

Bottleneck Management **DITCHES CASH TIP PAYOUTS FOR DIGITAL TIPS, ENSURING MORE SAFETY FOR STAFF AND BOOSTING TIP TRANSPARENCY ACROSS 12 LOCATIONS WITH**

CUSTOMER NAME

Bottleneck Management

INTERVIEWED

Kendra Power, VP of Human Resources & Training; Jordan Gibrick, VP of Operations

PROJECT OBJECTIVE

Bottleneck Management was seeking a solution to streamline tip payouts, reduce cash handling risks, and eliminate manual payroll inefficiencies across their growing number of locations.



INTRODUCTION

Bottleneck Management operates a successful chain of full-service restaurants. With 12 locations (and growing), the company needed a solution that could accommodate their complex tip distribution, especially with events requiring different tip pooling rules. They were dealing with cash-based tip payouts, which not only consumed valuable time but also posed security risks for employees handling large sums of money. **After evaluating several options, Bottleneck chose TipHaus for its seamless integration with Toast POS and its ability to automate tip pooling and provide digital daily tip payouts.**

RESULTS

10/10

Onboarding experience and ongoing support

168 + Hrs

Saved each month in manual tip management

100%

Compliant and transparent tip management

CHALLENGE

Manual Cash Tip Payouts Created Security Risks:

Staff carried large amounts of cash after hours, creating safety concerns and potential theft risks.

Inflexible Systems for Complex Events:

Special events with unique rules and shifts required a more flexible, streamlined system.

Time-Consuming, Error-Prone Payroll Processes:

Spreadsheets and cash services made tip calculations time-consuming and error-prone, especially with the growing number of locations and more complexity around customized tip rules for events.



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SOLUTION

Bottleneck Management implemented TipHaus

TipHaus delivered Bottleneck Management a fully automated tip management solution, seamlessly integrated with their **Toast POS system**. This integration enabled real-time, accurate tip calculations while eliminating manual processes and significantly improving payroll efficiency. Employees now receive their tips **daily and digitally through HausDirect and HausMoney**, removing the need for cash handling and enhancing security, particularly by preventing staff from leaving late-night shifts with large amounts of cash. The solution also brought full transparency to tip distribution, boosting trust among team members. With **customizable rules for special events**, Bottleneck can easily adapt to varying staffing structures and tip pooling needs. By automating these workflows, TipHaus has helped the group save approximately six hours per day, over 42 hours per week, adding up to more than **168 hours saved each month**.

"We initially had concerns about getting our staff onboarded to Earned Tip Access, but TipHaus made it incredibly easy. The sign-up process was smooth, and now our team members can choose between HausMoney and HausDirect based on their preferences. This program is truly a great solution that meets the needs of both restaurants and employees. It eliminates the need for cash handling while still allowing you to pay your employees daily, which they truly value. It's a win-win for everyone involved."

JORDAN GIBRICK, VP OF OPERATIONS



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)