



A coffeeshop with a conscience

Chris Batten originally wanted Bespoke Coffee & Dry Goods to be half coffeeshop, half retail store. But once he opened the doors, the coffee half of the business exploded. Batten rolled with it, investing in the coffee business and quickly hiring more staff. Now, he's opened his second location, which will also service as an events space for parties and weddings.

Not having to worry about payroll is way better

I'm one of those people who lays awake at night staring at the ceiling worrying about what I forgot to do. Before I opened the coffeeshop, my plan was to use a bookkeeper or software service to do payroll. But then an ADP representative walked in and told me how they could help simplify my business and take a lot of stress off my plate. I figured I'd at least give it a try, and I'm glad I did. Opening a store and not having to worry about payroll, taxes and Forms-W2 is way better.

I had workers' compensation insurance through another company, but they were never around to answer questions. And this is an environment where people can get hurt or slip or burn themselves. I was already comfortable with ADP handling my payroll, so I consulted with Automatic Data Processing Insurance Agency, Inc., (ADPIA®), ADP's affiliate, and found out I could move my workers' compensation policy over to their agency. It was a move I needed to make.

Now that we opened a second location, we're creating the kind of salaried positions where you really want to retain good people. I like that ADP offers 401(k) packages, too. The more I can keep everything under one roof, the easier it is for me.

Chris Batten

Founder and owner



Quick facts

-  **Company:** Bespoke Coffee & Dry Goods
-  **Headquarters:** Wrightsville Beach, NC
-  **Industry:** Coffee and retail
-  **Established:** 2016
-  **Employees:** 20
-  **Locations:** 2
-  **Website:** Bespokecoffeeenc.com

Business Challenge: A first-time business owner wants to avoid the stress of payroll, taxes and compliance — and buy worker's compensation insurance from a company that will answer his calls.

How ADP Helped: RUN Powered by ADP® (RUN) helps automate many payroll, tax filing and compliance tasks, and ADP's Pay-by-Pay® Premium Payment Program simplifies workers' compensation insurance payments.



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ADP lets me focus on growing the business

We used Handbook Wizard to update our handbook, and Doc Vault is cool because I can put all my forms in there. And my employees can use the app to check their information without having to call me, which saves me time.

If you're always in your office banging your head on the wall, you're losing sight of the stuff that's going to make you successful. ADP lets me focus 100 percent of my time on growing the business.

#workingfor

My goal with Bespoke was to get a business off the ground and become profitable so I could turn around and let my employees share in the profits, then to take a percentage of the business and make it charitable. If I can take a vacation once a year, work for myself and give back to those who are a little less fortunate than me, whether through money or mentoring, I've accomplished what I set out to do.

Client testimonials are selective samples and do not imply an endorsement of any particular product or service. Results may vary based on the employer's particular situation and other factors.

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