

# ROAD *Map*



## **We're here for you.** **And we're open for continued business.**



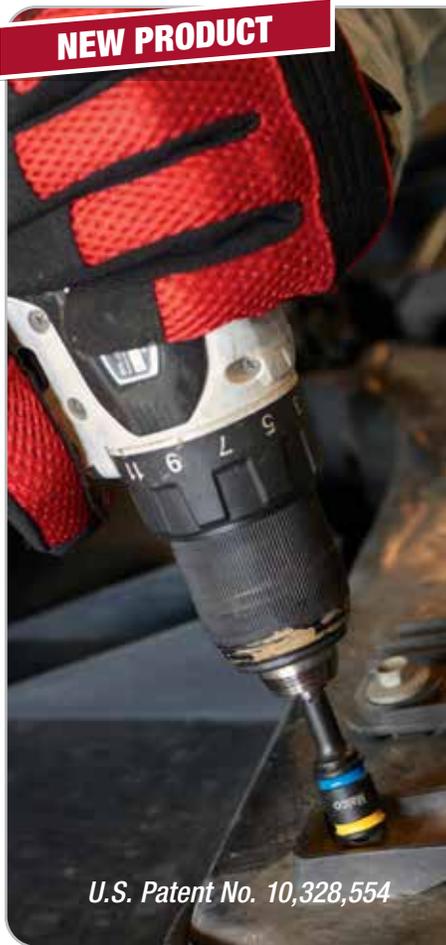
**Mardon Quandt**  
President, COO  
Malco Products, SBC

Malco would like to thank you for your steady resolve and American spirit during this time of uncertainty. Your willingness to comfort and provide support to your local business community, will provide a lasting impact as we rebuild our nation together. You have Malco's assurance, that we will remain open for business, and can remain confident that we will provide the same high-quality service and support now, and into the future.

### **We are taking action to be safe.**

Malco office employees are working remotely, and those remaining at the facility are practicing safe measures that include the use of face masks, temperature scans, entering and exiting the facility from designated doors, frequent hand washing and sanitizer use, maintaining a social distance of 10 ft., and staggered break times. These measures are in accordance with rules outlined by the state of Minnesota and the Centers for Disease Control and Prevention. *For updated corporate information and updates, please visit our website, at [www.malcotools.com](http://www.malcotools.com)*





**NEW PRODUCT**

U.S. Patent No. 10,328,554

# The Ultimate Cleanable, Reversible, Magnetic Hex Drivers!



Introducing C-RHEX®! The double-duty chuck drivers with “2-EZ Technology”, that ensures two hex drives are always at hand. C-RHEX® features single-piece strength and an indestructible magnet, it’s the perfect companion for autobody and restoration professionals. *Available in 4 lengths.*



**Look for these Displays!**

**PROMO RECAP**

*Effective: May 4 - June 26, 2020*

# Buy a Tool, Get a FREE T-Shirt!

*It's Easy. Just purchase one Professional Malco automotive tool and get a FREE Malco t-shirt. Choose between Dark Gray and Safety Green. A minimum purchase of \$150 on your order qualifies.*



**Free!**  
Choose between Dark Gray & Safety Green.



**This offer includes Malco's popular Weld-Bonding Axial Pliers, Drill Attachments and Conformable Sanders.**

**10 YEAR ANNIVERSARY!**

**REP SPOTLIGHT**  
**Meet Larry Gale**

**Larry Gale**  
Sale Representative  
Automotive



***Congratulations on 10 years service to Malco!*** Larry Gale has been an independent sales representative for 43 years. His territory is Illinois, Wisconsin, and NW Indiana. He has been married to his wife Bree for 52 years. What Larry likes best about the rep business, is meeting people and making friends. ***"It's really something to recognize people as a friend and not just as a customer."***

**TEAM SPOTLIGHT** ..... **Meet Customer Service**

*At Malco, we are tremendously thankful for our dedicated customer service team and their efforts to support our customers and business partners. From a long-time employee retiring to new and current personnel within the department, it was only fitting to highlight everyone in this newsletter's team spotlight!*



**Tom Sommers**

Starting with the longest tenured associate at Malco, Tom Sommers has a retirement date in late June. Beginning his career in 1973, he will have 47 years of service under his belt by his official departure. Throughout the decades, Tom has spent most of his time working up the ranks in customer service. He served as the team supervisor from 1982 to 2011 before taking on his current position as a customer service assistant. When asked about his favorite aspect of working in the department, Tom said, "It is the people you talk to and meet on the journey. I have forged a great relationship with reps and customers. Some of these relationships go back almost 40 years. You can feel a smile over the telephone." His current plans for retirement include volunteering through his church, speaking at national shows about his extensive sports card collection, and taking numerous trips to Disney theme parks in Orlando. If all else fails, Tom has a 120-acre farm with an active gravel pit that will keep him and his dog plenty busy.



