

# A leisurely approach to HR and Payroll at **China Fleet Country Club**



This successful country club chose the Carval integrated Human Resource Management and Payroll System for flexibility and ease of use.

## Background

China Fleet Country Club is one of the west country's leading golf and leisure resorts. It is open all year round and set in 180 acres of beautiful countryside on the picturesque banks of the River Tamar, near the Devon/Cornwall border. Guests are accommodated in 40 apartments, with access to an impressive range of facilities including a 25m Leisure Pool, a championship golf course, 28 bay floodlit driving range, fitness suite, spa with Jacuzzi, steam room and sauna and a Health & Beauty suite. The resort also boasts a restaurant and brasserie as well as bars and a coffee shop.

China Fleet Country Club has on average 175 employees over the year, with more in the summer than in the winter. Being open from 7am to midnight, 7 days a week 364 days a year, necessitates a large and varied staff complement across 30 different cost centres. The company runs three payrolls; one management and one salaried, both paid calendar monthly. The third payroll is also monthly and is mainly for junior/casual staff. CFCC does not use temporary or agency workers.

China Fleet run Sage Line 100 and required a compatible solution that could manage the workforce and provide vital management information.

The project was the responsibility of China Fleet's Finance Director Shaun Russell, an accountant with 17 years experience in the manufacturing and the leisure industry. In both sectors he has managed considerable IT system changes.

## Shaun, why did you decide to acquire an integrated HR and Payroll system?

We initially agreed to acquire the payroll system as a solution to pull away from the outsourcing arrangement that we were using at that time. This was mainly due to our having in-house expertise and the potential to make cost savings. The HR system came as a by product of the payroll system.

## How did you set-about evaluating the different products available and why did you choose Carval?

It was a fairly straight forward decision. We have such a diverse requirement of cross department allocation there was very little choice of products that offered the flexibility coupled with ease of use that Uniwave does. The department, cost

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Shaun Russell, Finance Director

centre structure within Line 100 was also catered for within the Carval HR solution. Certainly having worked with Sage payroll for many years previously I had first hand experience and knew this would not have worked for us. Plus I had an already established relationship of the accounting software provision.

### **What benefits have come from using Carval HR Unity and how have these been measured?**

The main benefits that came as a result of the implementation were cost and time savings coupled with having total control of a system and the management information it produces.

#### **Specific benefits include:**

- Simple timesheet input meaning less time is spent on data entry
- Detailed analysis of employees working hours for pay and management processes
- Detailed absence analysis to manage and monitor all aspects of absenteeism
- Detailed employee records so that management know all the information they require about the workforce at any point in time
- Ease of access to management reports has provided the management team with a wealth of information to assist in managing areas such as staffing levels, absence, workforce monitoring and more.

### **How did the implementation go?**

No implementation is straight forward but apart from some small issues that were ultimately resolved there were no major issues. It was a culture shock for some employees as we had never previously used such a system due to the outsourcing. All Carval personnel involved guided and managed the process very well.

### **Have you developed the system since?**

We have had little need to make major developments as the core product suits our needs so well. The elements of the system that impact the business such as departmental analysis and holiday accruals have been adapted to suit our requirements.

### **Does HR and Payroll need to integrate with any other systems?**

No, I am sure this would work fine however I am a great believer in having a break point in systems to check and verify before entering the Nominal Ledgers.

### **Do you have any future plans in the area of HR and Payroll?**

Not at present, we need to consolidate our existing system before ultimately adding the self-service kiosk system.

