



# NIKOLE YOUMANS



## EMPLOYEE OF THE YEAR 2020

Nikole was hired in the Customer Service Department in September of 2015. I admit, I was skeptical at first but seeing that she was Eric Z's niece, we decided to give it a go. Well, I could not be happier about that choice. She continues to surprise me and the rest of the department with her organizational skills and her work ethic.

Nikole is one of our Wendy's CSR's. She handles the bulk of the accounts yet when a new group is acquired, she is right there taking them on without giving up any! She is my "go to" when it comes to Wendy's which is why she sets up the new groups. Back in April we were awarded the Buffalo/Rochester markets (47 locations) and three weeks later an additional 9 locations in Erie. Nikole took them all on and did not give up a single store. Nikole helped me get them all squared away with the correct monitors. In fact, it turns out that the entire time they were with Maine's they were ordering the incorrect grill items. Nikole figured it out, contacted the operator of the group and proceeded to train him and the stores on the correct items. We just acquired an additional 31 Wendy's locations in PA and yes, you guessed it, Nikole took them on. I had to pull a group from her which she did not want to give up. I'm guessing once she gets this group organized, she'll be asking for the other group back since that is how Nikole operates!

I hear her on the phone daily managing all aspects of order taking, delivery issues, and product issues without missing a beat. She is extremely friendly and personable yet remains 100% professional while speaking to her accounts. Furthermore, she always follows through on all issues. Nikole is a great team player and gets along with everyone in the company. For these reasons, I would like us all to recognize Nikole Youmans as an Employee of the Year!

Submitted by: Lynn Lasky