



## The Melting Pot in San Diego Saves Over 10 Hours Each Month on Spreadsheet Audits and Reduces Legal Liability Related to Tipping

### CUSTOMER NAME:

The Melting Pot

### INTERVIEWED:

John Camacho, IT director, and  
Erin O'Mara, operations manager

### PROJECT OBJECTIVE:

The Melting Pot sought a solution to streamline payroll, ensure transparency in tip distribution, and ensure legal compliance.

## INTRODUCTION

The Melting Pot is a popular chain of fondue restaurants offering a unique, interactive dining experience where guests cook their own food at the table. In our conversation with IT Director John Camacho and Manager Erin O'Mara, operations manager for The Melting Pot in San Diego, we delve into how TipHaus empowered their employees with greater transparency and eliminated discrepancies easing administrative burdens.

## CHALLENGE

- **Lack of Transparency:**

The Melting Pot's manual spreadsheet-based tip distribution system lacked transparency for both management and employees. **This made it difficult to track tips accurately.**

- **Operational Inefficiency and Legal Risk:**

Auditing spreadsheets before payroll took **over 2.5 hours** a week and **lacked security and audit trails**, risking **regulatory compliance** and legal liability.

- **Discrepancies and Conflicts:**

Reconciling credit card tips with cash payouts often **led to discrepancies**, creating additional administrative headaches and potential conflicts among staff.

## **SOLUTION**

### **The Melting Pot implemented TipHaus:**

The employee tip app offered real-time transparency, fostering trust and team alignment. By automating tip calculations and eliminating spreadsheets, TipHaus **saved managers over 10 hours monthly**, allowing them to focus on more important tasks. It ensured **compliance with labor laws** through secure data storage and auditable reports, eliminating legal concerns. The platform **effectively reconciled credit card tips with cash payouts**, reducing discrepancies and easing administrative burdens. Streamlined exports of service charges and tip reports further benefited payroll. Additionally, TipHaus' responsive customer service provided exceptional assistance.

## **RESULTS**

**100%**

Satisfaction with customer service

**10+ Hrs**

Saved per month in auditing spreadsheets

**0**

Conversations about tip discrepancies

“Onboarding with TipHaus was a breeze compared to Gratuity Solutions. The TipHaus team provided exceptional support throughout the entire process. Gratuity Solutions required everything to be done on the Aloha terminal, which was not only time-consuming but also prone to errors. TipHaus has been a breath of fresh air and their support team has been excellent, too!”

**John Camacho, IT director**

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**

