



## Meet the Voices on the Other End of the Line

Ever wonder who you are talking to when you call Klüber? Meet the Klüber Customer Service Department: Chris Watson, Karen Frink, Judy Antonucci, Maggie Young, Cheryl Laufersweiler and Brian Cauler. Our Customer Service Team is located at our headquarters in Londonderry, New Hampshire. Our goal is Total Customer Satisfaction! We are committed to the highest level of service so each customer is left with a positive lasting impression.

Meet our Team Members:

### **Chris Watson**

Chris has worked for Klüber for 13 years, 9 of them as the Customer Service Manager. Prior to that, she worked at Pfeiffer Vacuum as a customer service rep.

Chris resides in Hollis, NH and has two children, Austin, 13 and Chandler, 9.

### **Karen Frink**

Karen joined Klüber in October 2006 and previously worked at Nashua Corporation for 17 years in various customer service positions. Karen and Maurice have lived in Derry, NH for 20 years and have five children and 4 grandchildren.

### **Judy Antonucci**

Judy joined Klüber as a Customer Service Representative in July of 2004. She has worked in this field for 15 years, most recently for a Delta Faucet distributor, providing various customer service/sales support functions. She resides in Litchfield, New Hampshire and has three grown children, along with many "family" pets.

### **Maggie Young**

Maggie's professional background includes 9 years as an electrical test technician at Agfa Corp. in Wilmington MA, followed by 9 years of part time work while her daughters were in school, 13 years in manufacturing and as a Senior Trainer at Sanmina in Derry, NH. She has been with Klüber for 4 years.

Maggie grew up in Methuen, MA and has spent the last 30 years in Derry, NH with her husband Bill and her two daughters.

### **Cheryl Laufersweiler**

Cheryl joined Klüber in December 2004 with a background in customer service, administration, and sales support. Cheryl, her husband Gregg, and their children live in Derry, NH.

### **Brian Cauler**

Brian joined Klüber in September 2006 as a Customer Service Administrator. Prior to joining Klüber, Brian worked at different financial institutions and is ready to take on the challenges that a manufacturing company has to offer. Brian resides in Allentown, NH with his wife and three children.



Photo Caption: Left to Right: Chris, Karen, Judy, Maggie, Cheryl, Brian