**Vicky Granite**

Recently promoted Customer Service Supervisor Vicky Granite started at the company in 2017. She has taken several classes in customer service techniques, problem-solving, and active listening, which are qualifications that she's proud to bring to Malco. Vicky noted, "The team is positive, friendly, and strong. I am really looking forward to maintaining that positivity and momentum, as well as evaluating ways to make enhancements that support the mission, vision, and values of Malco." Having grown up in Minnesota, Vicky loves to go to the lake with family and friends and volunteers in her community when she can.



**Kelley Foss**

Our newest team member is Kelley Foss. She brings over 10 years of prior customer service experience and is excited to continue her career at Malco. Kelley just got engaged to her fiancé Kyle and has two children, Hailey and Natalie, who keep her very busy. In her free time, she enjoys going for bike rides, having bonfires, ice fishing, and riding her Harley with loved ones.



**Carol Makowsky**

Highlighting our current employees, Customer Service Assistant / Receptionist Carol Makowsky has been with Malco since 2006. Her favorite aspect of working in her role is greeting people. In her spare time, she likes sewing, gardening, crafting, yard work, DIY home projects, and spending time with family and friends.



**Deb Flygare**

Customer Service Assistant Deb Flygare has worked for Malco for the past 25 years. She began her career as an assembler for one year, a shipper for 20 years, and has spent the last four years working in domestic customer service. Throughout the years, she's been involved in many projects, classes, and other departments when needed. She values "how the team comes together to solve problems, answer questions, and complete customer service tasks." For fun, she enjoys traveling, camping, and spending time with family and friends.



**Debbie Eich**

Customer Service Assistant Debbie Eich has been with Malco since 2015. Her favorite aspect of the department is engaging in mini games that challenge the team to work together, aid distributors, and create positive energy among coworkers. In their spare time, Debbie and her husband enjoy going antique shopping and driving around to do some sightseeing.



**Lori Waataja**

Customer Service Assistant Lori Waataja started at Malco in 1999 in an assembly position. In 2008, she used that assembly experience to transition into customer service. Lori noted, "I truly enjoy the fast-paced environment and helping people from around the country who call us for assistance. We have a great team that works well together to serve our customers." In her free time, she likes to travel, watch sports (Twins and Vikings), and spend time with family and friends.



**Mindy Webb**

International Customer Service Assistant Mindy Webb has a combined total of 31 years of service with Malco. She kicked off her career as a shipper for 16 years and a domestic customer service assistant for 13 years, before working with Malco's international customers. Her favorite aspect of working in her role is building great customer relationships. For fun, she enjoys camping and traveling with her children and grandchildren.

***We appreciate our wonderful customer service team and their countless years of combined service with the company.***





**Malco Products, SBC**  
 PO Box 400  
 Annandale, MN 55302

## FIND YOUR MALCO REPRESENTATIVE

### Lawrence Gale

**LAWRENCE J GALE**  
 Bolingbrook, IL  
 630-248-3029  
 galeatPBE@aol.com  
 Territory: IL, WI, Part IN

### Aaron Trimble

**Aaron Trimble Enterprise**  
 St. Francis, MN  
 763-234-9684  
 aaron.trimble@comcast.net  
 Territory: MN, ND, SD,  
 NW Wisconsin

### Carmen Cassetta

**AMMSQ & ASSOCIATES**  
 Concord, NC  
 704-782-9224  
 carmen@ammsqassociates.com  
 Territory: AL, FL, GA, MS, NC,  
 SC, TN

### Chuck McCourt

**MCCOURT MARKETING GROUP**  
 Copley, OH  
 866-956-4664  
 chuck@mccourtmail.com  
 Territory: KY, MI, OH, IN

### George Cyhan

**L & G SALES AND SERVICE LLC**  
 Parma, OH  
 216-316-7665  
 lgsale@aol.com  
 Territory: OH

### Eric Detrick

**DETRICK-SUTTON SALES**  
 Houston, TX  
 512-415-4227  
 efdetrick@yahoo.com  
 Territory: AR, LA, OK, TX

### John Chambers

**P.R.O., INC**  
 Olympia, WA  
 360-491-4591  
 proinc1@hotmail.com  
 Territory: AK, HI, ID, OR,  
 West MT, WA, GUAM

### Kelly Atchinson

**ATCHINSON AGENCY**  
 Calgary, AB  
 403-278-5907  
 atchagy@telusplanet.net  
 Territory: AB, BC, MB, SK

### Larry Bergmann

**SPECIALITY PRODUCT SALES**  
 Calgary, AB  
 403-271-9270  
 larry@spsales.com  
 Territory: ON, NB, NF, NS, PEI,  
 MARITIMES

### Yvan Daraïche

**QUEST SALES AGENCY INC**  
 Sainte-sophie, QC  
 514-236-0729  
 Territory: QC

## AD UPDATES



**Weld Bonding Axial Pliers**  
 Mar. - 2020  
 - Body Shop Business  
 - Autobody News / The Shop



**Malco 70th Anniversary**  
 Mar. - 2020  
 - Snap-On®

## MALCO BLOG



**Read our blog article: Celebrating 70 Years of Malco Evolution & Innovation. Check out the rich history of Malco at [www.malcotools.com](http://www.malcotools.com)**