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How this hotel group slashed payroll time from 4 hours to one with Employment Hero

Case Studies



# How this hotel group slashed payroll time from 4 hours to one with Employment Hero

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## At a glance

<b>Company</b>	Commerce Enterprises Management Group (CEMG)
<b>Location</b>	Victoria, Australia

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– Premium

branches with

- ✓ You're seeking smarter, more streamlined ways to manage a casualised workforce.
- ✓ You want to reduce admin while boosting visibility across properties and keeping your teams connected.

## About CEMG

[Commerce Enterprises Management Group](#) (CEMG) is the team behind a growing portfolio of service apartment hotels across Australia, including 'Aligned Corporate Residences' and 'Corporate Living Accommodation'. With seven properties and a head office, their focus is clear: provide a premium, flexible accommodation experience for long-stay corporate travellers.

Whether it's relocating professionals, families with pets, or solo travellers needing a kitchen and a laundry over a hotel mini bar, CEMG's properties offer a "home away from home." And behind the comfort and concierge-level service? A hardworking team of around 115 employees – casual, full-time, and everything in between.

[Andrea Tuck](#), HR Manager at CEMG, plays a central role in supporting general managers at each hotel, as well as leading people operations across the head office. When she joined, HR processes were anything but centralised.

## Juggling sites, systems, and spreadsheets

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as diverse as their hotel

*"Each property was running separate payroll system, keeping shared visibility."*

manually retrieving data from

*istent data. It was very clunky*

With most staff paid under the hospitality award, Andrea needed a solution that would simplify compliance, streamline onboarding, and give employees the same quality of support the business delivered to its guests.

# Compliance confidence without the headaches

For CEMG, one of the first things that made Employment Hero stand out was its smart, no-fuss approach to award interpretation. Compliance made easy.

*"It just took that stress away. I no longer had to rely on managers to correctly interpret the award since it just does that for you,"* said Andrea.

From the get-go, Employment Hero's HR and payroll platform brought peace of mind. Built-in compliance checks, automated reminders, and direct integration with Australian workplace legislation were game changers.

Andrea highlighted the ability to do visa checks instantly, something that was once manual and prone to error.

*"Now, the system reminds you when a visa or a certificate is about to expire. It's not something you have to chase in your calendar anymore."*

She also praised the embedded legal compliance.

*"Using Employment Hero's legal team means the documents and policies we use are up to date and compliant. That's really important for a business our size."*

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# like a warm

staff, employee onboarding used to

was separate. If someone  
is, delays, frustration," Andrea

been streamlined – from sending  
details online – all of which syncs

directly into payroll. The result? Less room for error, more confidence at every step.

Andrea also pointed out the elevated employee experience during onboarding.

*"It gives employees access to their own data straight away, which is so empowering."*

## Payroll processing time cut from half a day to 1 hour

In hospitality, time is precious. Before Employment Hero, each general manager would spend nearly half a day every fortnight running [payroll](#).

*"It was a lot of back and forth correcting errors. Now, it takes an hour,"* said Andrea.

The shift to [Employment Hero's clocking system](#) was another huge win. It's given teams a clear, consistent way to track hours and removed the guesswork from approvals.

*"We went from Excel rosters and handwritten timesheets to a fully integrated digital system. Managers can now see exactly how much a shift costs, budget more accurately, and plan staffing around bookings."*

## Workforce visibility that checks out

When it comes to visibility and control, Employment Hero's workforce management tools deliver. Leave approvals that used to involve back-and-forth emails are now handled in a few clicks, with seamless integration into payroll.

*"Our senior managers can see everyone's leave in one place, which helps them make better staffing decisions."*

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en arms.

*ne, they were sold,"* she laughed.  
*s everything they need from*

ness survey and [earned wage](#)

*earnings early helps with*  
*n extremely positive too."*

# “Just do it... it’s completely transformed the way we work”

For Andrea, the value of Employment Hero goes far beyond ticking boxes.

*“I can’t express how much easier things have been since implementing this system. We’re more efficient, more compliant, and better connected across our properties.”*

Her advice to others in the hospitality industry?

*“Just do it. From the clocking system to automated timesheets to payroll, it’s completely transformed the way we work. For small to medium businesses like ours, Employment Hero saves time, removes admin, and helps us focus on what really matters – our people and guests.”*

And importantly, Andrea knows Employment Hero is always evolving: *“They’re constantly trying new things and improving existing tools. That means we can keep improving, too.”*

## Want to experience Employment Hero for yourself?

Employment Hero is an all-in-one Employment Operating System for HR, payroll, and recruitment built to simplify compliance, automate admin, and empower your people. From onboarding to offboarding, we streamline every step of the employee lifecycle so you can spend less time on processes and more time scaling your business.

Want to see how companies like Waterware are transforming their HR operations and driving real business impact? [Book a demo with our business specialists today.](#)

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## Acknowledgement of Country

We acknowledge Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work.

## What we do

Employment Hero is an end-to-end HR, payroll and recruitment solution designed for Australian businesses. Our suite of powerful employment tools help streamline your workday, so you can focus on what matters.

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\*Work email

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