



Home / Resources /

Quest Griffith's success story with Employment Hero: A game-changer for small businesses

 Case Studies



Quest Griffith's success story with Employment Hero: A game-changer for small businesses

3 min read

[Continue without Accepting](#)

Cookie notice

We use cookies or similar technologies on our sites to perform analytics, provide you with tailored content, and make your experience better. By clicking 'Allow', you agree to our use of cookies on the journey you take with us. Learn more by reading [our cookie policy](#)

[Your choices](#)

Decline

Allow



QUEST

GRIFFITH

At a glance

Company	Quest Griffith
Location	New South Wales, Australia

Cookie notice

We use cookies or similar technologies on our sites to perform analytics, provide you with tailored content, and make your experience better. By clicking 'Allow', you agree to our use of cookies on the journey you take with us. Learn more by reading [our cookie policy](#)

chnology.

The overview

Sophie Sun, owner of Quest Griffith, transformed her payroll process by switching to Employment Hero. Our platform streamlined operations, improved staff satisfaction and allowed Sophie to focus on business growth. Sophie encourages fellow business owners to embrace Employment Hero as a game-changing solution for their payroll needs.

About Quest Griffith

Sophie Sun has been navigating the hospitality landscape for years. Before stepping into her role as the owner of [Quest Griffith](#), she worked as a Human Resource Manager at various hotels. Now, she oversees a small, yet dedicated team at Quest Griffith, which has 68 rooms and over 20 staff members.

In our chat, Sophie shared insights into her journey and how transitioning to Employment Hero has transformed her business operations.

The quest for a better payroll solution

Before finding Employment Hero, Sophie juggled a different payroll system that she struggled with. It was a system that led to errors, from inaccurate records to missed payments, which made it difficult to pay her staff on time.

Cookie notice

We use cookies or similar technologies on our sites to perform analytics, provide you with tailored content, and make your experience better. By clicking 'Allow', you agree to our use of cookies on the journey you take with us. Learn more by reading [our cookie policy](#)

"I was frustrated because the system just wasn't working. When I entered a problem, I'd write it down, but I never understood the urgency."

After transitioning Quest Griffith to Employment Hero, Sophie said:

It was a relief to get it all sorted out through online chat. The platform was easy to understand and didn't need extensive training.

Sophie.

With Employment Hero, Sophie has the freedom and flexibility to manage payroll without constant stress. “We’ve never had any issues with ABA files or bank transfers. Everything is seamless now,” she shared.

Managing leave balances effortlessly

One feature of Employment Hero’s platform that has made managing her workforce easier has been the ability to pay superannuation and [manage leave balances](#).

“With our previous system, I had to manually calculate everything using Excel, which created such a headache,” she explained. **“Now, Employment Hero automatically tracks annual leave for full-time staff. It’s just so much simpler.”**

Sophie also appreciates that Employment Hero allows her to verify her employees’ work eligibility. “The platform can check visa entitlements and that’s very convenient for me because I can rest assured that my business is staying compliant,” said Sophie.

Positive feedback from staff

The positive impact of Employment Hero has resonated throughout her team as well.

“My staff says that the [clock in and clock out](#) system has saved a lot of time and that it’s much easier to use. I rarely have anyone coming to me with issues anymore which saves me a lot of time,” said Sophie.

Cookie notice

We use cookies or similar technologies on our sites to perform analytics, provide you with tailored content, and make your experience better. By clicking 'Allow', you agree to our use of cookies on the journey you take with us. Learn more by reading [our cookie policy](#)

d to focus on strategic
n payroll details.

t – growing my business.
ally with rising costs, but
e efficient,” she said.

ent Hero. It’s seamless,
e.”

oll and created a better
yment solutions so you have

more time doing what you do best? [Book a demo with one of our business specialists today.](#)

Talk to an employment specialist



Sophie Sun

Owner – Quest Griffith

[View Profile +](#)

- [Australia case study](#)
- [case study](#)
- [hospitality](#)
- [payroll](#)
- [Quest Griffith](#)

Company

[About us](#)

[Careers](#)

[Become a partner](#)

[Media Centre](#)

Get in Touch

[Contact Us](#)

[Sales](#)

[HR Login](#)

Support

[Service Centre](#)

[Help Centre](#)

[Implementation Hub](#)

Pick your region

[Australia](#)

[New Zealand](#)

[United Kingdom](#)

[Singapore](#)

Product

[Products](#)

[Solutions](#)

[Integrations](#)

[Quick Demos](#)

[Employment Hero work app](#)

[Employment Hero Jobs](#)

[Payday Super](#)

Connect

[LinkedIn](#)

[X](#)

[YouTube](#)

[Facebook](#)

[Instagram](#)

[TikTok](#)

Cookie notice

We use cookies or similar technologies on our sites to perform analytics, provide you with tailored content, and make your experience better. By clicking 'Allow', you agree to our use of cookies on the journey you take with us. Learn more by reading [our cookie policy](#)

ources and insights – delivered to
. **Subscribe.**

il

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.

- By checking this box, you agree to the processing of data in accordance with Employment Hero's [Privacy Policy](#).
- You consent to receiving marketing communications from the [Employment Hero Group](#) by email, text (including WhatsApp), and social media channels about its services or brands. You may withdraw your consent at any time.

[Subscribe](#)

Copyright © 2026 Employment Hero

[Trust & Legal Centre](#)

[Terms & Conditions](#)

[Privacy Policy](#)

[Data Processing Addendum](#)

[Cookie Policy](#)

[Financial Disclosure Documents](#)

[Australia](#) ▾

Cookie notice

We use cookies or similar technologies on our sites to perform analytics, provide you with tailored content, and make your experience better. By clicking 'Allow', you agree to our use of cookies on the journey you take with us. Learn more by reading [our cookie policy](#)