



December, 2011

I am pleased to introduce our "E-News" newsletter. This update will be shared with our partners on a regular basis to inform you of new developments and actions that we are taking to improve our "ease of doing business" and to gain profitable market share. While we are facing economic headwinds, the opportunity for growth with Garland is significant and we are committed to working with you to make it happen.

- Jacques Seguin

### Garland Team Introduction

**Name:** [Jacques Seguin](#)

**Title:** V.P and G.M of  
The Garland Group

**Phone:** 905-206-8011

**Introduction:**

Jacques has been at Garland for 26 years starting in Internal Sales then moving on to Sales Administration, Marketing, Field Sales, Operations and is now the V.P and G.M of The Garland Group. Jacques has been a "Garland guy" for most of his life and has one of the most extensive collections of Garland branded corporate wear. Jacques is married with (2) boys and lives in Mississauga. He enjoys most sports and is an outdoor enthusiast.



### Sales Programs & Promotions

With 2011 coming to a close the following programs will again be available in 2012. Keep an eye out for them !

- 2012 Manitowoc Stocking Program
- 2012 Sunfire Matrix
- 2012 Moisture Plus Net Pricing
- 2012 Induction Net Pricing
- 2012 Xpress Grill Net Pricing

Please contact [Kevin Kelly](#) or [Cliff Waters](#) for further details.

### Product Update

We have created a new training presentation that includes all Garland Counter Equipment:

- Designer Series (GD & ED)
- G Series Gas Ceramic Briquette Char-Broilers
- Heavy Duty Counter Equipment
- US Range Regal Series Infra-Red Cheesemelters
- E24/G24 Heavy Duty
- Teppan Yaki Electric Griddle
- Stock Pot Stove
- Master Series Production Griddles

You can use this presentation in its entirety or use the sections you require for your customers. Please contact [Lynda Beauchamp](#) (Product Manager ) for further details.

### Literature Fulfillment

New Literature Fulfillment Supplier:

<https://pf02.expresslane.co/ManitowocFoodservice/Login.aspx>

17 Brochures, 200 + Spec Sheets, Price List, Banner, Catalog, and Callout Kits are available to order. Each Rep has 2 user accounts.



Please contact [Sunny Mi](#) for any questions.

### Upcoming Events

2012	Tradeshows & Events
Jan 11-14	National Sales & Marketing Meeting
Jan 17-20	NDG-Next Day Gourmet Convention
Jan 28-29	Bocuse d'Or
Jan 28-30	MUFES
Jan	PRIDE Peak Training

### Delivery & Service

If you are looking for an authorized servicer in your or a customer's area, one can be found by simply logging onto <http://www.garland-group.com/> tabbing to the service locator, and entering the local Zip Code. Those agencies for that area will be displayed. In case you didn't know, Technical Support is available 24/7 after 5 PM Eastern, to the FAS service network and customers through an answering service which can assist in providing info on who the local authorized servicer is or connecting a caller with an on-call Technical Service Rep by calling 800-424-2411 and extension 13228.

Contact Us: 800-424-2411 Press 4 (Sales Team) / Press 6 (Service Team)

Visit Garland : [www.garland-group.com](http://www.garland-group.com)

Smartphone: <http://mobile.garland-group.com>

