True Blue

INTERVIEWED:

Kat Dennett, Director of Administration and
Tori Musumeci, Director of Operations

PROJECT OBJECTIVE:

True Blue looked for a solution that would automate tip distribution, free up managers' time, and ultimately increase staff transparency.



INTRODUCTION

At True Blue, you will find an inspired cuisine driven by the best ingredients, curated liquors, beer, and wines, and a full-service butcher shop in an upbeat and elegant setting. However, managing tip distribution fairly and efficiently was proving to be a challenge. In our conversation with Tori Musumeci, Director of Operations, we explore how TipHaus, a modern tip management solution, **empowered employees with greater transparency and control over their tip earnings.**

CHALLENGE

- **Inefficient Tip Rule Management:**

Before TipHaus, managing tips with Gratuity Solutions was a pain. **Changes to tip rules required contacting support,** hindering efficiency.

- **Lack of Transparency and Trust:**

The **lack of transparency** in the old system fostered distrust, leading to **frequent conflict between employees and managers** regarding tip distribution.

- **Financial Loss Due to Vendor Error:**

True Blue suffered a significant financial loss due to a **\$6,000 error** committed by their previous vendor, who offered no assistance in resolving the issue.

SOLUTION

True Blue Implemented TipHaus.

TipHaus addressed all of True Blue's concerns and even provided additional benefits. First, **making rule changes is quick and easy** with TipHaus, saving True Blue a considerable amount of time. Second, the employee app fosters transparency by granting staff **real-time access to their tip data**, effectively eliminating conflict. Finally, TipHaus not only delivers **accurate and transparent tip calculations** but also offers **exceptional customer support**, unlike their previous vendor who left them waiting over a week for a critical payroll issue resolution.

RESULTS

\$1,000+

Saved in managers wages every month

25 Hrs

Saved per month in managers time

25%

Increase in employee retention

“ We switched to TipHaus and were blown away with the benefits and their very responsive and always helpful support team. We used to use Gratuity Solutions, but TipHaus is in a whole other ballpark. The flexibility, support, and employee experience make all the difference. We love how easy it is to reach their support team when we need them and how much employees appreciate the easy-to-use employee app. They love that they can keep track of their tips and earnings easily and reliably. ”

Tori Musumeci, Director of Operations

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