



PARTNERS WITH GoTab AND tiphaus®

TO STREAMLINE TIP MANAGEMENT AND ENHANCE EMPLOYEE AND GUEST SATISFACTION

CUSTOMER NAME

Stone Brewing

INTERVIEWED

Jeff Webb,
Regional Hospitality Manager

PROJECT OBJECTIVE

Stone Brewing was looking for a solution to improve transparency, reduce human error, and eliminate the time-consuming process of managing tips through spreadsheets.



INTRODUCTION

Stone Brewing, a leading craft brewery based in Escondido, California, was facing significant challenges with its tip management system. Before integrating GoTab and TipHaus, Stone Brewing relied on spreadsheets for tip calculations and manual data entry, which led to transparency issues with their staff and a potential for human error. As Stone Brewing grew to over 300 tipped employees, the brewery needed a more efficient, streamlined, and transparent solution for managing tips.

RESULTS

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Manual errors & legal risks from
spreadsheet tip calculations

192 Hrs

Saved per year
in managers' time

100%

Tip transparency for staff
through the TipHaus app

CHALLENGE

Time-Consuming and Unsustainable:

Managing tips for 300+ employees became unsustainable as the company grew. The team needed a more efficient and scalable system to handle tip distribution.

Human Error:

Manual data entry introduced frequent human errors, leading to inaccuracies in tip calculations and potential disputes among staff.

Lack of Transparency:

Relying on spreadsheets created transparency issues and made it hard for employees to understand tip calculations.

SOLUTION

Stone Brewing implemented TipHaus

To solve these challenges, Stone Brewing integrated its GoTab POS with TipHaus, transforming its tip management process. Automating tip distribution saved the team around **16 hours of payroll** manager time each month and eliminated the need for manual adjustments. Employees gained real-time visibility into their tips through the **TipHaus app**, boosting transparency and morale. By calculating tips based on the **time of sale**, the system ensured fair and accurate distribution across shifts. Meanwhile, GoTab's QR code ordering and check-splitting features enhanced the guest experience, while TipHaus ensured staff were compensated fairly for their work.

"Before integrating TipHaus with GoTab, our managers had to pull data from R365, export it to Excel, and manually calculate and adjust tips. Now, the process is fully automated; managers just need to verify punches in GoTab, saving us roughly 16 hours a month and countless headaches.

For any large brewing facility or high-volume venue, TipHaus and GoTab are a perfect match.

GoTab enhances the guest experience with QR code ordering and seamless check splitting, while TipHaus ensures error-free tip management and gives staff full visibility into their earnings.

It's a win-win for both our team and our guests."



JEFF WEBB, REGIONAL HOSPITALITY MANAGER



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)