

# HOW **tiphaus**® STREAMLINED OPERATIONS AND BOOSTED TRANSPARENCY, SAVING \$4,500 PER MONTH AT THEIR SEATAC LOCATIONS

## CUSTOMER NAME

SSP America - SeaTac

## INTERVIEWED

John Wolfred  
*HR Manager*

## PROJECT OBJECTIVE

SSP America sought a solution to streamline payroll, ensure transparency in tip distribution, and reduce employee turnover at their SeaTac location.



## INTRODUCTION

SSP America has established itself as the aviation industry's leading expert, celebrated for introducing the region's culinary delights to airports and creating a true sense of place. Their mission is to deliver exceptional local dining experiences to every airport they serve. In a conversation with John Wolfred, HR Manager at their SeaTac locations, we explore how TipHaus has been instrumental in evenly and transparently allocating tips across multiple revenue centers at the SeaTac airport, minimizing financial discrepancies and instances of cash mismanagement, and significantly reducing employee turnover.

## RESULTS

**100 Hrs**

Saved per month in  
manual calculations

**\$4,500**

Saved per month in  
manual labor

**100%**

Increased transparency from  
TipHaus's employee app

## CHALLENGE

### Unclear Tip Distribution and Conflict:

Employees **independently managing tip sharing** led to frequent arguments. The lack of standardized distribution discouraged role rotation, limiting operational flexibility.

### Tip Pooling Confusion:

SeaTac **faced challenges in pooling tips** across their 250+ employees due to inconsistent practices across units. Different units managed tips in various ways, resulting in inconsistencies in employee compensation.

### Costly and Inefficient Manual System:

Maintaining spreadsheets for tip tracking required a dedicated staff member. This manual system **lacked transparency**, making it difficult to identify and address errors.

## SOLUTION

### SSP America Locations at SeaTac implemented TipHaus

By automating tip distribution, TipHaus ensured fair allocation, reducing conflicts over tip sharing and promoting role rotation among employees. The software provided detailed insights into sales and transactions, reducing financial discrepancies and mismanagement. TipHaus also facilitated easy identification of issues and refunds, enhancing compliance with union agreements and state regulations. This transparency and efficiency **saved over 100 hours in manual calculations and over \$4,500 monthly** by eliminating the need for a dedicated tip management role and reduced employee turnover, boosting retention and overall satisfaction.

"I love TipHaus. The breakdown tip section is my favorite. I can easily see sales by location and team members, which is incredibly helpful. Plus, the level of detail is amazing! If there's ever an issue with a refund or any discrepancies, it's easy to pinpoint the exact transaction, time of day, and even the employee involved. TipHaus has brought a lot of transparency to our operations."

**JOHN WOLFRED, HR MANAGER**



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