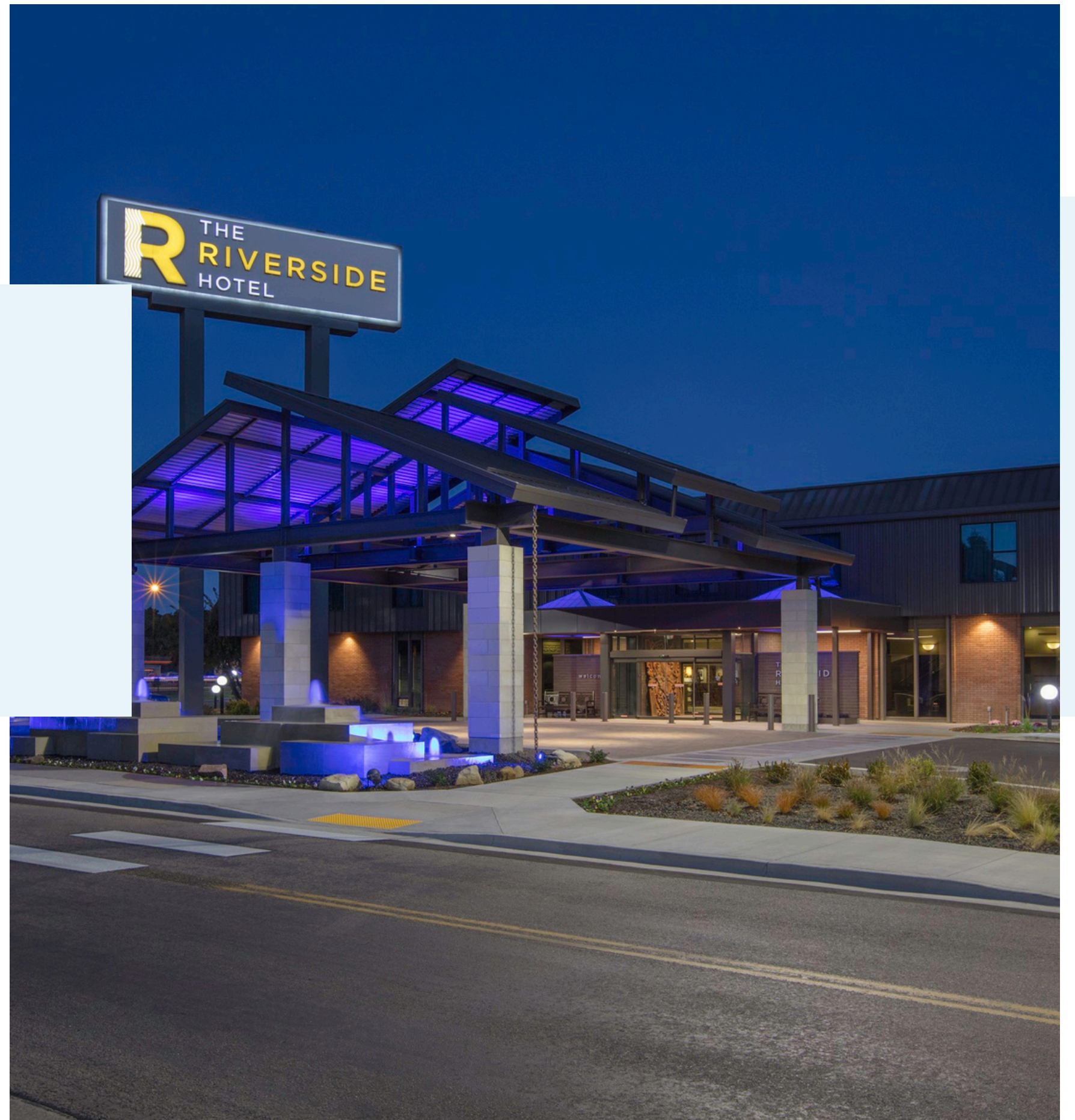




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Riverside Hotel Transforms Tip Management with TipHaus & Oracle, Saving 40 Hours per Month and Improving Employee Satisfaction

CUSTOMER NAME:

Riverside Hotel

INTERVIEWED:

Jackie Hager, Controller &
Owner

PROJECT OBJECTIVE:

Riverside Hotel struggled with manual tip calculations, cash handling issues, and a lack of automation.

INTRODUCTION

Riverside Hotel, located in Boise, Idaho, is a premier convention center with multiple revenue centers, including a hotel, restaurant, and bars. Managing tips for over 400 employees, including 150+ tipped staff, was a significant challenge when managed manually. **With TipHaus integrated into their Oracle Symphony POS system, Riverside Hotel has improved tip transparency with their staff, and saved valuable time across their operations.**

CHALLENGE

- **Cash Handling Issues:**

Employees received all tip outs in cash, with no transparency or way to address discrepancies.

- **Manual Tip Calculations:**

The team spent excessive time calculating tips manually, leading to potential errors and employee complaints.

- **Need For Automation:**

When Riverside was transitioning to Oracle Symphony, Jackie aimed to automate tip distribution for better efficiency and staff transparency.

SOLUTION

Riverside Implemented TipHaus and Oracle

TipHaus, integrated with Oracle Symphony, streamlined Riverside Hotel's tip management by automating the process and eliminating cash tip pay outs. With TipHaus's **Earned Tip Access®** feature, employees now receive tip payouts twice a week through HausMoney and HausDirect, boosting satisfaction with quicker access to their tips. The system's automation **reduced manual errors, provided full transparency, and simplified payroll** with custom reports for tip distributions. Staff can easily view their tip data on their phones, enhancing transparency and reducing complaints.

RESULTS

40 Hrs

Saved per month on manual labor

0

Complaints about tip discrepancies

100%

Accuracy in tip distribution

“TipHaus has completely transformed how we manage tips, eliminating cash tipouts and providing unparalleled transparency. The accuracy and ability to track tips have saved us so much time and reduced complaints. Our managers now save 40 hours a month on tip calculations, and I have zero complaints about tips. The seamless integration with Oracle Symphony enhances this efficiency, making TipHaus the perfect addition to our POS system for a powerful, streamlined solution.”

Jackie Hager, Controller & Owner

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**

