



**RICHARD DESHANTZ**  
RESTAURANT GROUP



## How TipHaus Boosted Employee Happiness and Retention by 30% at Richard DeShantz Restaurants

### CUSTOMER NAME:

Richard DeShantz  
Restaurant Group

### INTERVIEWED:

Brian Boehm, Human  
Resources Director

### PROJECT OBJECTIVE:

Richard DeShantz Restaurant Group sought a solution to streamline payroll, ensure transparency in tip distribution, and boost employee retention.

## INTRODUCTION

Richard DeShantz Restaurant Group operates across nine locations in Pittsburgh, with each restaurant employing 30 to 90 individuals. They bring creativity and innovation to the city's dining scene. In an interview with Brian Boehm, a Human Resources Director at Richard DeShantz Restaurant Group, we dive into the impactful journey of TipHaus and explore how it streamlined their payroll process, increased transparency, and positively influenced employee relations and retention.

## CHALLENGE

- **Complex Payroll Process:**

Managing payroll for Richard DeShantz Restaurant Group's nine locations of varying sizes was challenging.

- **Lack of Time Efficiency:**

Manual tip calculations **consumed time** and frustrated both management and staff. The existing system required **significant manual effort**.

- **Transparency & Employee Satisfaction:**

Ensuring transparency in tip distribution and maintaining employee satisfaction were ongoing issues due to the **lack of a streamlined system**.

## **SOLUTION**

### **Richard Deshantz Group implemented TipHaus.**

The solution **streamlined payroll processes** by automating tip calculations. This innovative platform **reduced manual errors** and **saved valuable time** for managers. By automating tip-related tasks, managers can now dedicate more attention to productivity-enhancing activities and strategic decision-making. With TipHaus, transparency in tip distribution significantly improved. Employees appreciated the system's **accuracy** and **reliability**, leading to greater trust and satisfaction. Ultimately, this contributed to improved morale and retention rates within the organization.

## **RESULTS**

**135 hrs**

Saved per month in managers time

**60%**

Reduction in time spent on payroll tasks

**30%**

Increase in employee retention

“Implementing TipHaus has boosted employee engagement and improved retention rates by about 30%! Employees seem to really care about the transparency and accuracy TipHaus provides, allowing them to focus more on sales, fast service, and overall client satisfaction with one less major concern on their minds”

**Brian Boehm, Human Resources Director**

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**

