

SCALING WITH CULTURE: HOW SAVED 140+ HOURS A MONTH AND BOOSTED RETENTION WITH

CUSTOMER NAME

Padrino's Cuban Restaurant

INTERVIEWED

Mario Padrino
Owner

PROJECT OBJECTIVE

Padrino's Cuban Restaurants sought a reliable digital tip-out solution that could boost transparency and eliminate manual work.



INTRODUCTION

Padrino's Cuban Restaurants is a family-owned, values-driven restaurant group with five locations and deep roots in Cuban hospitality. Founded on tradition, service, and culture, the group has succeeded in scaling operations while retaining a close-knit team, many of their GMs have stayed for over 20 years. With systems like Toast POS and Restaurant365 in place, they sought a tip management solution that could protect their culture while supporting growth. That's when TipHaus stepped in to help them scale with confidence, without sacrificing the culture they worked so hard to build.

RESULTS

95%

Decrease in management and staff conflict over tips

140+ Hrs

Saved per month in manual work

100%

Tip transparency with the TipHaus Employee App

CHALLENGE

Cash Handling Challenges:

With 85–90% of sales coming from credit cards, managers were short on cash, writing manual checks, and making frequent bank trips to pay staff.

Time-Consuming Manual Processes:

Tip calculations were handled manually, taking up valuable hours each week, and also increased the risk of human error and inconsistencies in payouts.

Need for a Digital Solution:

As the business grew, it became clear that Padrino's needed a reliable digital tip-out solution to reduce cash handling and improve accuracy and transparency.



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SOLUTION

Padrino's Cuban Restaurants implemented TipHaus

With TipHaus, Padrino's transformed how they manage and distribute tips. By introducing Earned Tip Access®, employees gained faster, transparent access to their earnings, without creating extra work for managers. The TipHaus platform integrated seamlessly with their existing systems, eliminating manual errors, reducing conflict, and saving over **140 hours per month**. Most importantly, the digital payout solution aligned perfectly with their mission to preserve a positive, values-driven work environment while scaling operations.

"Earned Tip Access was great for the employees, but the game-changing part was for the management. Before we switched, **85–90%** of payments were done by credit cards. We had days with 0 cash, and sending checks and making bank runs became a second job. TipHaus changed that. The rules are 'set it and forget it.' End of shift is simple. There's no conflict. The integration with our POS is clean. I'm a believer."



MARIO PADRINO, OWNER



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)