
CLIENT STORIES

How Figlia **feeds community and thrives** with OnPay's payroll services for restaurants

Restaurateur Riccardo Dardha knows that remarkable culinary experiences start with community roots and time to focus on great food. An efficient approach to running payroll helped him focus on growing his restaurant.



Building a culinary gem through the power of community

In 2023, after years of working in the restaurant industry, Riccardo Dardha opened his own dining establishment, Figlia, in Astoria, Queens, the very neighborhood where he and his wife had started their family. The restaurant's name is more than a memorable moniker, as Figlia is also the name of Riccardo's daughter, which means "daughter" in Italian.

"Having a restaurant and working in the city meant spending less time in Astoria, but my wife and I always tried to frequent local stores and support local businesses," Riccardo said. "We also got to appreciate and participate more in the caring, close-knit community we live in. It was only natural that my next project would be in Astoria."

Keeping the restaurant close to home became a reality when he found the space on 23rd Avenue. There was another bonus because this was more than a homecoming. Around the corner, he discovered local purveyors who would become key partners, making the project even more meaningful.

FIGLIA

ABOUT THE CLIENT

Figlia

Located at the center of Astoria, New York, Figlia serves as a celebration of community — crafting meals with care while showcasing local businesses in Astoria and Long Island City.

Where: Astoria, NY

Company Size: 11+ employees

Client Industry: Restaurant

Joined OnPay: January 2023

Figlia wanted a payroll solution that didn't create more work—and came with real support. OnPay made the transition effortless with automation, expert customer support, and integrations that fit right into their accounting setup.

The screenshot shows the OnPay dashboard for a user named Michelle. The interface includes a sidebar with navigation options: Dashboard, Workers, Payroll, Reports, Filings, HR, Time, Benefits, and Company. The main content area displays a greeting "Good evening, Michelle" and a row of employee profile cards for Marissa Richards, Douglas Riddle, Eliana Dennis, and Jessica Foley, with a plus icon for adding more workers. Below this, there are three main sections: "Recent pay run" showing "Feb 1st" with buttons for "SUMMARY" and "CHECKS"; "Pay schedule" featuring a calendar grid with dates 1 through 31, highlighting the 6th, 10th, 22nd, and 23rd; and "Next pay run" showing "Feb 5th" with a "START RUN" button and a "Bi-Weekly" frequency indicator.



“While under construction, I had the chance to speak with many neighbors and passersby who seemed eager and excited to experience our restaurant and have welcomed us with open arms,” Riccardo said. “I am excited that my team and I will be able to offer a taste of our food and warm hospitality to this welcoming neighborhood.”

The restaurant highlights the breadth of local businesses — such as Astoria Seafood, International Meat Market, Murray’s Cheese, and Earth & Me — that offer support to one another throughout Astoria and Long Island City.

THE CHALLENGE

Choosing a payroll partner instead of another generic provider

Riccardo had worked through every position in the food service realm from server to general manager and, ultimately, partner and owner. Reflecting on his journey, he said simply:

“You have to start from somewhere.”

As an owner, Riccardo prioritized streamlining processes wherever possible, especially in the early days when he had to run much of the operation on his own. As his team grew, he began evaluating areas for improvement, and soon, one climbed to the top of the to-do list after a conversation with his bookkeeper: Figlia’s payroll process needed an upgrade.

This wasn’t unfamiliar territory for Riccardo, who had already worked with three different payroll providers before opening Figlia. With the fast-paced, hands-on nature of the restaurant business — where every day is an “all hands on deck” scenario — he needed payroll software that was intuitive, easy to maintain, and reliable.

His must-haves were clear:

- ✓ A payroll system that made paying both full-time and part-time staff seamless
- ✓ Easily accessible customer support — including weekday and emergency support
- ✓ A simple online solution that integrated seamlessly with top accounting software

With OnPay, Figlia:



Works alongside their bookkeeper for better financial collaboration



Pays both full-time and part-time employees by direct deposit and check



Syncs data to top accounting software directly from payroll

THE SOLUTION

Figlia's bookkeeper advises for the easy switch to OnPay

When Riccardo set out to find a new payroll provider, he turned to a recommendation from his bookkeeper, who suggested OnPay for its ease of use and seamless integrations. From the start, it was a smooth experience. Figlia's bookkeeper connected Riccardo with an OnPay customer support representative, and after just one conversation, Riccardo was ready to bring the restaurant on board. The platform was intuitive, with a simple DIY setup, and the support team was always just a call away — staffed by knowledgeable experts who made the transition easy.

Unlike previous big-name providers pushing complex features Riccardo didn't need, he wanted simplicity — something user-friendly with easy access to customer service. OnPay delivered.

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“It was easy and just fit when we first started; there was no need to look at other providers.”

Riccardo D.,
Figlia

PRESENT DAY

A better way to run payroll and support what matters most

Since moving to OnPay, Riccardo can now complete payroll in under two hours each month. The platform's six levels of flexible permissions make collaborating with his financial advisor and team members effortless. The two-way integration with QuickBooks Online creates a seamless sync with his accounting software, and employees can choose between direct deposit or printed checks — giving Riccardo flexibility when paying employees. Since switching, Riccardo has more time to focus on what matters most: running his restaurant and supporting his staff and fellow community.