



BENJAMIN INTROVATOLO



EMPLOYEE OF THE YEAR

2017

As I was thinking about a nomination for employee of the year, I was having a difficult time narrowing my selection down to one person. So many people give so much. While I was deep in thought, I remembered back when I started working for Willow Run Foods over 20 years ago. I was introduced to the senior cooler picker. As Tony Nanni and I approached this guy, he was standing on the battery of his pallet jack building a pallet. This pallet was a sight to see. It was about 7 foot tall and was perfectly square. I'm pretty sure he may have been an architect in his past life. As I was learning how to load, I remember praying that I could load his coolers. To be honest, the main reason was because all I had to do is wrap the pallet and hope I put it in the truck correctly. I realized then that he worked very hard to make other people's job easier.

Soon after, he was promoted to team leader. His leadership skills were next to none. He taught his department all of the skills he learned and basically invented proper cooler picking on mixed concept trucks. He worked hard to make sure his department was well trained so they could be successful. During this time we were struggling with order accuracy when it came to bulk picking. He helped come up with an idea that we would check the bulk on every outbound truck. This was an extremely tall task. This job included making sure every bulk case on every truck was accurately picked with the correct total numbers that were being shipped. The programs saw immediate success. The amount of bulk errors were reduced to almost zero.

Over the past few years I have called on him to do things that he has never done before. Lately he has taken more of a leadership role in all aspects of shipping. With the hiring of several new loaders, he spends most of his days supervising loading now. He does a fantastic job helping the loading supervisors make sure the loaders are constantly improving their loading skills so we can send out quality loads. Also, I forgot to mention that he still watches over product rotation in the cooler. He makes up signs for the pickers to follow for high profile cases such as Wendy's and Five Guys Beef as well as Wendy's Frosty mix. Because proper rotation on those items is so critical, it is one of the most important tasks that we have in a day.

There is one thing that has never changed. Still to this day Ben Introvatolo goes out of his way to ensure the success of everyone around him. He rarely receives a pat on the back for the way he puts customers, fellow employees and Willow Run first. Ben is and has been an outstanding employee for Willow Run for over 24 years. I would like to award him the prestigious award of being a Willow Run Foods **EMPLOYEE OF THE YEAR**.

CONGRATULATIONS