

## Buffalo's Cafe Ends Human Resources Headaches; Gains Unemployment Claims Protection with MarathonHR

When **Buffalo's Cafe** owner Rick Roberts met MarathonHR's Scott Williamson at an Athens-Area Business Networking International meeting, he didn't realize he would soon find the solution for all his human resources (HR) challenges. After Roberts and Williamson spoke, Buffalo's Cafe became a customer of MarathonHR, using the firm for its HR paperwork, drug testing and background screening, workers' compensation compliance, unemployment claims assistance and more. Seven years later, the relationship is still going strong. "When an issue comes up, the first thing I tell my managers is, 'Call Marathon,'" Roberts says.

### *Big Restaurant; Big Challenges*

Despite having only one location, Buffalo's Cafe's HR needs are considerable. "Most people don't realize how much turnover a large restaurant has," says Roberts. "We have 60 employees, and we have 150% turnover during the year, mostly from workers who are leaving school or moving on to other opportunities."



Because of this, MarathonHR's assistance is especially valuable when Buffalo's Cafe has a problematic employee. One of MarathonHR's specialties is helping employers effectively implement progressive termination procedures, whereby an employer establishes benchmarks that ensure personnel understand the negative consequences of certain actions. Following these procedures keeps the employee apprised of when his or her job is at risk and gives the worker the opportunity to modify the behavior or face the consequences. Such an approach protects both the employer and the employee and makes unemployment claims, should they occur, easier to defend.

"I don't believe we have lost a single unemployment claim since we started working with Marathon," says Roberts. "Marathon tells us how to warn new hires about behavior that is considered a termination-level act, and what we should tell workers when we terminate them."

### *Quality and Value*

According to Roberts, the helpful assistance and advice MarathonHR provides to him and his staff extends well beyond the unemployment office. "The most valuable service we receive from Marathon is the quality of the information they provide us," he says. "They confirm everyone is legal to work, and they help us with procedural documents like our employee handbook. Initially, they added items that would make it comprehensive, and now, they keep it updated."

Marathon provides so much value, Roberts says, that he isn't interested in low-ball competitors who try to win his business. "I have people coming in all the time saying they can beat Marathon's price," says Roberts.

"Their service is so good that the savings isn't worth it. No one can beat Marathon's quality. Their people really know what they are talking about."



#### About Buffalo's Cafe

Located in the Beechwood Shopping Center, Buffalo's Cafe serves Athens and the surrounding areas with Buffalo's Cafe's world-famous, fresh-never-frozen, buffalo-style chicken wings and sauces and an exceptional guest experience. With more than 11,000 square feet of meeting space, it hosts numerous local meetings and special events in addition to the daily dining offered in its family-friendly restaurant. In addition to delicious food, Buffalo's Cafe of Athens is known for its community engagement and its full calendar of special events, from Trivia Night to frequent live music. For more information, email [athens@buffaloscfe.com](mailto:athens@buffaloscfe.com) or visit <http://www.buffaloscfe.com>.

MARATHON  
SERVICES, LLC



HR

Marathon HR Services, LLC  
2505-D Johnson Drive, Cumming, GA 30040 I Phone: (678) 208-2802 I Fax: (678) 807-5772  
[www.marathonhr.com](http://www.marathonhr.com)