



## NEWS RELEASE

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For immediate release

### Novak joins Continental as customer care associate

Oshkosh, Wis.— Continental Girbau Inc. (Continental), in Oshkosh, Wis., recently welcomed Eric Novak, of Oshkosh, as customer care associate. In his new role, Novak interfaces with Continental's customer care department to process and maintain in-house orders and shipping dates; handle warranty administration and claims processing; and assist customers and distributors with product shipping and delivery information.

"Eric comes to Continental with impressive organizational, communication and customer service skills," said Laurie Kilgore, customer care manager. "We look forward to great things from this young man and his contributions to Continental customer care as the company grows in its 'Setting the Standard in Customer Service' initiative."

Novak, a recent graduate of Fox Valley Technical College, in Appleton, Wis., holds two associate degrees in Applied Science – one in paralegal and the other in criminal justice/law enforcement. Most recently, he served as a paralegal intern for the Outagamie County District Attorney's Office, in Appleton, Wis. Since 2009, Novak has also served as shift manager for Christiano's Pizza, in Oshkosh, Wis.

"Joining Continental meant having an opportunity to become part of a family of talented professionals and overall great people," said Novak. "I quickly realized that Continental was a place where I would feel at home – a company where I would be given a support system to be successful and build a long-term career. In my role as a customer care associate, I look forward to interacting with customers and peers in the laundry industry, while building positive new relationships."

To find out more about Continental Girbau visit [www.cgilaundry.com](http://www.cgilaundry.com) or call 800-256-1073.

Continental Girbau Inc. is the largest of 15 subsidiaries of Girbau Global Laundry Solutions, based in Vic, Spain. Girbau laundry products – marketed throughout 100 countries worldwide – meet rigorous environmental and safety standards established by the International Organization for Standardization (ISO). Girbau holds both ISO9001 and ISO14001 certifications. Ever focused on laundry efficiency, Continental Girbau is a member of the U.S. Green Building

Council (USGB), a 501(c)(3) nonprofit that developed the Leadership in Energy and Environmental Design (LEED) Green Building Rating System.

