

J. Kings initiates program for service excellence

Long Island foodservice distributor J. Kings Foodservice Professionals Inc., Holtsville, N.Y., maintains a strong benefits program for its workers, said Joel Panagakos, executive vice president.

Taking a cue from Marriott's Ritz-Carlton hotel organization, J. Kings integrated that hospitality company's service excellence program into its employee programs, Panagakos said.

"If you have ever stayed at a Ritz, you see their customer treatment is superb," Panagakos said. "Whether it's an internal customer, a fellow employee, or an external customer such as the Waldorf Astoria, we want everyone to feel that they have been treated equally and with respect.

"The culture of our work force is what has led to success. We treat our employees very well financially. In turn, we expect a lot from our employees."