

HOW THE COLLECTIVE SAVED 98+ HOURS PER MONTH AND ELIMINATED TIP LIABILITY ACROSS 7 LOCATIONS WITH **tiphaus**®

CUSTOMER NAME

Collective Hospitality

INTERVIEWED

Alex Marquetti
Owner

PROJECT OBJECTIVE

Collective Hospitality was seeking a solution to streamline payroll during large events, ensure accurate and timely tip distribution, and boost employee retention.



INTRODUCTION

Collective Hospitality, owned by Alex Marquetti, operates seven locations in New York, with a focus on delivering exceptional dining experiences and seamless operations. As the group expanded, Alex recognized the need for a more efficient and transparent tip management solution. That's when they turned to TipHaus to help streamline tip calculations and improve operational efficiency across their restaurants.

RESULTS

90%+

Fewer tip questions from staff thanks to the free TipHaus app

98 Hrs

Saved in man-hours each month across 7 locations

100%

Success rate in addressing user concerns from customer support

CHALLENGE

Manual Processes & Time Drain:

Managing tips in spreadsheets took too much time and often led to errors, especially as the business expanded.

Not Scalable for Events:

Their manual system couldn't keep up with the demands of larger events and multi-location operations.

Lack of Tip Transparency for Staff:

Without clear tip breakdowns, staff regularly turned to managers with questions, creating confusion and wasting valuable time.



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SOLUTION

Collective Hospitality implemented TipHaus

TipHaus was introduced to Collective Hospitality in 2022 with a quick pilot at one location and quickly rolled out to all seven. **The platform automated tip pooling (18% pool contribution)**, allowed employees to keep their tips, and handled large-party gratuities, something Alex initially resisted but found essential for consistency across venues. **With 10–15 large events a month, customization and automation were key.** Seamless integration with **Toast POS, R365, and 7Shifts** allowed Collective Hospitality to unify tip distribution, payroll, and scheduling. Auto-reconciliation also reduced manual work for managers, freeing them up to focus on operations. **The free TipHaus Employee App** gave staff instant visibility into their tip breakdowns, reducing confusion, increasing transparency, and significantly cutting down on manager time spent fielding questions, **ultimately boosting morale and trust across the team.**

"TipHaus solved time-consuming and repetitive tasks prone to error. It's a set-it-and-forget-it system, except for special events. The ability to customize tip setups for each event has been a game changer for us. On average, we save over **3.5 hours per week per location** on manual tip management. When you multiply that by 7 locations, the ROI is clear."

ALEX MARQUETTI, 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](tel:401.375.2536)