



*Mario and Amanda have done a tremendous job turning around Customer Service in Memphis. You guys have done a fantastic job. Thank you for everything you do.”  
- Amanda Smith, Small Packaging Senior Customer Service Manager*

## Memphis (Small Packaging)

The Customer Service Team was recognized throughout the week with lunch featuring favorites of each CSR, Mario Howell (left) and Amanda Poe (right). On Wednesday, the team was recognized during the facility’s KPI review and presented with cards signed by all employees and stress relief gift baskets (pictured with Larry Cain, Acting Plant Manager).







### Decades Day

"Good customer service is always timely."



### Superhero Day

"Everyday heroes - not all superheros wear capes.."



### Movie Stars

"Our great service is legendary."

## Anniston (Industrial Packaging - IBC)

The Customer Service Team based at the Anniston IBC facility celebrated National Customer Service Week with themed spirit days.

Member of this team include: **Sharla Parris** (Romeoville), **Carol Tierce** (Geismar & North Wales), **Lisa Carr** (Clarkston), **Jenna Owen** (Chillicothe), **Jonathan Sikes** (Anniston), **Shelly Adair** (Anniston), **Amy Webb** (Atlanta & Hutchins), **Kayla Norred** (Houston & Woodlands bottles)







## Addison (Industrial Packaging - IBC, Large Packaging Inbound and Poly Drums)

The Addison Customer Service Team celebrated this week with office decorations, food and some Mauser themed competitions.

Left Image: Sean Greene, Nancy Claudio, Lisa Gardley-Brown and Debble Serino

Top Image: Cynthia Kahler, Jennifer Behringer, Nancy Claudio, Nayeli Labra, Neil Pellicci, Sakina Harris, Stacie Hemley, Terlisa Gardley-Brown, Thomas Orthal and Veronica Gaines

Right Image: Cynthia Kahler and Pam Bravo







## Mid-West Region (Industrial Packaging - Reconditioning)

The Mid-West Region Customer Service team was recognized with gift bags and will be treated to a riverboat cruise on Friday.

Top right image: Lis Olvera

Bottom left image: Meagan Guthrie

Bottom center left image: Mike Lusk, Cassandra Stewart, Kara Ollerdisse, Sarah Gordon, Stacey Bennett, Tanisha Edwards and Lisa Stiens

Bottom right image: Esmeralda Torres







## Chicago Metals (Small Packaging)

Customer Service Team has been recognized throughout the week with breakfast or lunch each day and decorations in the office area. On Wednesday the team was recognized with personalized t-shirts and certificates. Customer Service Team (pictured left to right) - April Strauder, Bozena Kenar, Michelle Dismuke, London Ratcliff, Juanita Phillips and Brittany Townsend







*"Thank you to this team for all their hard work and dedication to providing excellent customer service to our customers."  
- Rami Salim, Customer Service Manager*

## East Region (Industrial Packaging - Reconditioning)

Top Row (left to right) - Helena Alves-Brito, Lisette Soto, Renee, Heise, Richard Archer, Christina Hantzis, Angie Hall

Middle Row (left to right) - Marlenia Burrell, Terra Reilly, Stephen Pike, Teressa Forrest, Rami Salim, Brice Cole, Amy Hudson

Bottom Row (left to right) - Martha Soto, Radi Alsaudi, Amy Hudson, Sherri Duncan, David, Gesmondi, Qamari Brown







## Addison (Industrial Packaging - Reconditioning Outbound Team)

The Addison Reconditioning Outbound Customer Team celebrated National Customer Service Week with lunch.

Team members include: Barbara Czerwinski, Emily Cruz, Maureen Harold and Margie Joy

