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New Field Service Manager to set foodservice equipment standards

Flexeserve Inc., the global leaders in hot food-to-go products and services, has continued to expand operations in the Americas with latest appointment, Field Service Manager, Ed Curtis.

An expert technician within the foodservice industry, Ed Curtis joins Flexeserve to utilize over 20 years of experience and create a whole new standard of customer-focused technical service, efficiency and consistency.

As the industry-leaders in hot-holding, Flexeserve has developed the highest-quality equipment on the market. However, this also comes with a responsibility to ensure products are maintained for optimal performance. Expert knowledge and advice for customers and service partners is an integral part of Ed's role, delivering comprehensive support to further reduce an already low ownership cost.

Aiding VP of Technical Service, Patrick Walker, this new role will ensure an entire team of technicians are ready to support all Flexeserve customers and raise industry standards to the highest quality.



Ed Curtis, the new Field Service Manager for Flexeserve Inc.

A people person at heart

When asked about settling into his new position at Flexeserve, Ed Curtis was quick to share how excited he was to work for a company so centred around its people.

“I’m highly impressed with what I’ve seen so far,” Ed began. “There’s a huge focus on employee wellbeing here, like I’ve never experienced before. I’m very appreciative to be here and start helping our customers with their hot-holding needs.”

After leaving high school, Ed completed four years of service in the U.S. Army, an experience that he looks back on fondly as it gave him the discipline and work ethic to follow a new career path.

Since then, Ed has worked diligently over two decades to progress from a Trainee Technician to Service Manager. During this time, he’s been happiest when being part of a people-orientated business, citing his experiences working with mentors in several regional companies as key moments in his career.

Ed continued, “Not only am I happy to see my values align with Flexeserve’s customer-focused mission, but I’m now really excited to start giving back. I’m very fortunate to have been helped by so many great people in my career. I’m looking forward to training and mentoring new technicians to take the excellent service Flexeserve is known for even further.”

Going the extra mile across the Americas

It’s the service that Ed alludes to, along with unique technology and products, that is paramount to Flexeserve’s success.

Flexeserve Solution, the first all-encompassing service in hot-holding, puts the customer at the center of the food-to-go specialists’ expertise. Working collaboratively on all elements of a new hot food program, the results are transformative – with the correct hot-holding equipment playing a vital role.

