

Case Study

Grill Concepts



Amid industry-wide staffing challenges, **Grill Concepts** serves up financial flexibility with earned wage access



www.tapcheck.com



sales@tapcheck.com



Tapcheck

“

It's just nice to have in case something happens. You never know when you might need to access your money. Even if you're not always using it, it's good to have.

— Jessica Pike, HR Director at Grill Concepts

Leveling the Playing Field for All Restaurant Staff

With their Daily Grill and Public School restaurants spanning Texas, Nevada, and California, Grill Concepts stands as a testament to culinary excellence and employee-focused management in the restaurant industry. But like many in the food service sector, they faced challenges in recruiting and retaining staff, particularly for positions that don't benefit from daily tips.

“We are on a bi-weekly payroll and many times people don't want to wait two weeks,” explained Jessica Pike, HR Director at Grill Concepts. “[Earned wage access is] really beneficial, especially to our employees that don't receive tips daily. Although our servers and bartenders go home with something every day, our kitchen staff doesn't.”

Seeking to address the financial needs of all their employees, Grill Concepts began exploring earned wage access (EWA) solutions to bridge the gap.



 **Company:** Grill Concepts

 **Industry:** Restaurants

 **Locations:**
Texas, Nevada, California

 **Payroll:** Paycom



A Recipe for Financial Flexibility

Implementing EWA proved to be smooth and beneficial

Grill Concepts decided to implement Tapcheck after reviewing Tapcheck's integration with Paycom. "It was actually really easy," Pike said of the integration.

“ Everything was seamless. The only thing we had to do was integrate it with Paycom, which ending up being pretty simple.

The ease of implementation extended to ongoing operations as well. "The process every payroll is easy," Pike said. "It's already done. We just upload the dataset and it takes care of itself."

Once in place, the EWA solution began to show its value almost immediately. While adoption rates started modestly, regular users quickly emerged. "I have noticed people using it consistently," Pike observed. "Even our managers have benefited from Tapcheck."

Interestingly, some employees found creative ways to use their Tapcheck benefit beyond its primary purpose. Utilizing the Tapcheck Mastercard, Grill Concepts employees are finding ways to get the most from their benefit.

"Some tell me, 'I use it to put money to the side [from my check],'" she explained. "So, [they're] taking that money and putting it on the Tapcheck card as a savings for when things happen."

This flexibility proved particularly valuable in unexpected situations for Pike, too. She had issues with own debit card, and while she sorted things out with her bank, she used her Tapcheck card in the meantime. "It came in handy," she said.



of restaurant employees live paycheck-to-paycheck, highlighting the need for flexible pay options

(Source: National Restaurant Association, 2023)



www.tapcheck.com



sales@tapcheck.com



Serving Up Competitive Advantages

EWA aids in recruitment and retention efforts

In an industry known for high turnover rates, Grill Concepts has found that offering EWA provides a competitive edge in both recruitment and retention.

"I think it's attractive to new applicants," Pike stated. "It is in our job postings so they see that when they're applying for the job, they know they can work today and get paid tomorrow."

While it's challenging to directly correlate EWA usage with retention rates, Pike has noticed a trend: **"It seems like the people that use it, they've stayed with us. When I run the payroll reports, I can see who is using it and I recognize folks. I think they see that as a benefit."**

This broader appeal underscores the potential of EWA to become an expected benefit across various industries, particularly for younger workers and those living paycheck-to-paycheck.

Offering EWA has helped Grill Concepts address the unique pay disparities in the restaurant industry. "It's who we're targeting [with this benefit]: the people who don't walk home with tips every day," Pike explained. "They still have that same opportunity to get paid earlier [like front-of-house staff]. It gives them that same experience of working and getting paid right away."

In an industry where margins are tight and competition for staff is fierce, Grill Concepts has found in EWA a powerful tool to support their employees, enhance their recruitment efforts, and strengthen their retention rates.

As the restaurant sector continues to navigate staffing challenges, solutions like EWA are proving invaluable in creating a more supportive and attractive work environment for all staff, from the kitchen to the dining room.



GRILL
CONCEPTS, INC.

 Tapcheck



www.tapcheck.com



sales@tapcheck.com

