

HOW **Ballyhoo** HOSPITALITY SAVES 280 HOURS EACH MONTH IN MANUAL LABOR ACROSS THEIR 10 LOCATIONS WITH **tiphaus**®

CUSTOMER NAME

Ballyhoo Hospitality

INTERVIEWED

Brendan McCarthy
Vice President & CMO

PROJECT OBJECTIVE

Ballyhoo Hospitality looked for a solution that would automate tip distribution, free up managers' time, and ultimately boost employee retention.



INTRODUCTION

Ballyhoo Hospitality, a name synonymous with feel-good dining in Chicago and the North Shore, takes pride in creating exceptional experiences for their guests. Ballyhoo boasts a diverse collection of restaurants, including Gemini, Coda di Volpe, and Old Pueblo Cantina. In our conversation with Brendan McCarthy, Vice President & CMO, we learned that as they continued to expand, Ballyhoo recognized the need for a more streamlined and transparent tip management system to ensure consistency across their growing number of locations.

RESULTS

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Tip management
compliance issues

280 Hrs

Saved per month across
all locations

100%

Accurate and smooth
integration with Toast

CHALLENGE

Inconsistencies in Tip Distribution:

Ballyhoo Hospitality needed a **clear understanding of tip distribution** from both manager and employee perspectives.

Time-Consuming Tip Calculations & Payroll Processing:

Payroll processing was **time-consuming** due to manual tip calculations and inconsistencies across locations, each with its own tip rules and patterns.

Lack of Transparency:

The **lack of transparency** led to employee concerns about tip accuracy, and management wanted a solution.



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SOLUTION

Ballyhoo Hospitality implemented TipHaus

TipHaus streamlined the process, **eliminating spreadsheets saving 1 hour of manual labor at each location a day, across 10 locations, that is 70 hours of manual labor saved a week.** The seamless integration with their existing Toast POS system further simplified operations and TipHaus helped them ensure that the tip distribution followed labor regulations. The biggest win? TipHaus fostered trust within the team. **Employees gained real-time visibility into their tips** through a dedicated web app, assuring them of fair and transparent practices. With bi-weekly payouts, Ballyhoo Hospitality solidified their commitment to a reliable and trustworthy system.

"Integrating TipHaus with our existing Toast POS systems was easy. TipHaus worked closely with us to ensure seamless integration, and any issues were quickly resolved. TipHaus has become an integral part of our tech stack, working harmoniously with our other tools to streamline operations and promote transparency amongst our staff."

BRENDAN MCCARTHY, VICE PRESIDENT & CMO



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