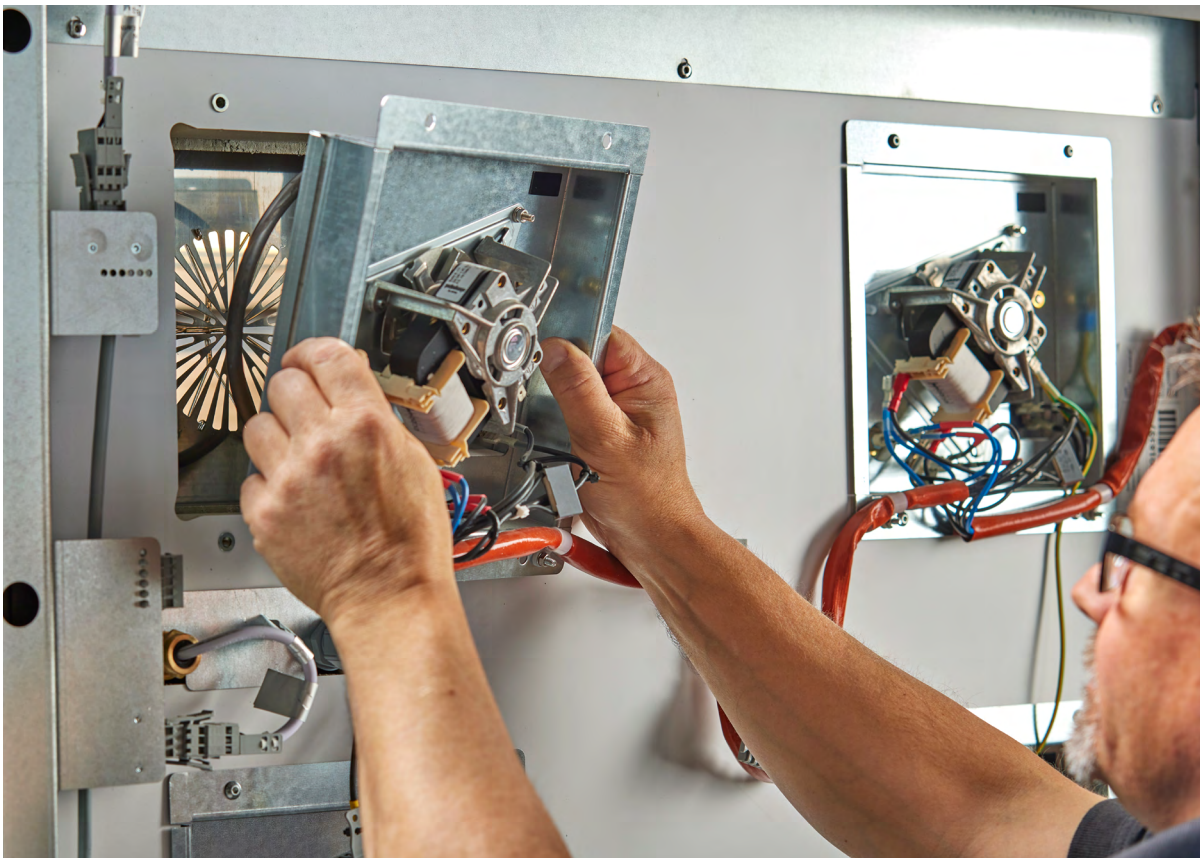


Flexeserve Solution, the only way to revolutionize your hot food program with true hot-holding

“To offer the ideal hot-holding units for our customers’ needs, we must work with them from the conception of their program to long after it has been implemented. I’m looking forward to offering them long-term support and education, ensuring these powerful products are used to their full capabilities.” Ed said.

Ed will be working closely with Patrick Walker, who stated, “Ed brings the right skills and experience I was looking for. Having already worked with Authorized Service Partners in our market, he understands our high technical standards, and the technicians working on our equipment.”

The addition of a Field Service Manager strengthens the already-high level of technical service Flexeserve provides, with Ed enabling efficient and consistent support to any customer, at any time.



Ed Curtis will be integral to upholding technical standards by delivering high-quality training

Developing a well-trained team

Keen to not only build his team of technicians that are skilled and knowledgeable, Ed Curtis will also be training an established network of service partners and customers’ own in-house teams.

Patrick explained, “Training is fundamental to a successful service network. As turnover is commonplace within our market, we can continue to educate new and developing technicians to ensure they are meeting and surpassing customer expectations.”

Furthermore, while Ed will deliver in-person sessions around the country, he also has the capabilities of Flexeserve’s state-of-the-art U.S. HQ behind him. Industry-leading video training delivered remotely from Southlake (DFW Metroplex), Texas, will provide continued education while being flexible to customer needs.



Flexeserve's state-of-the-art manufacturing facility

“My ultimate goal for 2025 is to create and deliver a comprehensive curriculum that anyone can follow and refer to, unlocking a consistent and high-quality level of service,” Ed said. “There’s no school for this – you have to learn as you go, which can be challenging. I want everyone to have the same standard of training and development that I was lucky enough to receive.”

Patrick summarized, “We’re extremely happy to have Ed onboard at Flexeserve and are excited to see how our ever-developing products and services will be used even more effectively and efficiently by every operator. Ed, as well as everyone he delivers his training program to, will be pivotal in advancing hot-holding in the Americas.”

For more information, visit www.flexeserve.com

Take a tour of our U.S. HQ and Culinary Support Center



Flexeserve's HQ and Culinary Support Center in Southlake, Dallas, TX



Flexeserve Inc.'s cutting-edge Culinary Support Center – fully equipped with a modern ventless cookline and a large food preparation area for collaborating with customer food development teams



The Studio and Training Room – featuring a direct video link to the Culinary Support Center and installed with the latest digital technologies for customer collaboration and remote demonstrations



The Hive – where Flexeserve's hot food experts with their customers and rep partners can eat, meet and innovate together

For more information, visit www.flexeserve.com