



Washington
Hospitality
Association



HOW COLUMBIA HOSPITALITY STREAMLINED TRANSPARENCY AND EFFICIENCY WITH UNIFIED TIP MANAGEMENT ACROSS MULTI-CONCEPT OPERATIONS





STEVE HOOPER

CO-CEO, **tiphaus**®

GREG SHEER

SENIOR DIRECTOR FOOD &
BEVERAGE OPERATIONS,  COLUMBIA
HOSPITALITYTM





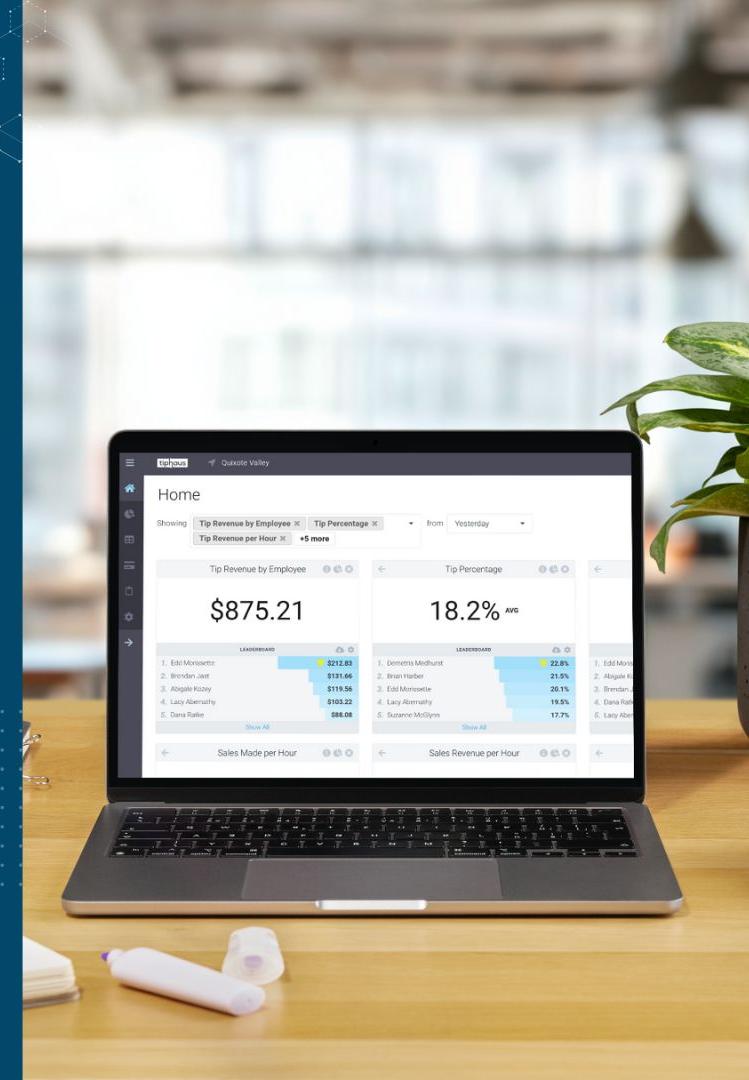


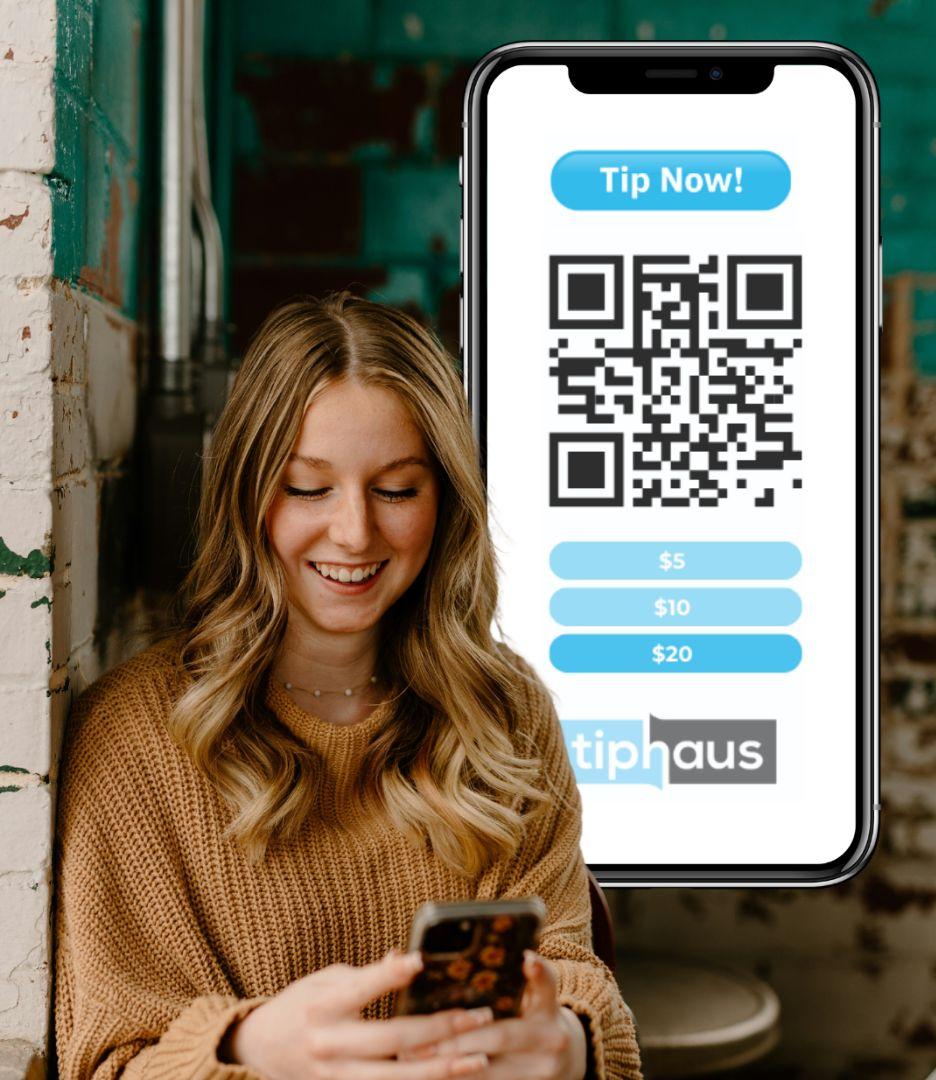
BEFORE TIPHAUS

- Property-specific tip management
- F&B leaders vs accounting teams managing workflows
- Heavy manual processes
- Lengthy end-of-pay-period verification
- **Biggest pain points:** time, compliance, inconsistency, errors, staff confusion

AFTER TIPHAUS

- Time savings: 15 to 30 minutes every day
- Improved payroll process and accuracy
- Greater transparency and staff satisfaction
- Take-home per hour visibility drives trust





- Switched from a stand-alone QR tipping product to Cheers by TipHaus
- Housekeeping and other departments now benefit from full integration
- Consistent earnings, no drop after switch
- The State Hotel now manages 100% of tips through one platform



THANK YOU!

Exclusive 10% Discount for Washington Hospitality Members



Scan the QR Code to schedule a time to meet

