

How Fourth's Payroll Bureau sets the benchmark in customer services for Benihana UK



With help from Fourth's payroll experts, Benihana UK runs smooth, stress-free payroll every time—keeping staff happy and staying fully compliant.

100% payroll accuracy

98.8 Customer Satisfaction Score (CSAT)

2.5 hours average response time

"Fourth's dedication and professionalism set the benchmark others should strive to achieve. Their personalised touch and attention to detail contribute to the delivery of an exceptional service"

Syed Mazhar Wasti

Finance Director

Benihana UK



Customer Profile:

Benihana is a chain of Japanese teppanyaki restaurants, originally founded in Tokyo in 1945. It turned dining into an immersive experience with private chefs cooking for diners at their tables. Benihana UK is part of Minor International's global restaurant portfolio and is governed by strict financial oversight and compliance requirements.



Customer: Benihana UK

Industry: Hospitality

Locations: 2

Employees: 110

Fourth Solutions: Fourth's Payroll Bureau



Challenges Faced:

Benihana UK's Finance and HR teams faced a range of interrelated payroll issues and needed to comply with strict legislative requirements, including policies around governance and access. Bonuses, holiday pay, and seasonal incentives added further complexity to the process. With rising labour costs and shifting legislation, Benihana needed a payroll service that could keep up

Solution:

Benihana UK turned to Fourth's PAS-accredited Payroll Bureau to manage payroll securely, accurately, and in compliance with UK standards.

Key capabilities include:

- Automated compliance updates: Fourth's payroll system automatically reflects UK regulatory changes and updates.
- Reliable support: An average support resolution time of under three hours means Benihana UK can rely on Fourth in high-pressure periods.
- Role-based access control: Ensures clear separation between data entry, approval, and reporting.
- Preview cycle with sign-off: Fourth sends draft payrolls in advance, allowing internal teams to make adjustments before processing.
- Export-ready data: Payroll reports in CSV format integrate with Oracle and Sage.

Results Achieved:

- 100% payroll accuracy from Fourth.
- 2.5 hours average support resolution time.
- Excellent administration support with neutral deadlines and clear communication.
- Supports strict legislative requirements.

"To me, excellent means getting a response that exceeds my expectations. With Fourth, I usually expect an answer within two to three hours; if it comes sooner, that's above and beyond. I'm happy to share Fourth's service is excellent."

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[Find out more about Fourth's Payroll Bureau](https://uk.fourth.com)