

A photograph of a restaurant interior, likely Troia, showing a long table set with white linens, multiple wine glasses, water glasses, plates, and cutlery. The table is decorated with large, vibrant floral centerpieces in shades of red, pink, and yellow. Candles in brass holders provide warm lighting. In the background, there are wooden panelings, a framed painting, and a modern chandelier.

Troia Restaurants

CASE STUDY

IN SUMMARY

Troia saved three FTE salaries from their overheads by investing in a HR and employment law support service that keeps solutions simple.

Making payroll & HR easy

Troia (UK) Restaurants Limited owns and operates twelve restaurants, including the world-famous Ivy in Covent Garden, with further expansion planned. The group prides itself on its exemplary customer service and exactly high standards, and has the same expectations of its partners and suppliers.

HR SERVICES WITH INDEMNITY

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MOOREPAY CASE STUDY:

TROIA RESTAURANTS

"MOOREPAY DEALS WITH ANY ISSUES WE HAVE STRAIGHT AWAY ... WE TELL THEM WHAT WE NEED AND THEY ISSUE THE FORMS OR LETTERS – IT'S ALL VERY FAST."

Responsibility for the group's 1,300+ employees rests with Janene Pretorius, Director of People for Troia UK.

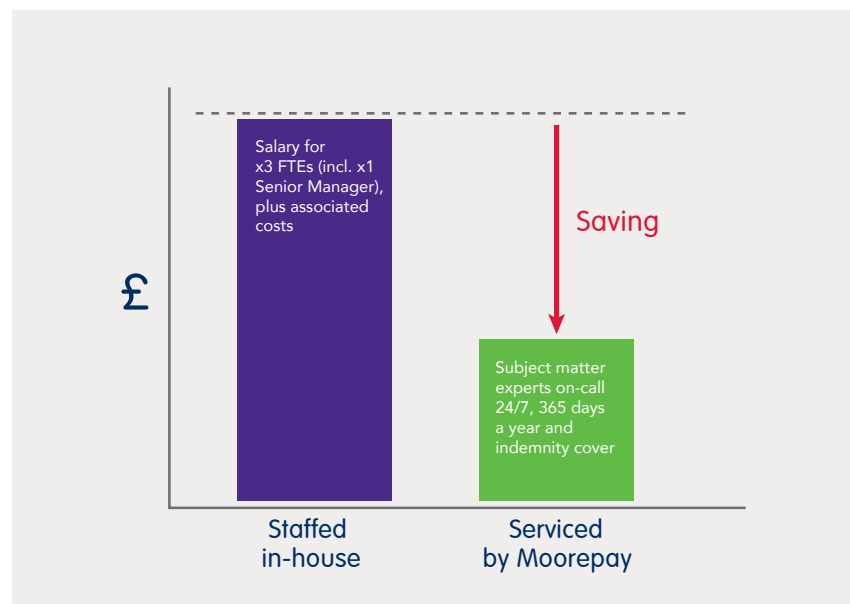
She has help from a couple of full-time members of staff who deal with recruitment and training, and each restaurant has between two and four managers who handle the day-to-day operations. But when it comes to the contractual aspects of employment law, Janene relies on Moorepay's HR and indemnity services.

"We are very lucky in that we have very few major employment issues to deal with," Janene explains. "Where I find Moorepay's help invaluable is with their assistance in drafting up contracts and making sure we are compliant. "I can be confident that when the restaurant managers deal with their employees – they can call the advice line, and follow their expert advice in dealing with disciplinary actions and ensure any letters we send are worded in the correct way."

Timely information makes HR easy

Troia (UK) Restaurants Limited has been established for three years, and Moorepay was the only choice for outsourcing the company's HR requirements:

OUTLINE BENEFIT ANALYSIS



"Myself and our shareholders used Moorepay in other businesses they were involved with. The service is very good. Moorepay deals with any issues we have straight away, and we don't have to wait for the information we ask for. We tell them what we need and they issue the forms or letters – it's all very fast. The only time we had to carry out a dismissal, Moorepay dealt with it all easily and efficiently."

Exchanging three salaries for on-call expertise

Janene is happy to admit she has the support of a very dedicated and loyal workforce. Yet, without Moorepay's help, she estimates

the group would need to employ around three additional full-time staff – one at a senior level to provide expert employment advice, and two to carry out the administration involved with dealing with employment issues.

"To employ someone with the level of expertise we get from Moorepay, they would need to be on quite a high level" she says. "I'd say we'd need to allow for a salary of around £50,000, plus the two admin roles."

The benefits to Janene and Troia of outsourcing to Moorepay include having expert advice available 24 hours a day.

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They also have access to Moorepay's HR Hub, an online platform where they can keep on top of the latest legislation, along with online toolkits and tutorials in areas such as recruitment and disciplinary procedures.

Troia's service also includes indemnity protection from potential costs of

employment tribunals, although Janene is confident that this is an area she won't need to explore thanks to her loyal team.

Silver service levels for operations and restaurant managers

An added benefit that Janene didn't anticipate is the level of service she receives.

"We work in hospitality and you need to be simple and effective, and be able to deal with quite complicated issues with the minimum amount of fuss. Our suppliers and partners need to be able to work with us, not against us – they need to make things easier and better. I've had issues in the past where I've had to deal with something that has been made needlessly complicated. Our contacts at Moorepay aren't like that at all, they make things very simple, easy to follow and they take away the difficulties. It's very beneficial for the company and our people."



"I'm extremely happy with Moorepay, and would recommend them to other businesses," she says. "It's a friendly, efficient and helpful service, and it's very important to us to have such a good relationship."

BENEFITS

- Immediate advice, information and paperwork to deal with disciplinary issues
- Saving x3 FTE salaries from overheads, including one £50k+ senior manager
- 24/7 access to HR Hub elearning platform with latest legislation, contracts and toolkits a click away
- 24x7x365 telephone and email service that keeps solutions simple

THE IVY

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