



How TipHaus Saves 40 Hours of Manual Labor Monthly & Ensures 100% Accurate Tip Distribution at Brass Tap Belcamp and Richmond

CUSTOMER NAME:

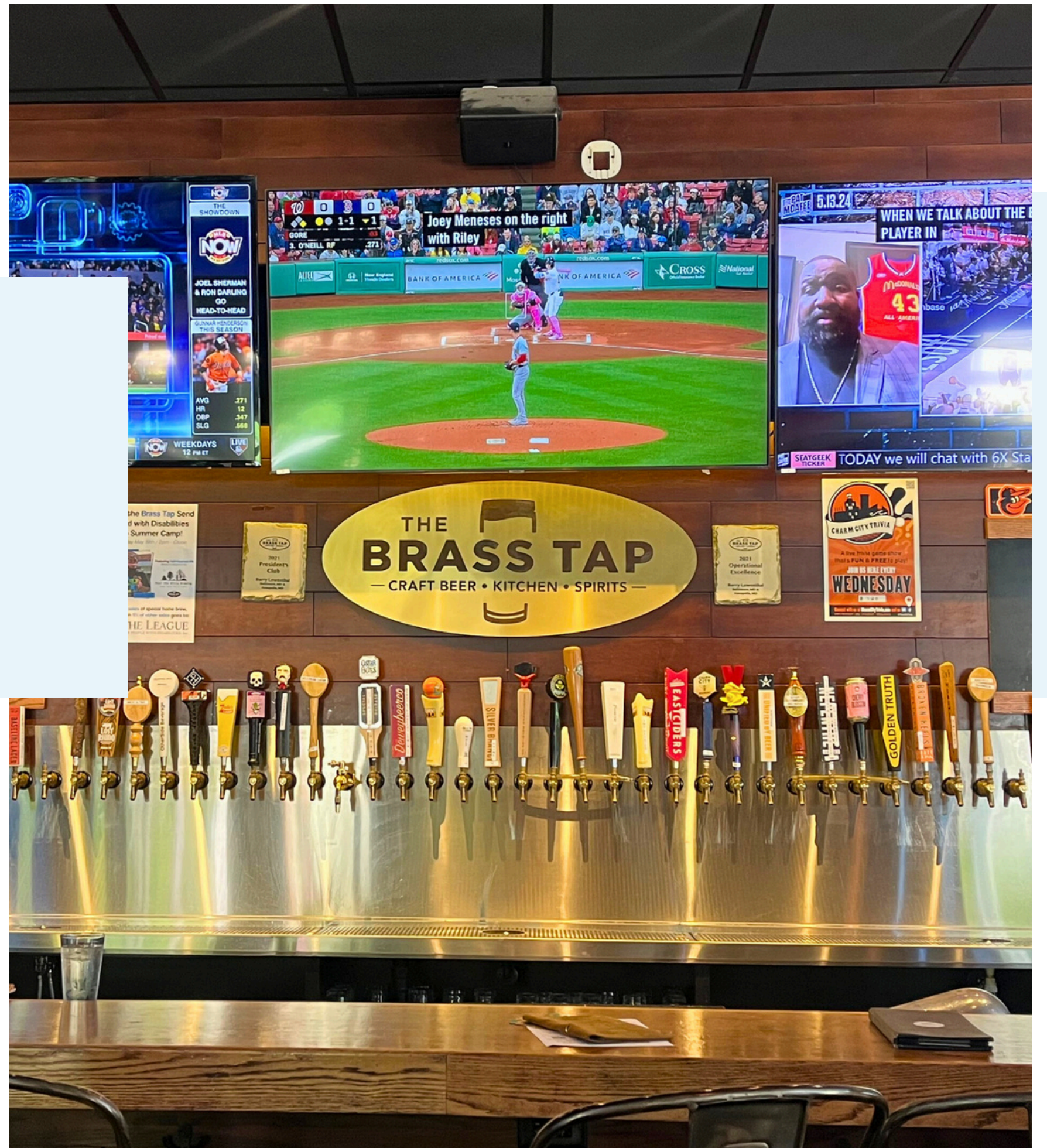
The Brass Tap Belcamp, MD, and Richmond, VA

INTERVIEWED:

Yash Patel, co-owner

PROJECT OBJECTIVE:

The Brass Tap looked for a solution that would automate tip distribution, free up managers' time, and ultimately boost employee retention.



INTRODUCTION

The Brass Tap is renowned for its extensive selection of craft beers and vibrant atmosphere. Committed to delivering exceptional service, Brass Tap aims to optimize operational efficiency while enhancing employee satisfaction. Yash Patel is operating two locations, one in Virginia and one in Maryland and he is always looking for new ways to simplify his operations and improve staff satisfaction, that is when he came across TipHaus.

CHALLENGE

- **Time-Consuming Manual Calculations:**

Brass Tap's bartenders spent a combined **30 hrs per month** on manual tip calculations. Additionally, management spent another **10 hours monthly** verifying these calculations and distributions.

- **Errors and Security Risks with Cash Handling:**

Manual calculations led to **errors and complexities** in cash handling, causing **discrepancies** and posing **security risks**.

- **Daily Check Payouts Leading to Staff Frustration:**

Shifting from daily cash payouts to daily checks backfired. Employees **disliked having to cash checks**, especially with encountering closed banks at the end of shifts. This caused frustration and impacted staff retention.

SOLUTION

Brass Tap Belcamp and Richmond Implemented TipHaus.

Brass Tap ditched their time-consuming manual tip system for TipHaus, an automated solution. TipHaus **streamlined operations, eliminated errors, and provided transparency** for everyone. The platform's real-time visibility into tip data empowered both management and staff members, fostering transparent communication and accountability within the organization. By leveraging TipHaus, Brass Tap revolutionized its approach to tip management, **mitigated compliance risks, and enhanced operational efficiency** across its establishment. This boost in efficiency and communication made staff happier and operations smoother.

RESULTS

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bank trips & expenses from handling cash

40 Hrs

Saved on manual labor each month

100%

Complete legal protection

“Our biggest ROI with TipHaus are the hours saved from manual labor and clear data available to protect us anytime! When we had a little discrepancy about tips with one of our employees, the TipHaus data saved us from unnecessary legal battles! We now don't really have any tip discrepancies, as TipHaus immediately answers any questions and covers our back if that is ever needed. As for time-saving, our bartenders now save over 40 hours of manual labor each month, and our leadership team around 10 hours of manual work every month, allowing us to focus on delivering exceptional service and driving business growth.”

Yash Patel, co-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

