



## The right HR and payroll ingredients for a modern, bilingual workforce



**Neli Gomez**  
HR Manager  
Anthony & Sons Bakery

Anthony and Sons Bakery is an industrial bakery located in Denville, NJ. They supply handcrafted breads across the country and are known not only for using the finest of ingredients but also as an employer of choice amongst America's top commercial bakeries.

Family owned since 1984, Anthony and Sons strives to provide its employees with the very best opportunities. The bakery relies on its "HR department of one" Neli Gomez to ensure employees feel valued and have the tools they need to be successful.

### Business challenges

- Anthony and Sons Bakery needed to modernize their manual and paper-based HR and payroll processes to achieve their strategic goals for growth and innovation.
- With a large Spanish-speaking workforce, Anthony and Sons wanted to provide systems and documents that catered to both English and Spanish speakers.

ADP Workforce® Now helped Gomez successfully implement solutions to modernize the bakery and bridge the language barrier employees and managers faced.

### Baking modernization into internal processes

After working with multiple HR and payroll providers over the years, Gomez was aware there had to be a better answer than dealing with paper forms, importing files and going through multiple steps just to run a payroll. She was particularly delighted when ADP presented an all-in-one solution that would enhance payroll processes and streamline HR functions.

"ADP is a game-changer. They're more innovative and adaptable than other platforms, and they make everything so straightforward."

#### Quick Facts



**Company:**  
Anthony & Sons Bakery



**Headquarters:**  
Denville, NJ



**Industry:**  
Commercial Bakery & Retail



**Employees:**  
300



**ADP Products:**  
ADP Workforce Now®



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Gomez appreciates that ADP provides more than just HR and payroll software and is a partner who listens. "ADP is always adapting and rolling out new features that help make my job easier. And my feedback is always valued." She adds, "There have been times where I have just a quick question. I'm able to go ahead and utilize the chat or just call in and have somebody help me out right on the spot. Other platforms aren't as user-friendly or responsive."

## Bridging the language barrier

One of the biggest hurdles Anthony and Sons faced was the language barrier within their workforce. Gomez says, "Most of our managers primarily speak English, and more than half of our baking staff's first language is Spanish."

With the ADP mobile app, employees can log in and see their timecard and PTO in Spanish from their phone. "It's in their native language, so they fully understand what they're seeing and can better communicate with their manager." Gomez adds, "They can also make any necessary changes in the app right away."

As an HR department of one, such features have significantly reduced the time Gomez spends fixing timecards and tracking PTO requests. "There's so much they now do within the app—address changes, pulling paystubs, requesting time off... it's awesome," says Gomez. She's also thankful for AI features that easily allow her to translate documents and send out employee messages.

"What I love most about my job is helping people and letting them know everything available to them. As someone who is bilingual, I love being able to help communicate benefits to employees they might not have known existed or didn't know how to ask about because of the language barrier. ADP has been a game changer because it allows us to equally empower all our employees."

## A recipe for retention success

As a family-owned bakery, creating a wholesome, family environment is a top priority for Anthony and Sons. Thanks to ADP, Gomez can now pull analytics and generate retention reports, a capability that was previously unavailable. "I track birthdays and work anniversaries, a previously unavailable capability allowing me to reach out with a personal celebratory message," says Gomez. "This small, yet significant, feature has greatly contributed to Anthony and Sons' efforts to improve employee retention."

*"It's changed the way we support our people. They know somebody truly cares and sees them for more than just a number. I would recommend ADP to anyone. ADP has truly helped me achieve my goals, and their service is second to none."*

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