



When it has to be right.™

A Virtual sit down with your Account Manager Ray Quenzer



Tioga Virtual Interviewer (TVI): Ray, how are things going working from your home?

Ray Quenzer (RQ): How could we have predicted a virus affecting our country and put everything on hold since March. These are difficult times for everyone! We are all anxious to get back to our daily routine. We appear to be facing a major resurgence with the virus spiking across our country again while we are making progress with people returning to the office and shops beginning to open. Tioga's warehouse has always been open during the pandemic and I have been working remote from home. Working from home has allowed me to develop a new appreciation for maintaining customer contact and appreciate what our inside sales team faces daily.

TVI: What are you doing to stand out from your competition during this time?

RQ: I have made a conscious effort to promote open lines of communication with my customers. I have been exceptionally busy with customer communication and doing a lot of phone work to stay in contact with my customer base. I have found many customers are in the same situation and welcome my calls to discuss current happenings in their personal lives along with their work schedules.

TVI: What interests do you have outside of work?

RQ: I am actively working as a football replay official in the Colonial, Ivy, and Patriot College Football Leagues.¹ Normally this time of year is very busy. This year has been different. We usually have a National Replay Clinic to attend in Chicago the first weekend in May and another clinic in Philadelphia in July. Both clinics have been cancelled. All good though, as clinics have been moved to ZOOM meetings in the evening. Zoom meetings have become a way of life. Our replay staff is busy reviewing plays and answering quizzes. Our group is working with the ACC² and AAC³ as we prepare, hopefully for the 2020 season. I am certainly looking forward to the upcoming season.

TVI: We are all looking forward to football season and hoping it will happen in a safe way. Now please talk a little about your family.

This August I will be 43 years married to my Best Friend, Cecilia. We have 4 wonderful grown children: Philip, Zachary, Jenny, and Marcus along with 8 beautiful grandchildren----- Max, Sammy, Nolan, Hazel, Russell, Matty, Grace, and Nathan. Marcus is the only one not married and still at home. It is good having our baby still at home. He is a big help with some of the small projects that crop up and great company for Mom and Dad.

TVI: How long have you been with Tioga and what is your current sales territory?

RQ: I have been with Tioga for 31 years this July. I have always been in outside sales. My current title is Account Manager. Over the many years I have spent working at Tioga, I have covered nuclear and commercial sales across the United States. My current sales territory runs from the Washington DC area up through New England and into Eastern Canada (New Brunswick, Nova Scotia). Days are never boring with such a diverse territory and new challenges.

TVI: When do you think we will return to normal activity to begin calling on customers?

RQ: This is very difficult to predict as we are all looking forward to a return to “the new norm”. At Tioga, we are always spending time developing a game plan on how to approach and improve our customer experience so we can best service them and be off running to grow the business.

Although our lives have changed during this challenging time, reflecting back may provide us with clarity and greater appreciation for the simple things in life: lunch with a customer, responding to an

¹

Colonial League- 28 High School Teams in 4 Division in the Northeast area

Ivy League- Brown, Columbia, Cornell, Dartmouth, Harvard, Princeton, U of Penn & Yale

Patriot League- American, Army, Boston U, Bucknell, Colgate, Holy Cross, Lafayette, Lehigh, Loyola & Navy

² American Athletic Conference

³ Atlantic Coast Conference

emergency order, being able to fulfill our customer's needs and living our tagline **When it has to be Right®**.