



Valued Customer,

For Sysco, delivering excellent, consistent customer service is at the core of our business. It's why we're excited to share details on our **new team-based approach designed to provide a best-in-class customer experience.**

Beginning in our Sysco Southern California Region, Sysco is creating an **enhanced consultative role, the Contract Sales Consultant**, to work with your locations to identify product offerings that are specifically tailored to their unique needs. Your Contract Sales Consultant will also provide expertise in menu development and profit enhancement opportunities, while also serving as the prime contact to answer questions on pricing and product offerings.

As part of this new model, your locations serviced by the Sysco Southern California Region will also have a **dedicated Account Manager** that will support day-to-day service needs including last mile support, credits, and special orders. Additionally, **Customer Care Center** will continue to be the first point of contact for supporting truck delivery status, order changes, returns, will calls and more.

We recognize that your business growth and success is essential to ours, and why we are confident this team-based approach will enhance your experience. **Beginning June 8**, introductions will begin with your Southern California location(s) aligned to our Sysco Riverside and Sysco San Diego Operating Sites.

We're thankful for your partnership and the strong commitment and passion you inspire in our team to exceed your expectations, be the best, and do the best for you.

Greg