

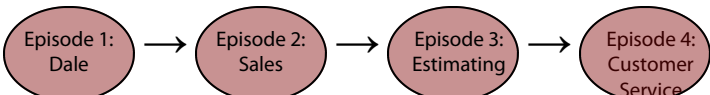
Beyond The Presses

A Sentinel Reality Series

Episode 4

Episode 4—Our Customer Service Dept: A Century of Experience

In this episode of *Beyond the Presses*, Dale introduces the classy Customer Service department ...



This is how our printing journey has progressed so far:

1. You've talked to the Sales department.
2. Price and completion date have been accepted.
3. We're awarded the job!
4. Now it's time to get started...

Our impressive Customer Service Team will take care of you from here...



Left: Dale Back: Sue Front: Denise

Denise Rossman & Sue Titus
58 years of printing & customer service experience

Specializing in self-publishing, Denise & Sue can help a printing novice make sense of the myriad of printing choices. Your project benefits from their experience and expertise.

For both, spending time with their husbands, children, and grandchildren are their favorite activities.

In the summer you can find Denise motorcycling and camping, while in the winter she enjoys the warmth of Mexico. Sue, also a seasoned traveler—travels both for fun and visiting family. Her hobbies include boating, reading, knitting, and crocheting.

Teresa Backes & Susan Nordang
57 years of printing & customer service experience

Teresa and Susan can guide a complicated project through the shop with ease. This Customer Service team takes pride in each and every printed piece that leaves the shop.

Outside of work, Teresa can be found sharing her love for the arts, music, cooking, baking, and home improvement projects with her three children.

Susan, a new Grandma, is looking forward to teaching her grandchildren the satisfaction of gardening and digging in the dirt. She is excited to see where this next stage of life will take her!



Left: Susan Back: Dale Right: Teresa



Toni Weiler
Sentinel's Project Coordinator
Over 19 years in the printing industry

Toni works strictly with one of our major house accounts to ensure that their projects run smoothly from start to finish. Spring, summer, and fall are Toni's extremely busy months where each day brings a whole new adventure!

Above and BEYOND...

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