



# A sunny service experience

Malibu Kitchen is a gourmet artisanal deli and bakery that caters to loyal customers and tourists alike. They are known for their specialty sandwiches, market fresh salads and an extensive selection of homemade baked goods.

## ADP® is doing something right

When we established Malibu Kitchen, we were using a different payroll provider. For a variety of reasons, we decided to move our account to ADP.

I prefer the option of talking to someone for the weekly payroll rather than submitting the information online. For me, the best thing about ADP is I can call in or get an automatic pre-scheduled call. It's nice to have that option, and it's always a pleasant experience. Almost every week I speak to a different person, and everybody I talk to is as good and friendly as the one before. Clearly, ADP is doing something right with their hiring and training practices. Whether it's the weekly payroll or updates on labor laws or general information, the company has proven to me that they are committed to stellar customer service.

## ADP staff always manages to be helpful

Periodically, an ADP representative reviews our payroll package to give us the best coverage options. I appreciate how helpful they are and that they have our best interest in mind.

## ADP employees make me feel like I'm their only customer

When I once asked how many small-business customers ADP has in the United States and was told nearly 750,000, I was flabbergasted! For me to be able to say that I feel like I'm their only customer when I call in the weekly payroll, that says a lot. If someone were to ask me about using ADP, I would say, "Don't think twice. Use them."

**Judith Haenel**  
Co-owner



## Quick facts

-  **Company:** Malibu Kitchen and Gourmet Country Market
-  **Headquarters:** Malibu, California
-  **Industry:** Gourmet artisanal deli and bakery
-  **Employees:** 6–10
-  **Website:** [Instagram.com/themalibukitchen](https://www.instagram.com/themalibukitchen)

**Business challenge:** Judith was frustrated by the lack of engagement with a former payroll provider.

**How ADP helped:** Even with nearly 750,000 small-business clients to serve, ADP employees always make Judith feel like she is their only customer.



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