

2018 Vendor Of The Year

Teresa Phelps

Coming from a large and close-knit family with five brothers and one sister, it's natural for Teresa Phelps to be outgoing, supportive and giving. She always puts the needs of others before her own. It is those innate qualities that make her an important and valued RFMA member and why she feels so at home with the community.

Phelps has been a member since 2007 and has made so many great friends.

"These are people whom I consider as family," she said. "I look forward to going to the trade show and seeing everyone."

She is a champion of RFMA and a well-respected member, who is deeply involved with Females in Facilities, the vendor community and RFMA Gives. She encourages all new DENTCO team members to join RFMA, get involved in committees, and attend events and the annual conference to develop and grow their careers.

"I love what Females in Facilities stands for; what it represents," she said. "It's women gathering together to have fun and to share knowledge."

But RFMA Gives is closest to her heart.

"RFMA Gives feels like a piece of me," she said.

When Phelps received the call from John Getha, CRFP, Chair of the RFMA Board and Director of Facilities at Wendy's International, and learned she had been named the 2018 Vendor of the Year, she felt honored and humbled to be selected.

"There are so many others who do so much more," she thought. "I'm accepting the award on behalf of all suppliers, who give whole heart-edly and desire to be part of an association to build relationships."

"I have had the pleasure of knowing Teresa for more than 20 years and consider her a dear friend," said John F. Catanese, Vice President of Chain Store Maintenance. "From the onset of our professional relationship, Teresa proved to be a conscientious member of the facility maintenance society who shared a common goal of increasing the awareness of our industry, as well as the ethical way we conduct ourselves as supplier members. Teresa's demonstrated knowledge in her position at DENTCO has allowed her to rise within their organization to become National Sales Director. Her unwavering support, glowing personality and warm smile transcend her passion for RFMA. I cannot think of a more deserving person to be recognized as RFMA's Vendor of the Year."

Phelps has been in the food-service industry for a long time. She was first introduced to it by her mother, who was a caterer. She also worked as a food-service distributor for 13 years and has been with DENTCO for 14 years. She approaches each day with optimism, anticipating the needs of her restaurant partners and delivering exceptional service.

"I find joy in what I do every single day," she said. "People are being asked to do more with less. We at DENTCO can offer an extension to our customers' teams, and to me, that's important."

"Teresa and her team are excellent business partners, true stewards of Ruby Tuesday's property and assets," said Kevin Carringer, CRFP, Senior Director of Facilities at Ruby Tuesday. "From the very beginning, Teresa's strong reputation as an industry leader made DENTCO our choice for helping us service and protect our real estate. Teresa's approach to our partnership has always been a spirit of transparency and a commitment to excellence. Teresa always makes time to provide further details as well as documentation as needed to help Ruby's make the best business decision. Teresa's leadership is contagious as her team shares the same enthusiasm and passion as what Teresa lives each and every day."

"Teresa is the consummate professional in everything she does," said Scott Milnes, President of DENTCO. "She consistently has hit her sales targets and objectives on a regular basis. She takes a hands-on personal approach in working with all of her potential and existing customers. Teresa also coordinates and is the leader of the Wellness Programs we offer here at DENTCO. Her enthusiasm for the different programs and the variety of ideas she comes up with is a great motivator for all of our employees and our company as a whole. It would be difficult to find a more personable, motivated and well-liked individual than Teresa!"

As an experienced professional and a natural leader, Phelps is passionate about guiding the next generation. She is excited about their contributions to the association and the industry.

"As the world evolves and changes, there's something we can learn each day," she said. "New members offer fresh outlooks and different perspectives and solutions. It's more information we can share with each other. I believe in giving back any way you can, sharing your knowledge and being helpful to bring the younger professionals along—that's what it's all about."