

IN MANUAL LABOR AND 40 HOURS PER MONTH IN MANAGERS TIME WITH **tiphaus®**

CUSTOMER NAME

Gage Hospitality Group

INTERVIEWED

Diego Decordova

General Manager

PROJECT OBJECTIVE

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



INTRODUCTION

Gage Hospitality Group delivers a rustic yet refined dining experience with genuine hospitality. Each concept features a unique personality, chef-driven menu, curated beverage program, and exceptional guest service. In our conversation with Diego Decordova, General Manager, we delve into how TipHaus transformed their operations by eliminating the need for manual calculations, reducing errors in spreadsheets, and providing full transparency for their 150 tipped employees.

RESULTS

40+ Hrs

Saved per month
in managers' time

\$20,000

Annual labor
cost savings

100%

Elimination of errors from
manual calculations

CHALLENGE

Inefficient and Time-Consuming Tip Calculation:

Manual calculations in spreadsheets took **8-10 hours/week**, reducing manager efficiency and increasing error risks.

Inconsistent Payroll and Discrepancy Issues:

Multiple people using spreadsheets at different locations lead to **discrepancies in tips, payroll, and troubleshooting**.

Lack of Transparency for Staff:

Staff were often **uncertain about their weekly tip earnings**, and management struggled to provide new hires with a reliable base tip salary estimate.



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SOLUTION

Gage Hospitality Group implemented TipHaus

TipHaus eliminated the need for manual calculations, it went from taking **8 hours a week to just 20 minutes a day** to calculate tips, freeing up managers' time. With TipHaus, managers can monitor tip accuracy and payroll in just **5 minutes a day**. Transparency was another key benefit. Staff now have easy access to their tip data through TipHaus, allowing them to see exactly how much they're earning. The system's flexibility allows Gage Hospitality Group to customize complex tip-out rules for different locations. TipHaus even streamlines bi-weekly payroll by providing staff with accurate estimates of their upcoming tips.

"TipHaus simplified our complex tip structures and cut our tip calculation time from 8 hours a week to just 20 minutes a day! Its customization, seamless functionality, and remote access are game-changers. Highly recommend it to any business tired of wasting time in spreadsheets!"

DIEGO DECORDOVA , GENERAL 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)