

Press Release



Alto-Shaam Restructures Commercial Team to Further Enhance Customer Experience



Alto-Shaam, a global leader and innovator in the foodservice equipment industry, has announced a series of enhancements to the structure of its Commercial Team, focused on providing the highest-level customer experience at every touch point.

The restructure is a continuation of the journey Alto-Shaam set forth with the promotion of Lucy McQuillan to Chief Commercial Officer last fall. In her role, McQuillan leads the company's commercial efforts, including the development and execution of Alto-Shaam's strategic objectives and key results.

The structural changes include the integration of Alto-Shaam's Product Management and Culinary into one core team—enabling the organization to further strengthen its customer-centric approach to product development, training, industry application and recipe development.

“The integration of Product Management and Culinary will help us further listen to the customer as we advance the industry with leading equipment solutions,” McQuillan said. “I am excited by the positive strides and structural enhancements, focused on our customers' experience and further developing our people.”

The Product Management and Culinary teams will report to Jeff McMahon, who has been promoted to Senior Director of Product Management and Culinary.

Additionally, Michael Cayo has been promoted to the role of Product & Pricing Manager where he will lead product management responsibilities with a key focus on Cook & Hold Ovens, Smoker Ovens and Heated Shelf Merchandisers.

Also continuing its journey to delivering world-class customer support, Alto-Shaam's Customer Service Team has transitioned to the Customer Experience Team, focused on end-to-end customer support for reps, dealers, distributors, national and regional key accounts, as well as end-users.

As part of the transition, Mallory Klotz has been promoted to the role of National Accounts' Experience Lead, responsible for chain account maintenance, equipment demos and training.

"Continuing our journey as a united Commercial Team, we are excited to live out our purpose of helping our customers succeed through world-class products backed by equally world-class support," McQuillan said.

For more information about Alto-Shaam and its purpose, mission and products, visit www.alto-shaam.com.