



Cohn's Restaurant Group Achieves Zero Tip Discrepancies with TipHaus

CUSTOMER NAME:

Cohn Restaurant Group

INTERVIEWED:

John Camacho, IT director,
and Erin O'Mara, operations
manager

PROJECT OBJECTIVE:

Cohn Restaurant Group sought a solution to streamline payroll, ensure transparency in tip distribution, and ensure legal compliance.

INTRODUCTION

Cohn's Restaurant Group, a family-owned and operated business for over 40 years, prides itself on exceptional hospitality led by David & Lesley Cohn. In our conversation with IT Director John Camacho and Operations Manager Erin O'Mara, we delve into how TipHaus empowered their employees with greater transparency and ensured legal compliance for their 33 restaurants.

CHALLENGE

- **Lack of Transparency and Efficiency:**

Transparency was lacking for both management and employees at CRG. **Spreadsheets made it difficult to track tips accurately**, hindering fair distribution and causing distrust.

- **Operational Inefficiency and Legal Risk:**

Auditing spreadsheets was time-consuming (**1-2+ hours per unit**) and lacked proper security and audit trails, raising concerns about CRG's adherence to tip distribution regulations and exposing them to potential liability.

- **Limited Functionality for Complex Needs:**

CRG's prior system, gratuity solutions, had limited functionality. **Spreadsheets couldn't handle specific needs**, such as customizing tip distribution for events or facilitating peer-to-peer recognition for support staff.

SOLUTION

Cohn's Restaurant Group's implemented TipHaus.

TipHaus's employee tip app boosted transparency, trust, and saved managers **5+ hours/week** by automating tips and eliminating spreadsheets. TipHaus' secure data storage and auditable reports ensured CRG adhered to labor laws and protected them from liability. Additionally, TipHaus addressed CRG's specific needs with features like custom team adjustments for events and a peer-to-peer recognition program for support staff. The streamlined export of service charges and tip reports further benefitted CRG's payroll department. Topping it all off, TipHaus' responsive and helpful support team provided exceptional customer service.

RESULTS

30 Hrs

Saved per month in manual labor

5+ Hrs

Saved per week in auditing spreadsheets

0

Conversations about tip discrepancies

“Onboarding with TipHaus was a breeze compared to Gratuity Solutions. The TipHaus team provided exceptional support throughout the entire process. Gratuity Solutions required everything to be done on the Aloha terminal, which was not only time-consuming but also prone to errors. TipHaus has been a breath of fresh air and their support team has been excellent, too!”

John Camacho, IT 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**

