



HOW **TINY TAPP** SAVED 30 HOURS PER MONTH ON MANUAL TIP MANAGEMENT AND BOOSTED TIP TRANSPARENCY WITH **tiphaus**

CUSTOMER NAME

Tiny Tapp & Tiny Cafe

INTERVIEWED

Colleen Flaherty
Co-owner

PROJECT OBJECTIVE

Tiny Tapp looked for a solution that would eliminate manual work, simplify custom tip adjustments, and ensure fair, transparent payouts for all 25 tipped employees.



INTRODUCTION

Tiny Tapp, a beloved local café in the heart of Chicago's busy city center, has been delighting customers with craft beer, fresh food, and dog-friendly vibes since its opening in 2016. With a growing team of 30-40 employees during the main season, including around 25 tipped staff members, the café faced significant challenges in managing tip distribution and payroll efficiently, particularly during its peak season. That's when TipHaus stepped in to help streamline their operations.

RESULTS

10/10

Team satisfaction rating, with improved morale and tip visibility

30 Hrs

Saved per month in manual tip calculations

100%

Legal compliance ensured by eliminating manual errors

CHALLENGE

Inefficient Tip Management Processes:

Tiny Tapp used spreadsheets for tip management and payroll. It was time-consuming and frustrating.

Event Tips Required Constant Edits:

Custom tip amounts for events meant frequent manual adjustments. Accuracy was hard to maintain.

Fairness and Transparency Were Hard to Maintain:

With 25 tipped employees, including food runners and barbacks, it was challenging to ensure consistent, fair, and transparent tip distribution across the entire team.



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SOLUTION

Tiny Tapp implemented TipHaus

TipHaus offered a tailored solution to Tiny Tapp's challenges. With the **"Time of Sale"** feature, they were able to streamline tip management while saving significant time on manual adjustments. The transparency provided by the platform gave employees **real-time access to their tip breakdowns**, reducing confusion and questions. The platform's ability to handle custom tip amounts, especially for events, helped Colleen and her team ensure fairness and ease of adjustment. Additionally, TipHaus streamlined the payroll process, **dramatically reducing the time spent on bi-weekly payroll from 2 full days to just about an hour**. This automation saved Tiny Tapp valuable time, adding up to around **30 hours per month**, while providing them with more detailed and actionable reports that helped optimize decision-making.

"TipHaus has made it incredibly easy to distribute tips fairly and transparently, and it's **saved us easily 30 hours of manual tip calculations every month**. It also improves our communication with the team, which has helped with employee retention and morale. It is a win-win for both - the management and the staff!"

COLLEEN FLAHERTY, 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](tel:401.375.2536)