

Chocolate Inn | Lanco Expands Customer Service Team

Chocolate Inn | Lanco is growing its customer service support staff with the addition of Dina Townsend as Customer Service/Inside Sales Representative and promotion of Beth Shapiro to Assistant Customer Service Manager. Both experienced promotional products and service representatives, Townsend and Shapiro will help continue the company's tradition of providing the highest level of customer service.

“The extensive knowledge base that both Beth and Dina bring to the table will help us accommodate the increase in customer requests while providing an additional informational resource for customers when making purchasing decisions,” said David Miller president of Chocolate Inn | Lanco.

In her new role at Chocolate Inn | Lanco, Townsend will be fielding customer questions and requests, while also offering guidance to customers on promotional products to add to their portfolio.

“I’m extremely happy to join the team here at Chocolate Inn | Lanco and look forward to using my experiences in the music industry to provide the best customer service and drive sales,” said Townsend.

Shapiro has been in the promotional products industry for more than 20 years, first on the distributor side and then the supplier. As Assistant Customer Service Manager, she will support the Customer Service Manager in leading the customer service team, ensuring they maintain the highest customer standards while also imparting her knowledge of the industry to help staff become an invaluable resource for customers.

“I’m thrilled to be taking on this new role at Chocolate Inn | Lanco and look forward to continue to find ways to fulfill customers’ needs at the highest level while working toward company goals,” said Shapiro.