



How TipHaus Helped Hops n Drops Achieve a 95% Reduction in Conversations about Tip Calculations and Distributions

CUSTOMER NAME:

Hops n Drops

INTERVIEWED:

Jeronimo Cisneros, Vice President of Development & Kevin Eggen, CEO

PROJECT OBJECTIVE:

Hops n Drops faced challenges in ensuring accurate and transparent tip distribution and payment with increasing tip complexities across its 22 restaurant locations.

INTRODUCTION

Hops n Drops, a restaurant chain with 22 locations across multiple states, faced significant hurdles in managing tip distribution effectively. Their previous method involved manual processes and spreadsheets, leading to inefficiencies and inaccuracies in distributing tips to their team members. This not only created administrative burdens but also posed challenges in ensuring transparency and compliance with legal requirements. Our conversation with Jeronimo Cisneros, the Vice President of Development, and Kevin Eggen, the CEO, reveals how TipHaus transformed their operations.

CHALLENGE

- **Manual Processes:**

Hops n Drops faced **inefficiencies with manual tip distribution processes**, relying on spreadsheets that consumed valuable time and resources.

- **Lack of Transparency:**

The manual approach led to a **lack of clarity in tip calculations and payouts**, resulting in potential errors and unnecessary time-consuming conversations with staff.

- **Legal Compliance Risks:**

The manual process posed **legal risks and liabilities**, exposing the organization to potential compliance issues.

SOLUTION

TipHaus provided Hops n Drops with a comprehensive solution to their tip distribution challenges:

By automating manual processes and offering transparent tip distribution directly on paychecks, **TipHaus significantly reduced the time and effort required for Hops n Drops' tip management**. This automation not only eliminated inaccuracies but also ensured that employees received their tips promptly and accurately with complete transparency, which dramatically reduced conversations about tip discrepancies, relieving management of the administrative burdens and allowing them to concentrate on strategic initiatives and operational excellence.

“There has been a remarkable 95% decrease in conversations about tip discrepancies since implementing TipHaus. TipHaus automated what used to be manual work, significantly reducing the time our team spent on spreadsheets and administrative tasks. Our team morale and cohesion have improved as employees now receive their hard-earned tips accurately and promptly, aligning perfectly with our company values.”

Kevin Eggen, CEO

RESULTS

100%

Transparent tip distribution & payment

95%

Decrease in conversations about tip discrepancies

0

Headaches from legal compliance issues



Scan this QR code to listen to Kevin's experience with TipHaus

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**

