



Date:

Dear CUSTOMER,

On behalf of the entire Paramount team, I'd like to personally welcome you to our family. At Paramount, we pride ourselves on offering our customers friendly, responsive and outstanding service. After all, "*Customer Service is Paramount*".

Please find below all the information you will need regarding details on deliveries, ordering and contacts and keep this letter as a quick and easy reference.

#### **DELIVERY INFORMATION**

We have outlined your current schedule below. If you have any questions or concerns about the days or frequency, please feel free to speak to your Customer Service Representative.

<b>Delivery Day</b>	<b>Delivery Frequency</b>

#### **ORDERING INFORMATION**

Please note the order MUST be received before **11a.m. two days before** your scheduled day in order to guarantee delivery.

<b>Online Ordering</b>	<b>Username</b>	<b>Password</b>
<a href="https://shop.paramountrefreshmentsolutions.com/">https://shop.paramountrefreshmentsolutions.com/</a>		

#### **CUSTOMER SERVICE INFORMATION**

We have designated a personal Customer Service Representative, CSR, specifically for your account. Please find all information below and direct any questions regarding your account.

<b>Customer Service Rep</b>	<b>Phone Number</b>	<b>E-mail Address</b>

#### **OTHER IMPORTANT CONTACT INFORMATION**

<b>Department</b>	<b>Contact</b>	<b>Phone Number</b>	<b>E-Mail</b>
Product Ordering/ Equipment Service			
Accounting			

Thank you again for entrusting us with your coffee and supply needs. We are honored to serve you.

Sincerely,