



CLIENT STORIES

1830 Chophouse focuses on customer experience by simplifying administrative tasks with OnPay

Executive chef and co-founder Shawn Sublette understands that delivering exceptional dining experiences starts with an efficient approach to managing day-to-day operations.



A journey back to flavorful beginnings: Where the past meets the plate

After working at many fine dining concepts throughout the US, Shawn Sublette decided to return to his roots in Lebanon, IN. The move would put him closer to family while putting his culinary skills to the test in his hometown. The homecoming has paid dividends, and Kinnard Drake's 1830 Chophouse, where he serves as executive chef, has attracted a loyal following. Shawn says that appealing to a variety of palates is by design – and keeps customers coming back.

"We want to be a place where you can come in and there's a little something for everybody."

1830 Chophouse is not just a restaurant, but a proud partner in the cultural tapestry of the Lebanon community, contributing to its vibrancy and fostering a sense of togetherness. They invite all to come and experience the heart of the city through every dish they serve.



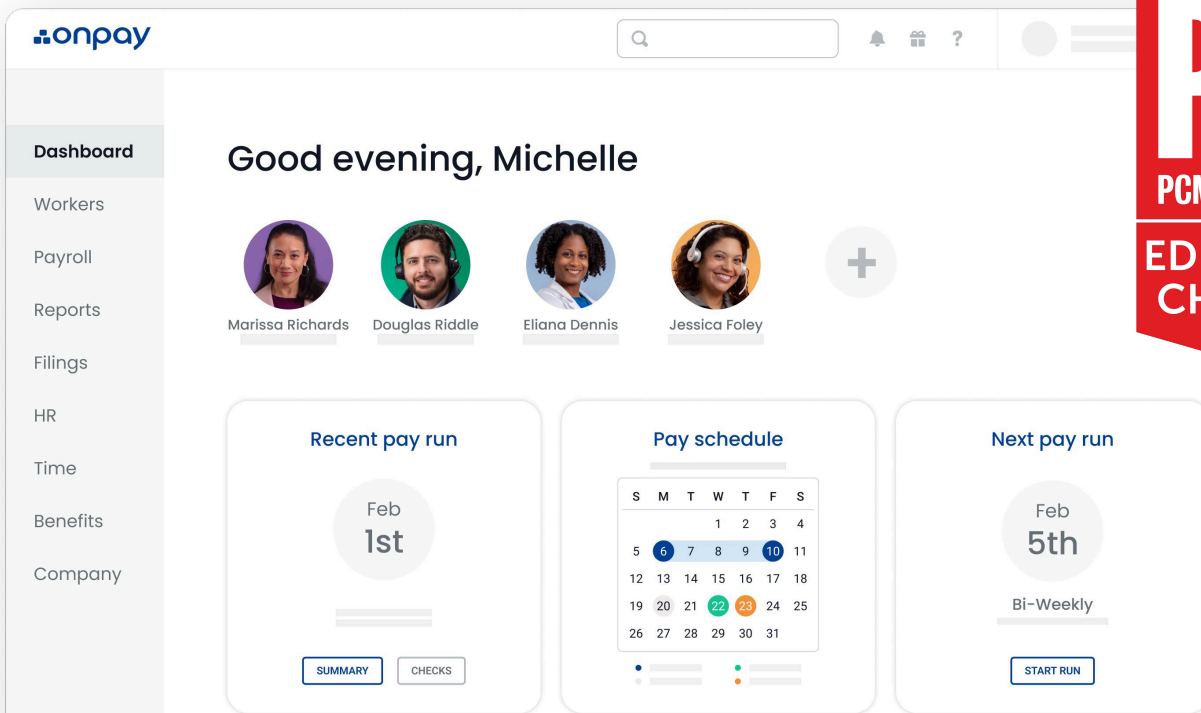
ABOUT THE CLIENT

1830 Chophouse

Nestled in the heart of Lebanon, Indiana, 1830 Chophouse offers the community an inviting dining experience that feels like home.

Where: Lebanon, IN
Company Size: 6+ employees
Client Industry: Food & Beverage | Restaurant
Joined OnPay: May 2023

1830 Chophouse needed an easy-to-use payroll software that keeps administrative tasks simple. With OnPay, they streamlined payroll and HR, freeing up more time to focus on serving our clients and the community.



THE CHALLENGE

Juggling roles, orders, and payroll in a busy new restaurant

Managing the restaurant's day-to-day operations, Shawn juggled many roles: owner, executive chef, server, host, and even head of human resources — all while growing his team. Meanwhile, word of mouth was bringing in a steady stream of customers, his staff grew, and naturally, so did the administrative demands of a business on the rise. Soon, running payroll and the related back-office tasks felt like a full-time job. To keep providing an exceptional customer experience, he knew there had to be a better way to manage it all.

Working with a local payroll provider seemed promising at first, but it did not make a dent in his workload because they lacked HR features such as self-service onboarding and employee pay stub access. This was manageable with a few employees, but since his staff could grow to over 30 people depending on the season, it became more of a hassle than a help.

Shawn realized it was time to find a partner that would check all the boxes.

He knew he needed:

- ✓ Easy-to-use payroll software with accurate tax filings, including HR tools
- ✓ Employee self-service accounts for onboarding, paystub access, and occasional updates
- ✓ Quarterly reports and payroll summaries to track overhead expenses

With OnPay, 1830 Chophouse:



Spends **only 4 hours a month** on payroll and admin tasks



Keeps overhead costs in check with regular reporting



Empowers employees to do more themselves with self-service

THE SOLUTION

A simple online solution to streamline day-to-day operations

To find his next provider, Shawn decided to take a different approach and started looking for recommendations through the National Restaurant Association. He wanted to find out which providers other restaurant operators were using, what their experience was like, and the features they were taking advantage of. As he did his research, OnPay kept coming up in conversations. Industry peers would mention its dependability and low cost compared to competitors, and, to his surprise, it had more features. Shawn also liked the fact that he could run payroll as often as he needed, as opposed to being limited to paying employees on a biweekly basis, which was his only option under the current setup.

Even after getting lots of first-hand insights from his culinary counterparts, he still scheduled demos with a few more providers. After speaking with OnPay, Shawn was sold. Reviewing his checklist of must-haves, it was clear OnPay had the right blend of reliability, robust features, intuitive interface, and top-notch customer support. Ultimately, it was the easiest and smartest choice for the business.



“OnPay is complete. The site is easy to use for both employers and employees.”

Shawn S.,
1830 Chophouse

PRESENT DAY

Seamless payroll that keeps the restaurant running

With OnPay, everyone at 1830 Chophouse has access to features that keep operations running smoothly and administrative to-dos in check. With a few clicks, Shawn can manage direct deposits, track PTO, process garnishments, and generate weekly or quarterly payroll reports. Employees can view pay stubs or request paid time off at any time of day or night. Overall, OnPay exceeded expectations by delivering where other providers fell short. With its comprehensive features and reliable support, it's not just a payroll solution; it's a true partnership that allows Shawn to focus on what he does best — running a successful restaurant.