

# HOW BRIGANTINE ACHIEVED A 75% CASH REDUCTION AND SIMPLIFIED TIP DISTRIBUTION ACROSS ALL 23 LOCATIONS USING

## CUSTOMER NAME

Brigantine Restaurants

## INTERVIEWED

David Tingle  
General Manager

## PROJECT OBJECTIVE

Brigantine was actively seeking a solution to reduce on-site cash handling and improve security across its locations, while also streamlining tip distribution for managers and staff.



## INTRODUCTION

Brigantine Restaurants operates 23 hospitality concepts throughout California, including a massive downtown San Diego property housing multiple brands under one roof. With more than 300 tipped employees at some locations and a high volume of daily cash, Brigantine needed a better way to manage tip distribution that aligned with modern operational demands and California's strict labor laws. By partnering with TipHaus, they transformed their tip distribution system, reducing liability, improving transparency, and empowering their workforce with daily digital payouts.

## RESULTS

**25+ Hrs**

Saved each day on manual  
tip-outs for staff

**75%**

Reduction in on-site cash  
reserves

**100%**

Standardized tip policies across  
all 23 concepts

## CHALLENGE

### Manual, Time-Consuming Processes:

Managers stuffed envelopes with cash every shift, and servers spent 15–20 minutes nightly filling out tip-out slips. This added up to over 25 hours of staff time per day at some locations.

### Lack of Tip Transparency for Staff:

Employees had little insight into how tips were calculated, and clock-in/job code errors made reconciliation a constant challenge.

### Heavy Cash Handling and Security Risks:

Tips were based on cash in hand, not total sales, creating large on-site cash volumes. One location even required regular armored truck pickups.



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## SOLUTION

### Brigantine Restaurants implemented TipHaus

TipHaus brought structure and automation to Brigantine's tipping operations. Tips are now calculated based on total sales using TipHaus' **time-of-sale** integration and distributed digitally across all locations. Their team implemented a **weighted scale** for roles like bussers to reflect experience levels fairly. Hostesses, previously excluded at some locations, now receive tips through the system. Managers no longer deal with physical cash or envelopes, and **on-site cash reserves have been reduced by 75%**, eliminating the need for armored truck pickups. What once took servers 15–20 minutes now takes **just 2 minutes to complete** at the end of their shift. The Earned Tip Access® feature gives staff the option to receive daily digital payouts, improving financial flexibility. TipHaus also integrated with Paylocity to sync job codes and hours in real-time, making reconciliation fast and accurate.

"We were growing and asked, how can we be consistent with the tip-out percentages and policies? That's when we found TipHaus. The challenge was taking all of these jumbled-up tip-out policies and making them into one package, and TipHaus helped us put that into place across all our restaurants. We aren't fumbling with cash tip envelopes or sorting them into cabinets that get lost, where employees come back looking for their money later. TipHaus has saved us so much time by tipping employees out digitally."



**DAVID TINGLE, GENERAL MANAGER**



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