

NEED TO KNOW WHO TO CONTACT?

Send a **Zendesk Ticket** or **Email** the following groups in order to best answer your question. **Still have questions? Text 502-587-9012** and let our **WOW Center** help you find the answer. **Simply state who you are and what you are needing help with and our team will help you find the right team to help.**

Products & Purchasing

Zendesk: Purchasers (email direct ticket to purchasers@whatchefswant.zendesk.com).

Email: purchasers@whatchefswant.com

Key Personnel: Steve Turnier (commodity produce), Krey Keeney (Specialty produce & it), Blake Roby (commodity produce), Patricia Enriquez (gourmet foods), Cory Williams (Staple/Broadline & Paper), Ryan Hall (Meat), Chay Sorain (Staples & Seafood), Karin Vahildal (seafood), Joe Re (Prep Kitchen)

Pricing

Zendesk: price alert group.

Email: pricealert@whatchefswant.com

Key Personnel: Jim Walker, Chanel, Purchasers, Joe Bonura (Seafood), John Thomas (Meat)

Corporate

Zendesk: corporate.

Email: corporate@whatchefswant.com

Key Personnel: Jim Walker, Nick Rehm

Accounting & Customer Set Up

Zendesk: accouting.

Email: accounting@whatchefswant.com

Key Personnel: Lori Dooley, Cora Mulder, Alex Deskins

IT

Zendesk: it support (direct to ticket email itsupport@whatchefswant.zendesk.com).

Email: itsupport@whatchefswant.com

Key Personnel: Chanel, Robbie, John Moremon (connectivity, printers, email) among other across different disciplines

EDI

Zendesk: it support.

Email: Same as IT

Key Personnel: Nick Rehm handle corporate, Robbie, Chanel



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HR

Zendesk: None per discretionary info.

Email: hsloan@whatchefswant.com, ksaxton@whatchefswant.com

Key Personnel: Heather Sloan, Kyle Saxton (drivers)

Day Shipping & Ops

Zendesk: separate by region.

Email: dispatch@whatchefswant.com, lou_warehouse@whatchefswant.com

Key Personnel: Ron Zirnheld, Matt Crouch (both lou warehouse)

Sales

Zendesk: separated by regions.

Email: sales_group@whatchefswant.com

Key Personnel: Rob Weber, Monty Crawford

Customer Service Day

Zendesk: WOW (all emails to wow@whatchefswant.com will always create a ticket in ZD, monitored day and night)

Key Personnel: Ian Navarro, Lynnette Jones

Inventory

Zendesk: use either Louisville Warehouse or Purchasers.

Email: same

Key Personnel: Amy Lester (alester@whatchefswant.com)

Nights

Zendesk: Nights.

Email: night@whatchefswant.com

Key Personnel: Jason Van Cleve (lou warehouse), David Cobb (nashville warehouse), Jeff Lasita (Cincinnati Warehouse). Nick Parker or Sabrina on Customer service.

Transfers

Zendesk: none, purchasers or lou warehouse would be next logical group.

Email: transfers@whatchefswant.com

Key Personnel: Ron Zirnheld, Steve Turnier

Marketing

Zendesk: marketing.

Email: marketing@whatchefswant.com

Key Personnel: Ian Navarro, Joey Mudd, Lynnette Jones



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