

# HOW SAVES 80 HOURS PER MONTH & INCREASES TIP TRANSPARENCY AMONG STAFF WITH

## CUSTOMER NAME

Shorty's Mexican Roadhouse

## INTERVIEWED

Jon Carnevale  
*Owner*

## PROJECT OBJECTIVE

Shorty's Mexican Roadhouse looked for a solution that would automate tip distribution, free up managers' time, and ultimately boost employee retention.



## INTRODUCTION

Shorty's Mexican Roadhouse, with over 40 years in business, faced significant challenges in managing tip distribution across its two New Hampshire locations. Relying on manual processes, including bank withdrawals for daily cash payouts, created inefficiencies and security risks. By implementing TipHaus, they automated tip management, improved payroll accuracy, and saved 80 hours per month from manual tip management, all while reducing the need for frequent bank runs and minimizing cash handling liability. The result was a smoother, more transparent process that enhanced both operational efficiency and employee satisfaction.

## RESULTS

**0**

Discrepancies and tip management compliance issues

**80 Hrs**

Saved per month in manual calculations

**100%**

Increased transparency from TipHaus's employee app

## CHALLENGE

### Inefficient Tip Management Processes:

Relying on spreadsheets and manual processes to calculate and distribute both cash and credit card tips was time-consuming and inefficient.

### Daily Cash Handling Challenges:

To cover daily tip payouts, the team had to make constant bank runs and manual cash withdrawals, creating avoidable stress and disruption.

### Security and Compliance Risks

Manual tip handling increased the risk of human error, potential theft, and non-compliance with labor laws, leaving the business vulnerable.



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## SOLUTION

### Shorty's Mexican Roadhouse implemented TipHaus

To solve these challenges, Shorty's Mexican Roadhouse implemented TipHaus to streamline their tip calculation and tip distribution process. With TipHaus, they automated tip reconciliation, eliminating the need for spreadsheets and reducing the reliance on cash handling. The "set it and forget it" process allowed managers to focus on running the restaurant while TipHaus handled the tip calculations, ensuring **faster payouts** and improved **transparency** for employees. By **reducing the need for frequent bank runs** and minimizing cash handling, Shorty's Mexican Roadhouse not only saved time but also improved security and compliance, enhancing overall operational efficiency.

*"Who opens a restaurant to sit in spreadsheets, manually calculating tips, and making adjustments? If another restaurant owner asked about TipHaus, I would tell them that it's incredibly easy to use and has simplified our operations by **saving us 80 hours per month** of manual tip calculations across 2 locations! It's one less thing to worry about, allowing us to focus on running the restaurant instead of dealing with spreadsheets and bank trips. TipHaus has truly made our lives easier!"*

**JON CARNEVALE, 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](mailto:sales@tiphaus.com) or [401.375.2536](tel:401.375.2536)