



YOUR CLARK CONTACT GUIDE

ACCOUNT MANAGER

KRISTEN HOFFMAN

- **Your main point of contact:** Oversees your account and manages all aspects of your business. This is your first stop for questions, guidance, and coordination.
- **Growth and planning partner:** Collaborates with you to identify opportunities, recommend solutions, and plan next steps aligned with your goals.
- **Support for issues and special requests:** Assists with pricing questions, service or product concerns, customization needs, LTOs or rollouts, escalations, and other unique or complex requests.
- **Ensures seamless execution:** Works closely with internal CNA teams to maintain alignment across initiatives and keep day-to-day communication, coordination, and follow-ups running smoothly.

PROJECT MANAGER

JARRET ABERNETHY

- **Construction & new development support:** Serves as the primary point of contact for the Construction and New Development teams, architects, and store owners throughout the project lifecycle.
- **Project execution:** Leads plan reviews, consolidates project quotes, and manages approvals to keep projects moving forward efficiently.
- **Delivery and installation coordination:** Oversees equipment delivery, installation scheduling, and coordination with all parties involved.
- **Store opening support:** Assists with warranty and post-opening support related to installed equipment for up to 30 days after opening.

ACCOUNT SUPPORT TEAM

PRIMARY FRONT-LINE SUPPORT TEAM FOR CAFÉ OWNERS

- Contact Account Support for day-to-day questions and assistance related to:
 - **Platform support:** Help navigate and use the ordering or account platform.
 - **Product information:** Questions about products, availability, or details.
 - **Order activity:** Support placing orders, order status, changes, issues, or troubleshooting.