

## Impeccable First Delivery to Blazing Onion

The first deliveries to multiple units of Blazing Onion, a fast-casual gourmet burger chain, were error-free thanks to the dedicated and committed team at FSA Seattle.

**Aaron Wright, Brett Klawitter, and Dave Pearce** were the drivers who achieved perfect deliveries for the first shipment to six Blazing Onion Washington locations—Gig Harbor, Tacoma Mall, Alderwood Mall, Mill Creek, Marysville, and Snohomish Station.



"Dave went out of his way to stop by the Blazing Onion at Alderwood Mall. He knew that he might be delivering their first order and wanted to introduce himself to the manager," said **James True**, Transportation Manager in Everett. "Brett also took his own time to visit the Tacoma and Gig Harbor locations to meet with the managers for a tour of their kitchens and storage areas. Our customers remember things like that. These examples emphasize that we have the most service-oriented delivery Associates in the industry."

The team responsible for bringing in the new customer is comprised of **Christine Sellers**, National Account Executive; **Rick Lund**, Business Development Director; **Jim Shea**, National Accounts Manager; **Debbie Johnson**, Account Coordinator; **Abi Salmon**, Sales Administration Coordinator; and **Krisi Mark**, Sales Support.

"**Mike Kriegel**, Routing and Delivery Supervisor, was a huge part in getting the routing and delivery information set up," said Christine. "He visited each location prior to their opening orders, met with the managers, and created delivery instructions and map information for each account. His work was key in the opening deliveries going so well."

Christine said the owner was pleasantly surprised with the process.

"Blazing Onion owner Lorri Jones had expected issues to come up during the initial deliveries, but was pleased that there were none," she said. "Lorri said it was great to work with the FSA team and to have the details taken care of quickly."