

# Sage Payroll Full Service— the ideal host for Doolan's Shore Club Event venue finds the service it was missing with previous provider



Doolan's Shore Club is a premier wedding and banquet facility located on the Jersey Shore. In addition to providing a first-class venue, Doolan's Shore Club is home to a fine-dining restaurant, a full catering operation, and a 50-room hotel. For 60 years, the family-run facility has remained the leading choice for those planning a unique and memorable event. While the club and its employees are busy building memories for guests, Sage Payroll\* is hard at work ensuring everyone can focus on the fun.

## Service matters

Doolan's Shore Club has long relied on outsourced payroll providers, freeing its internal staff to focus on the club's core activities. Prompt and knowledgeable support has always been a priority, and when the support levels from its previous payroll service provider declined, the company began looking to switch.

"Our payroll service provider started outsourcing all of its support to a call center located outside of the country," recalls Rose Sluka, bookkeeper with Doolan's Shore Club. "Customer service levels immediately dropped. In addition to the language barrier, response times were slow and unreliable. That's just not acceptable when it comes to payroll. When we need answers, we need them right away."

## A measurable difference

Sluka says the company had no shortage of options when it went in search of a new full-service payroll solution. "I receive solicitation calls from payroll providers every week, and had ignored them all as they all sounded like they were offering the same thing. When the representative from Sage Payroll called, I could tell there was a difference. I could tell that customer service is a priority for Sage."

\*Sage Payroll was named PayChoice Payroll when Doolan's Shore Club initially implemented the solution. The product names have been changed in this case study to reflect current naming.

## Challenge

When Doolan's Shore Club's previous payroll service began outsourcing its support services, customer service levels plummeted, leaving the club frustrated and ready to make a switch.

## Solution

Doolan's Shore Club selected Sage Payroll for the quality of its customer service and its attractive price point.

## Results

Sage Payroll delivers the level of customer service and support that Doolan's Shore Club deserves and expects. The interface was easy to learn and easy to use. On-demand reports deliver vital business data. By handling all tax payments and return filing, Sage Payroll Services frees the club from worry about maintaining compliance with changing state and federal payroll tax regulations.

## Customer

Doolan's Shore Club

## Industry

Restaurant and hospitality

## Location

Spring Lake, New Jersey

## Number of employees

60+

## System

Sage Payroll Full Service

"Sage Payroll Full Service is easy to use, and the support is excellent. Our representative is so helpful and proactive, we feel like there are real people behind the company."

Rose Sluka, bookkeeper  
Doolan's Shore Club

The difference came in the form of a service representative who was personable, knowledgeable, and committed to the club's satisfaction. The competitive pricing structure offered by Sage Payroll helped seal the deal.

"It is like night and day compared to our old provider," says Sluka. "Sage Payroll Full Service is easy to use, and the support is excellent. The support representatives are so helpful and proactive, we feel like there are real people behind the company."

### Payroll at your convenience

With a weekly payroll of sixty-plus employees, Sluka appreciates the online interface of Sage Payroll Full Service that allows her to log on and begin the data entry at her convenience. "I can start the entry whenever I'm ready, save it, and then come back and finish," she says. "The interface is very user friendly and intuitive."

Doolan's Shore Club receives the printed checks, or vouchers in the case of direct deposit employees, ready for signature and delivery to the employees. "It couldn't be any easier," Sluka says. "Sage Payroll sends the checks by overnight carrier along with a detailed report that I use to make the journal entries in our accounting software."

### Comprehensive reporting

Sluka appreciates the extensive list of reports she can access through Sage Payroll Full Service. "I can generate any report we need quickly and easily," she says. "In addition to the usual tax and state unemployment reports, we can generate a report that shows how many employees and how many hours were associated with various holidays or seasons, for example. That helps us both in budgeting payroll expenses and in scheduling for an upcoming holiday."

### Payroll tax compliance made easy

With new and changing regulations, plus the intricacies involved with tipped employees, companies like Doolan's Shore Club find that maintaining payroll tax compliance can be a real burden. Sage Payroll Full Service removes that burden with a full service payroll solution that makes tax reporting and filing easy and affordable.

Sage Payroll files all required quarterly and annual reports on the club's behalf. "They also generate and deliver our employees' W-2s for us," adds Sluka.

She concludes, "We are very pleased with Sage Payroll Full Service. It is better than any similar solution I've worked with in my career, and I wouldn't hesitate to recommend it to anyone."

### About The Sage Group, plc

We provide small and medium-sized organizations and mid-market companies with a range of easy-to-use, secure, and efficient business management software and services --from accounting, HR, and payroll to payments, enterprise resource planning, and customer relationship management. Our customers receive continuous advice and support through our global network of local experts to help them solve their business problems, giving them the confidence to achieve their business ambitions. Formed in 1981, Sage was floated on the London Stock Exchange in 1989 and entered the FTSE 100 in 1999. Sage has millions of customers and circa 13,000 employees in 23 countries covering the UK & Ireland, mainland Europe, North America, South Africa, Australia, Asia, and Brazil. For more information please visit [www.sage.com](http://www.sage.com). Follow Sage North America on Facebook, [Facebook.com/Sage](https://www.facebook.com/Sage), and Twitter, [Twitter.com/SageNAmerica](https://twitter.com/SageNAmerica).

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