



FOR IMMEDIATE RELEASE

**Contact:**

**Michelle Shook**

VP -Marketing

C&L Ward

810.503.1164

mshook@clwardbros.com

## **C&L WARD ANNOUNCES PROMOTION OF JEAN HAYES**

**December 9, 2013 (Davison, MI)** - C&L Ward has announced the promotion of Jean Hayes. Jean has accepted the position of Customer Care Manager. Jean brings nearly 4-years of successful experience as both a Project Coordinator and Appointment Coordinator within the company. In her new role, Jean and her team will have overall responsibility for all inbound/outbound scheduling and confirmation communications. This includes scheduling in home sales appointments, project manager home visits and dispatching service techs on field service requests. In addition, she will be accountable for the training & development of all showroom appointment coordinators, the customer care team and the overall appearance of company showrooms.

“During her four years with C&L Ward, Jean has demonstrated great communication, organizational skills and willingness to accept new challenges. She has a lot of energy and knowledge that will help lead the internal team to generate more appointments for our top notch, professional sales staff,” said Ward. “Her expertise in lead generation and leadership qualities have not gone unnoticed and excited for her to lead our internal lead generation efforts.”

### **ABOUT C & L WARD**

C & L Ward is one of Michigan top providers of exterior home improvement products and services. Founded in 1972, C & L Ward is a family-owned and operated corporation that is strongly committed to complete customer satisfaction. They have four interactive showroom locations displaying windows, siding, doors, roofing, attic insulation, gutters & decking products & service the following market areas: Flint, Great Lakes Bay, Lansing & Metro Detroit. Nationally recognized by both *Qualified Remodeler* and *Remodeling* magazines within the top 70 U.S. remodeling firms in 2010, they have over 25,000 satisfied clients and offer FREE in-home consultations provided with *Integrity* pricing (no pricing games or gimmicks). They are known for quick response repair services for existing roofs, windows, doors and siding with highly trained & certified installation teams. For more information, visit them at [www.clwardbros.com](http://www.clwardbros.com). Find them on facebook at [www.facebook.com/clwardbros](http://www.facebook.com/clwardbros), twitter at [twitter.com/CandLWard](http://twitter.com/CandLWard) and YouTube at C&L Ward, as well.