



## How Broadway Hospitality Group Saves 250+ Hours Per Month & Improves Staff Satisfaction with Digital Daily Tip Payouts

### CUSTOMER NAME:

Broadway Hospitality Group

### INTERVIEWED:

Matt White, Training & Administration Manager

### PROJECT OBJECTIVE:

Broadway Hospitality Group struggled with daily tip payouts, frequent bank runs, and time consuming tip reconciliation.

## INTRODUCTION

With 17 Tavern in the Square locations, Broadway Hospitality Group faced a critical challenge in efficiently managing tip distribution. Their full-service, 200-250-seat restaurants process thousands of tipped transactions daily, requiring an efficient, automated solution. **Before TipHaus, they relied on manual spreadsheets and bank runs for daily tip payouts, creating time-consuming inefficiencies and compliance risks.**

## CHALLENGE

- **Manual Errors & Compliance Risks:**

Broadway Hospitality previously used another system, where managers manually entered tips after long shifts, increasing the risk of errors. This sometimes led to payroll disputes and compliance concerns.

- **Operational Inefficiencies:**

Tip reconciliation took 30+ minutes per location nightly, adding up to 250+ wasted hours each month.

- **Security Risks & Cash Handling:**

Managers had to make frequent bank runs for cash payouts. Handling large amounts of cash increased the risk of theft and added extra work for staff.

## **SOLUTION**

### **Broadway Hospitality Group Implemented TipHaus**

Broadway Hospitality Group implemented TipHaus with **Earned Tip Access®** to eliminate manual calculations, reduce payroll errors, and streamline operations. After testing it at one location for three weeks, they saw an immediate impact and expanded it company-wide. With TipHaus, **they automated tip reconciliation**, eliminating spreadsheets and manual adjustments. **Employees now receive daily tip payouts**, reducing frustrations and improving satisfaction. **Seamless integration with Toast ensures automatic syncing of clock-ins and tip distributions**, while flexible payout options allow 90% of employees to use HausDirect and a growing 10% to switch to HausMoney for fee-free deposits.

## **RESULTS**

### **250+ Hrs**

Saved monthly on tip reconciliation

### **60+ Hrs**

Saved weekly on calculations for managers

### **100%**

Accuracy ensured with clear audit trails.

“The ability to pay daily tips thanks to the Earned Tip Access® program was the main reason we chose TipHaus. No spreadsheets, no manual calculations, no room for error, and legal headaches. It saves us 30 minutes per night per location—across 17 locations, that’s 250+ hours saved every month.”

**Matt White, Training & Administration 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** or **401.375.2536**

