

Welcome to the new Slant/Fin Customer Service Department

We've made some important changes in 2009 to help give you the best Customer Service possible. The major change is that the order department has been combined into the sales department to create a customer-friendly Customer Service Department. That means more people to answer calls and answer your questions. It means better service through combined strength. It means Slant/Fin service that you can count on. Below you will find the contact information and a short bio for each member of our Customer Service Department. Everyone is looking forward to helping to serve your sales needs from placing orders to checking on order status to making sure that you are satisfied. There's one motto in the Slant/Fin Customer Service Department and that is "Service, Service, Service."

Please call on us.



**Stacey B Droogan - Assistant Director of Sales** I have been with Slant/Fin for over 8 years. My background prior to Slant/Fin is in Culinary and Restaurant & Hotel Management. I feel my time in the service industry is where I got my sense of urgency which I consider one of my strengths. I feel that service is what separates companies just as much and sometimes more than the product. We are known through out the country as the World's Best Baseboard & Boiler Manufacturer and it is my intentions to take our Customer Service Department to the same level and strive to be # 1."



**Bob Iorizzo - Customer Service Manager** Bob has been with Slant/Fin for over 8 years. Bob brings with him over 25 years of Customer Service experience. "My goal along with our staffs is to provide the most conscientious, courteous, supportive services and assistance in the industry. To that end, our Customer Service Team stands ready to use all our resources to meet the needs of our Customers."



**Cheryl Zambratto - Customer Service Representative** Cheryl has been with Slant/Fin for over 9 years as a very important member of our Marketing Department with years of experience in fulfilling the marketing needs of our Wholesale Distributors. This experience offers the ability to meet all of your Customer Service Requirements. "I look forward to applying the many skills I have acquired over the years to help each and every one of our distributors grow their sales of Slant/Fin products. As a member of the Sales Team, our primary objective is to service the needs of our distribution base."



**Cliff Buckman - Customer Service Representative** Cliff has been with Slant/Fin for over 7 Years. As a former member of our Order Department, Cliff brings with him years of experience and knowledge of the ins and outs of our order entry process. "The development of the Customer Service Department raises our game many levels. I truly look forward to working with each of our distributors to assist in their growth with Slant/Fin."



**Lowell Fass - Customer Service Representative** Lowell has been with Slant/Fin for over 4 years. Lowell is an expert in many facets of our Customer Profiles and SOP's. His ability to inter act with our distributors and integrate his extensive knowledge of all Slant/Fin data have allowed him to meet and exceed distributor expectations. "I look forward to expanding my roll with all of our distributors. The challenge we all face is taking Customer Service to the highest level. I am proud to be a member of this new Team."



*The next generation of hydronic heating.*

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**Fax: 516-484-2694 – (800) 955-6645**

**Marketing Dept. Fax: 516-484-0933**

To reach Customer Service extensions  
Dial: **516-484-2610**

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