


CASE STUDY



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OVERVIEW

Crush Yard Serves Up Seamless Eatertainment with GoTab + DishOut

Crush Yard, one of the Southeast's newest pickleball bars and lounges, is redefining eatertainment by pairing the nation's fastest-growing sport with chef-driven hospitality. With locations in Charleston and Orlando—and Nashville on the horizon—the brand brings together families, tourists, and corporate groups in a lively, community-focused environment. From climate-controlled courts to scratch-made menus and arcade games, guests enjoy connection and play without interruption. Behind the scenes, Crush Yard relies on GoTab and DishOut to keep operations smooth, service flexible, and payouts transparent. Together, these platforms ensure every guest has a fast, fun, and memorable experience while staff enjoy fair, efficient, and timely tip distribution.

COMPANY

Crush Yard Pickleball, Bar & Lounge

INDUSTRY

Pickleball Eatertainment Venue

FEATURES

- All-in-One Point-of-Sale (POS)
- Mobile Ordering & Payment
- Handheld POS
- Manage Dashboard
- DishOut, Tripleseat and CourtReserve Integration



THE SITUATION

Running a venue where guests rarely stay put is no small feat. At Crush Yard, players rotate between pickleball courts, lounges, bars, and arcade games. Traditional point-of-sale systems simply couldn't handle the dynamic service models required for families, corporate events, and high-volume tournaments.

Each location demanded flexibility. Orlando offers full-service dining, while Charleston relies on counter service and QR ordering. Meanwhile, staff need a seamless, transparent way to manage gratuities. Manual spreadsheets and cash handling risks slowing service and hurting morale.



GoTab and DishOut let us focus on creating experiences, not fixing bottlenecks. Guests enjoy scratch-made food without delays, and staff love knowing tips are fair, fast, and transparent.

—Brandon Buck, SVP of Food & Beverage

THE SOLUTION

Enter GoTab and DishOut. With GoTab's flexible POS, QR ordering, and handhelds, Crush Yard keeps orders flowing without interrupting play. Real-time sales data empowers managers to adjust staffing and service on-the-fly, while integrated kitchen display systems ensure food arrives quickly. DishOut automates tip pooling and distribution, sending accurate, timely payouts directly to employees' bank accounts. Together, the platforms remove bottlenecks, improve accuracy, and allow managers to focus on hospitality instead of payroll math.

The result? A tech-enabled eatertainment experience that balances high energy with exceptional service, delighting guests while boosting staff satisfaction.

THE BENEFITS

- ✓ **Faster Service, Higher Tips**
Orders placed via QR code or handhelds move seamlessly through the kitchen, reducing wait times and driving higher guest satisfaction and tip earnings.
- ✓ **Smarter Operations, Smoother Events**
Real-time reporting and flexible service models keep managers in control, ensuring large events, corporate groups, and daily service flow without bottlenecks.
- ✓ **Fair Payouts, Happier Staff**
Automated tip pooling and direct-to-bank payouts remove manual reconciliation, boosting staff trust, retention, and morale with transparent, timely earnings.



More Than a POS



GoTab is a restaurant commerce platform designed to optimize **experiences and efficiencies**. Unlike **legacy POS systems**, we are the only platform that prioritizes the guest at the center of the experience. We operate in all hospitality spaces from **fast casual and fine dining** to resorts and entertainment venues with all the stops in between.