

# HOW *Citrico* STREAMLINED TIP MANAGEMENT, SAVED 14+ HOURS A MONTH, AND ELIMINATED LEGAL RISK WITH **tiphaus**®

## CUSTOMER NAME

Citrico

## INTERVIEWED

Alex Marquetti  
Owner

## PROJECT OBJECTIVE

Citrico was seeking a solution to streamline payroll during large events, ensure accurate and timely tip distribution, and boost employee retention.



## INTRODUCTION

Citrico, a Mexican Café & Agaveria known for its New Mexican and LA-style street tacos, is part of the Collective Hospitality group led by Alex Marquetti. As the group expanded, Alex saw the need for a more efficient and transparent way to manage tips. That's when they turned to TipHaus, to simplify tip calculations and boost operational efficiency across their restaurants.

## RESULTS

**90%+**

Fewer tip questions from staff thanks to the free TipHaus app

**14+ Hrs**

Saved in man-hours each month in Citrico

**100%**

Success rate in addressing user concerns from customer support

## CHALLENGE

### Manual Processes & Time Drain:

Managing tips in spreadsheets took too much time and often led to errors, especially as the business expanded.

### Not Scalable for Events:

Their manual system couldn't keep up with the demands of larger events and multi-location operations.

### Lack of Tip Transparency for Staff:

Without clear tip breakdowns, staff regularly turned to managers with questions, creating confusion and wasting valuable time.



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## SOLUTION

### Citrico implemented TipHaus

TipHaus was first introduced at Citrico in 2022 as a pilot program. The platform **automated tip pooling (18% pool contribution), ensured employees kept their tips, and streamlined large-party gratuities**, something owner Alex Marquetti was initially hesitant about but quickly recognized as essential for consistency. With **10–15 large events a month**, customization and automation were key. **Seamless integration with Toast POS, R365, and 7Shifts allowed Citrico to unify tip distribution, payroll, and scheduling.** Auto-reconciliation reduced manual work for managers, freeing them to focus on operations. The free TipHaus Employee App gave staff real-time visibility into their tips, reducing confusion, boosting transparency, and saving managers time, ultimately increasing morale and trust across the team.

"TipHaus solved time-consuming, repetitive tasks that were prone to error. It's a set-it-and-forget-it system, except for special events, where the ability to customize tip setups has been a game changer. At Citrico, we save over 3.5 hours per week on manual tip management. The ROI is clear."

**ALEX MARQUETTI, 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](mailto:sales@tiphaus.com) or [401.375.2536](tel:401.375.2536)