

HOW **Victory** SAVES 100+ PAID LABOR HOURS MONTHLY BY ELIMINATING END-OF-SHIFT TIP WAITING WITH **tiphaus**®

ESTD BURGER 2021

CUSTOMER NAME

Victory Burger (Ethan Stowell Restaurants)

INTERVIEWED

Nico Salakar

General Manager

PROJECT OBJECTIVE

Victory Burger sought a solution to streamline payroll, ensure transparency in tip distribution, and boost employee retention.



INTRODUCTION

Victory Burger, part of the acclaimed Ethan Stowell Restaurants group in Washington State, has significantly boosted operational efficiency and staff satisfaction by automating its tip management process. With a complex tip share and tip pool and over 10 tipped employees working daily, TipHaus eliminated manual cash handling, reduced legal liability, and saved the business over 100 hours per month in paid labor time previously lost to post-shift tip-outs and on-the-clock calculations.

RESULTS

20+ Hrs

Of manager's time saved per month in payroll processing time

100+ Hrs

Saved each month in paid labor hours

90%

Fewer tip related questions from staff

CHALLENGE

Time-Draining Tip Distribution:

Victory Burger staff spent 20 minutes each night waiting for tips, adding up to **100+ hours a month** across 10 employees, just to handle tip calculations manually and waiting for the tip payouts.

Payroll Processing Was Inconsistent:

Before TipHaus, the GM would spend **5 hours a week** reconciling tip data for payroll, often late at night, with room for manual error.

Lack of Transparency Made Scaling Difficult:

As Ethan Stowell Restaurants locations count grew, manual systems fell short. Staff needed a transparent, **reliable way to see how their tips were calculated** and feel confident in the process.



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SOLUTION

Ethan Stowell Restaurants Implemented TipHaus at the Victory Burger

Victory Burger enlisted TipHaus to modernize tip management and seamlessly integrate with their existing tech stack, including Toast POS. With TipHaus, the entire tip pooling system was automated based on **time-of-sale data**, enabling the team to fairly split tips between front and back-of-house roles using job codes. The **custom export feature** now produces payroll-ready files in under **1.5 minutes weekly**, compared to the **20 hours per month** it previously took. Staff also gained access to the **free TipHaus employee app**, providing real-time transparency on tip calculation and distribution. This new system not only saved hours but also significantly **reduced legal liability**, minimized human error, and eliminated employee frustrations over unclear tip breakdowns.

"TipHaus makes us a better employer providing tip transparency to our staff. Now, everyone has access to their tip breakdown through the free employee app. **No more late-night math, and no more employees waiting around 20 minutes just to get tips paid.** With 10+ tipped employees each day, those 20 minutes of waiting post shift really add up. TipHaus is a no-brainer for any growing business."

NICO SALAKAR, GENERAL MANAGER



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)