



Brass Tap Baltimore Switches From Kickfin to TipHaus, Boasting a 30% Increase in Employee Retention

CUSTOMER NAME:

Brass Tap Baltimore

INTERVIEWED:

Barry Lowenthal, Owner

PROJECT OBJECTIVE:

Brass Tap Baltimore sought a solution to streamline payroll, ensure transparency in tip distribution, and reduce cash handling in their restaurant.



INTRODUCTION

The Brass Tap Baltimore offers over 150+ craft beers from around the globe in a neighborhood atmosphere that feels both relaxed and upscale. However, managing tip distribution fairly and efficiently was proving to be a challenge. In our conversation with Barry Lowenthal, Owner, we explore how TipHaus, a modern tip management solution, **empowered employees with greater transparency and control over their tip earnings.**

CHALLENGE

- **Problems with Prior Tip Management System:**

Brass Tap Baltimore's prior tip management system, Kickfin, wasn't meeting their needs. Manual calculations were slow and error-prone, leading to a lack of transparency among staff.

- **Cash Management Headaches:**

Frequent counting, security concerns, and constant bank trips (2-3 times weekly) made cash management a cumbersome burden for Brass Tap Baltimore.

- **Difficulty Estimating Potential Earnings:**

Inability to provide accurate estimates of potential earnings to new hires due to the lack of reliable data.

SOLUTION

TipHaus replaced Kickfin, eliminating Brass Tap's issues.

Automating tip calculations stopped time-consuming, error-prone manual work. Plus, our free, transparent employee tip app boosted trust and satisfaction. This newfound transparency also empowered Brass Tap Baltimore to confidently share accurate estimates of potential earnings with new hires, improving the recruitment process. Most importantly, TipHaus eliminated the need for physical cash handling altogether through our Earned Tip Access feature for tip distribution. This not only improved security but also freed up staff time previously spent securing, counting, and transporting cash, eliminating the need for those two to three bank runs a week.

“Switching to TipHaus was about as easy as it gets. I'd give it a 10 out of 10. Their support got our employees up and running quickly, and they're always there for us if any issues arise. Plus, unlike our old system, Kickfin, TipHaus calculates tips right at the point of sale, eliminating problems with shift changes and saving us about 30 minutes of manual work each day. But the most valuable part for me? Knowing every tip is divided fairly and accurately.”

Barry Lowenthal, Owner

RESULTS

\$1,000+
Saved in manager
wages monthly

30 min
Saved per day in
managers time

30%
Increase in
employee retention



Scan this QR code to listen to
Barry's experience

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

