Why XERA mPOS?
Tip Pools

The Scenario

In casual dining, table service and bar operations it is customary for the wait staff to tip out bartenders and bus help at the end of the night. What is not customary is to be fair and consistent as to the amounts being tipped out. Most often the amount of the tip out is left up to the wait staff and friendships and feuds play a large part in the calculation of these amounts.

For restaurant owners they spend too much time policing the tipped amounts, even having to watch the tip jar for people taking from the pool rather than contributing. For some restaurants, the tip pool is more of a headache than anything else.

The Solution

XERA mPOS has a Tip Pool module built into the software that will help manage the tip pools for the restaurant or bar. Multiple tip pools can be established and various amounts tracked. Here are some of the primary features of the module.

- Multiple Tip Pools can be established with multiple ways to calculate and contribute to the pool. Tip Pools can be established for different day parts (Defined by Day Parts) and different areas of the operation. For example there can be a tip pool for the daytime bartender and a different tip pool for the night bartender. There can be a tip pool for the inside bus help and a different tip pool for the patio bus help.
- Specific contributors can be defined for each tip pool. This helps by separating the wait staff that is actually working with the bartender and bus help into the tip pool for that person.
- Job codes and work location settings allow employees who work multiple job codes and multiple sections in the operation to only contribute to the tip pool when they are working that section.
- Specific menus can be used to calculate sales for tip outs. This is used to calculate tips for a bartender by specifying that the tip pool is to be for the Bar menu. Another example would be for the chef assigned to a specific sushi bar or grill.
- Specific recipients can be defined for each tip pool. That way the right bartender is actually receiving the tips for that specific tip pool.
- Calculations for the tip pool can be made against gratuities collected or by total sales. For instance, bar sales can be used to calculate the tip out for the bartender rather than gratuities collected when there are food sales. Food sales will push the total ticket average up, thus contributing to a higher gratuity amount. In this scenario it is much more accurate to calculate the tip out on bar sales rather than gratuities collected.
- As with contributors, recipients also have settings to allow them to collect from the tip pool when they are working the specific job code and location for that tip pool.
- A manual tip out is still supported.
- Calculations on the amount paid out of the tip pool can be on a % of the pool or based on hours worked.
- Tip Pool distribution can be made nightly or held until payroll.
- Tip Pool distributions are reported with payroll data.

The Conclusion

The Tip Pool module in XERA mPOS allows the restaurant owner to set up multiple tip pools and finally bring control to a real problem area. Employees will certainly gain from having the calculations be precise and based upon real data instead of friendships and feuds.

The restaurant owner will gain control and be able to create tip pools that actually foster greater teamwork within their operation and truly incentivize employees to provide great customer service.