

Your inside look into the package printing industry and what CL&D Graphics can do for YOU!

aka  
"The BBQ"

## Refining the Art of Customer Service

Meet your Customer Service Team at CL&D Graphics!

### Our promise to you...

To do everything possible to make sure your experience is **OUTSTANDING**

To meet all deadlines (on or before) and project requirements

To give your product orders the time and dedication they need

To answer all your questions and be a central communication point between you and your projects

To be friendly and supportive every day



## Continuous Improvement...

### Lean

Analyzing our everyday procedures and planning gives us more knowledge on how things can be done more efficiently. We are currently working on eliminating any wasted time and efforts in our project flow so our service to you can be even faster and friendlier. Our goals will be met by early next year on various internal projects. Please let us know of any other ways in which we can help improve our service.

### Project Management

As representatives of each of our individual accounts, we are directly responsible for all projects and orders that need to run through our doors. As a result, we have become much more in tune with how to manage our time, internal resources, and organizational flow so we may be certain each of your projects is a success. This also means you will be able to get all information and updates from one source instead of many. As you'll see in the bullet below, we are also consistent in our education practices so we may truly be a one-stop-shop resource to you!

### Education

An ever-changing environment of innovation and product development ensues a need to support continuous knowledge development. Our field experts and management team make it imperative that we continue to learn so that we may better serve our customers' needs. Our learning objectives include, but are not limited to, material specifications, market trends, pricing, innovation forecasts, and all internal product line data. Our goal at CL&D is to be able to advise our customers with better information so that their packaging needs are met with exceeded expectations.



**Wisconsin Customer Service Team (Top Picture)**

Listed from left to right  
Bill Logothetis - Customer Service Department Manager  
Eric Steinman - National Account Manager  
Bev Wille - Administrative Assistant  
Daryl Powers - VP National Accounts  
Jolene Hess - Account Manager  
Joe Paczesny - Account Manager  
Karolina Vizcaino - National Account Manager  
Lisa Arndt - Account Manager  
Dorothy Wineke - Administrative Assistant  
Laura Johnson - Account Manager  
Chelsea Beil - Account Manager

**South Carolina Customer Service Team (Bottom Picture)**

Colleen Burtch - National Account Manager  
Leslie Barrineau - National Account Manager  
Lindsey Griffin - Account Manager



**Building Brands Through Packaging**

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