

MCDERMOTT'S TOP SCOOP



Volume 2 Issue 4
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A MONTHLY NEWSLETTER

UPDATES & REMINDERS

Pro Xtra Promo

The Pro Xtra Countertop promo has been extended until June 23rd. Pro countertop quotes can be submitted by completing the quote form and sending in a drawing or by using the online quote form in the Pro Desk tab of the Portal. Please make sure to fill out the quote form completely to avoid delays in receiving the quote back.

Scheduling

Recently you may have noticed some additional noise from customers around scheduling. Our Scheduling Lead is retiring at the end of April, and we have been working through the transition. In the meantime, please know that we are working to get back to our 1-2 business day turn times following completion of CV and also completion of Takeoff. This is a busy time of year, but we are excited for the future of this department and anticipate being back to full strength very soon.

Communication With MTS

Please use notes as the first form of communication for any questions, changes, etc. Project managers are checking notes frequently throughout the day. Please try not to use multiple forms of communication with multiple people as this takes up more time and resources and can delay responses back to you. Customer service and responsiveness is very important to us, utilizing the notes is the most efficient way to communicate. Phone calls are the least effective because the project managers are frequently on the phone doing Customer Verification.

Virtual Visits

Virtual Visits are on the second Wednesday of the Month at 1pm & 1:30pm. We will go over any updates and answer any questions during this time. The meeting link is in the "McDermott Livestream" tab of the portal. The next virtual is 5/8/24.

HOME DEPOT PORTAL INFORMATION:

www.McDermotthdportal.com

To access the "Open Files" tab use the password **VHDMTS02tops**. This password is confidential, Do not share with customers.

If you are in need of additional training or information on how to access the McDermott Home Depot Portal, please contact Ken Rosinski or Morgan Hinker to set up a training session.

McDermott Top Shop, LLC - Customer Service Phone Number 262-593-2456

WHO HAS THE SCOOP?

Nathen Wegner

Operation Manager

Robert Madsen

Sales & Marketing Manager

Outside Sales/Pro Desk

Ken Rosinski

Rep for WI, IA & IL

Morgan Hinker

Rep for WI, MI & MN

Bryce Jordan

Pro Xtra Quoting

Project Managers

Ashly Lewis

Senior Project Manager

Brenna Caves

Customer Verification

Amber Gilbertson

Takeoff/Final Review

Nathan Slein

Customer Service

Service Department

Amy Zastrow

Quality Assurance Coordinator

Morgan Hinker- Newsletter Editor

Top 10 Selling

STORES IN MARCH

1. **Madison West, WI**
4909
2. **Wisconsin Dells, WI**
4929
3. **Madison East, WI**
4906
4. **Janesville, WI**
4911
5. **Rhineland, WI**
4930
6. **La Crosse, WI**
4905
7. **Franklin, WI**
4907
8. **Mankato, MN**
2829
9. **Rochester, MN**
2826
10. **West Bend, WI**
4925

