

HOW **HIDEAWAY PIZZA** ELIMINATED 600+ HOURS OF MANAGERS MANUAL TIP WORK MONTHLY ACROSS 23 LOCATIONS BY DITCHING CASH TIP ENVELOPES WITH **tiphaus**®

CUSTOMER NAME

Hideaway Pizza

INTERVIEWED

Mark McAuliff,
Controller

PROJECT OBJECTIVE

Hideaway Pizza sought a solution to streamline daily tip payouts, eliminate manual processes, and give employees faster, more transparent access to their earnings.



INTRODUCTION

Founded in 1957, Hideaway Pizza has grown into a beloved full-service pizza restaurant group with 23 locations across Oklahoma, Arkansas, and Texas. Known for its high-volume dine-in service and strong community presence, the company has built a loyal following and a dedicated staff. As Controller, Mark McAuliff oversees financial operations across all locations, working closely with the CFO and management teams. As the company expanded, so did the complexity of their tip payout process, making it clear they needed a modern, scalable solution to support both employee satisfaction and operational efficiency.

RESULTS

48+ Hrs

Saved per month
for leadership roles

600+ Hrs

Saved per month in
managers time

100%

Tip transparency and zero
manual errors

CHALLENGE

Manual Tip Management Took Too Long:

Managers spent the end of every shift verifying tip shares submitted by servers and stuffing envelopes with cash, losing valuable time to focus on more important tasks.

Employees Had to Wait or Travel for Tips:

Support staff not scheduled the next day had to wait or make a special trip to their restaurant just to get their tips paid.

Cash Runs Strained Leadership Resources:

The controller and CFO drove between all locations 12+ hours a week just to manage and move cash.



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SOLUTION

Hideaway Pizza implemented TipHaus

To reduce errors, save time, and modernize tip payouts, Hideaway Pizza rolled out TipHaus with **Earned Tip Access® (ETA) at all 23 locations**. With **HausDirect** and **HausMoney**, they eliminated cash envelopes, spreadsheets, weekly bank runs, and time-consuming trips managing or moving cash between their locations. TipHaus mirrored their existing tip share rules and integrated with Toast POS to ensure real-time accuracy, even in complex, multi-bartender setups. **Employees now get tips the next day** via direct deposit or a fee-free HausMoney card. The TipHaus app gives staff visibility into tip calculations, building trust and reducing confusion. The result: zero bank runs, fewer errors, and close to **700 hours saved per month across managers and leadership**.

*"TipHaus has been instrumental in transforming how Hideaway Pizza manages tip payouts. Across our 23 locations, we're saving over 12 hours per week, **about 48 hours each month**, just from eliminating the bank runs and cash handling previously managed by our leadership team. That doesn't even account for the time saved by our managers, who now save at least one hour every day. Multiply that by 23 managers, and we're **reclaiming more than 600 hours every month**. TipHaus has truly been a game changer for Hideaway Pizza operations!"*

MARK MCAULIFF, CONTROLLER



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)