



# OWEN FITZGERALD



## EMPLOYEE OF THE YEAR 2018

Owen has been with Willow Run Foods since 1996. He was originally hired because customers were just starting to order on line and we needed a computer expert to help the customers as well as Willow Run navigate through the process. At the time we had one Wendy's interested. Well, we now have over 95% of our customers ordering over the computer using one of the many systems we have available. Owen takes his time explaining ordering procedures with any inquiring customer. He helps them create order guides and happily answers their questions. Owen has to track the LTO's for all of the Popeye's. He takes the time to work with Purchasing, Customer Service, and each franchisee to make sure the commitments are all fulfilled so Willow Run does not lose money.

Little did Owen know that over the past year he would take on many more responsibilities. He worked many late evenings putting together e-mails and making calls in regards to our routes that were dispatching one to two days late. Owen never lost his composure. He had several customers calling him very upset and Owen took the time to explain the situation and remain upbeat. He worked with the corporate contacts at all of the effected concepts and kept everything perfectly professional. He took many calls in the middle of the night in regards to delivery issues and updating customers. He was and is a team player. Now that the dust has settled, Owen has slipped nicely into his new position of Director of Sales and Business Development. Since Owen was already the contact for most of the Popeye's and Arby's, it was a smooth transition for the customers to continue to get the straight answer. The only difference is now it comes directly from Owen to the customer rather than through another person.

Owen, we thank you for all of your hard work and dedication especially over this past year. We could not have done it without you! You highly deserve the nomination of Employee of the Year!

Submitted By: Lynn Lasky

# CONGRATULATIONS