

TEAM Schostak Family Restaurants Recognized as 2022 USA Top Workplace

July, 2022

When Mark Schostak learned TEAM Schostak Family Restaurants was named to Top Workplaces USA 2022 for the first year in addition to being recognized as a top workplace in Michigan fourth straight year, he was surprised and not surprised.

"It's nice to be recognized, especially for our people," said Schostak. "For me and the other leaders, we kind of expect it because it's what we do. Everybody should be a top workplace. We were particularly gratified by our peer group. It was a recognition for our people for all the hard work and innovation they poured into the top workplace."

TEAM Schostak Family Restaurants, or TSFR, ranked #22 out of 50 in its category. Schostak is executive chairman and one of the owners of TSFR. He said it's the culture of the organization that keeps employees happy.

"It's all about culture and working on our culture and making sure it's top of mind. If there's one thing to do to be really successful, it's our culture and bringing it to life every day. We make sure we have a culture that values our people, and they feel appreciated," Schostak said. "For culture to work, it has to start at the top with senior leaders. They have to buy into it and believe it. It only really works if it cascades down to all levels at each restaurant."

TSFR includes:

- 63 Applebee's
- 56 Wendy's
- 12 Mod Pizza
- 8 Del Taco
- 29 Olga's Kitchen (four are Olga's Express)

John Terry, a TSFR area director for Wendy's, believes the Top Workplaces USA 2022 offers important information for leaders.

"From my level, it's a lot of good information to help us be better," Terry said. "One of the things we strive for is to lead the way. The info we get from Top Workplaces is what we need to diagnose our people. We don't take the info lightly and we make the changes necessary to stay ahead of employee engagement."

Schostak agrees. Keeping employees engaged through a commitment to promote from within has been successful as has the partnership TSFR has with Cleary University.

"If you work at TSFR, there's a full-ride scholarship to Cleary that extends to the employee or family (spouse/child). We had over 120 people graduate. It's really very gratifying," said Schostak.

Terry is one of the TSFR employees who benefited from being promoted from within and is taking advantage of the tuition program to earn his bachelor's in business management.



"I've been at Cleary for just about two years," Terry said. "I had become part of the Cleary committee at TSFR to help get people to sign up. It was a regret of mine being almost 40 and never going to college. I had been thinking about it and the pandemic was the push. It's an online program. The teachers have been awesome and it's flexible around a restaurant schedule."

In addition to offering tuition programs and flexible scheduling, the organization also has the TSFR Cares Fund where employees contribute and the Schostak family matches.

"If you're an employee and you have a catastrophic event, the TSFR Cares Fund can help," said Schostak. "We've given around \$800,000 dollars over the years. It's employees helping employees and people helping people."

In addition to the culture and employee perks, Terry sees the value in being named to the Top Workplaces USA 2022.

"It's all about culture and working on our culture and making sure it's top of mind. If there's one thing to do to be really successful, it's our culture and bringing it to life every day. We make sure we have a culture that values our people, and they feel appreciated,"

—MARK SCHOSTAK

"There's a huge benefit to the potential people coming in," he said. "The survey and the Top Workplaces USA 2022 give us an advantage. The restaurant industry is high stress. Usually, Top Workplaces are mortgage companies with nap pods. We feel taken care of and it reflects on our company."

Overall, the success TSFR sees is due to people, and how people are treated. And for Schostak, it's a little more.

"Our core purpose is to create opportunities that make lives better. It's what we aspire to, creating opportunities to make lives better," he said.