

# 2019 Restaurateur Of The Year

Greg Fuchs

FACILITY MANAGER, TEAM SHOSTAK FAMILY RESTAURANTS

Greg Fuchs joined RFMA in 2016. He attended his first annual conference last year in Phoenix. When RFMA members gather in Austin, Texas, for the 2019 annual conference, Fuchs will be honored with the Restaurateur of the Year award.

“Never in my wildest dreams did I imagine I would be on stage in 2019,” he said.

Though one of RFMA’s newer members, Fuchs has spent his career in the restaurant industry. For 33 years, he has worked on the operations side—22 of which were with TEAM Schostak Family Restaurants (TSFR) as a district and business manager for Burger King and Del Taco. In 2014, he transitioned to facility management, overseeing 65 TSFR-operated Applebee’s locations in Michigan.

While in operations, Fuchs oversaw three internal technicians who serviced approximately 30 quick-serve restaurants, but he faced a large learning curve when he became a facilities manager.

“In 2016, I became aware of RFMA, and I knew right away it would be a valuable resource for professional development and a great asset for me,” he said.

He joined RFMA with the intention of learning everything he could about facility management.

Since then, he has earned his CRFP, is the current Franchisee Task Force Chair, served on the Membership Development Committee, was a Peer-to-Peer moderator for the first franchisee-focused call, has been a Restaurant Roundtable Session facilitator at the conference and is a RFMA Gives volunteer.

“In a short time, Greg has made quite an impact,” said Tracy Tomson, CAE, Executive Director of RFMA. “We have just begun to see all that he can do, and we are so happy to have him as a dedicated member of RFMA.”

Still, Fuchs doesn’t feel like he has done anything special.

"I've learned so much from RFMA and its members," he said. "I've gotten more out of RFMA than I've given back. I've participated a lot because I want to learn from and interact with the members as much as possible."

Fuchs' sincere dedication to his profession is apparent. It is demonstrated in his willingness to go above and beyond for RFMA and TSFR, his desire to continue honing his skills and his genuine nature with colleagues, partners and peers.

"I have never known an individual more committed to being the best facility manager than Greg," said Brian Thompson, Director of Facilities at TEAM Schostak Family Restaurants. "He is always eager to interact with his peers and help them or learn from them."

"As a vendor in the restaurant repair/remodel arena for more than 40 years, I see Greg Fuchs as a remarkable and a proven facilitator," said Tracy Adams, Stellar Building & Development. "I see him as the workhorse, in a profession where work is never-ending, where non-stop issues will come at this facilities man from every corner and angle of the business. Greg shines most as a company man. He has this special knack for being in everyone's corner at the same time. He focuses on what's best for the customers' experience. Greg Fuchs leads the way with kindness. He's thoughtful, polite and patient. He projects a great attitude and finds time for humor and humbleness. So, when Greg Fuchs calls, I find myself wanting to make him proud."

Fuchs especially enjoys RFMA's peer-to-peer calls. He always learns something he can use to better support his restaurants. And he credits the CRFP program for giving him a strong knowledge base, which he leverages during peer-to-peer calls, asking the right questions to learn solutions and best practices from seasoned facility professionals.

"Greg is always there when you need him and very responsive during times of need," said Tom Ruddy, Area Director at TSFR Apple Venture. "Greg is an individual that will drop whatever he's doing in order to get you what you need. I appreciate the partnership that Greg has fostered between facilities and operations. Due to our partnership, my businesses have come a long way and are now more financially responsible with facility maintenance."

"Greg is devoted to building strong partnerships, acting with high integrity, maintaining relentless work ethic, balanced decision making and long-term strategizing," said Brent Keyes, Area Director at TEAM Schostak Family Restaurants. "Greg delivers facility support in a gracious and effective way, at any time of day, and when interacting with him, you'll always feel his genuine passion to exceed

expectations. His knowledge of facilities and the business impacts of facility-related matters are second to none. Greg's drive for safety in the workplace is always front and center. He is a pleasure to work with and a great business partner."

To Fuchs, the award is a validation of his commitment and effort. It motivates him to strive to be better each day, stay positive and always look forward.

Mostly, Fuchs wants to give back to RFMA for setting him up for success. It's important for him to pay it forward, sharing what he has learned with the next generation of facility managers.

"Instead of baptism by fire, up-and-coming facility managers can turn to RFMA and use it as a stepping stone," he said. "We need to give back to RFMA, an organization that means so much to us and helps us in so many ways. If we don't, it may not be around or be as successful as it is."