

Rachel Jabara

From: Kirk Jabara
Sent: Tuesday, March 17, 2020 12:44 PM
To: PF Staff
Subject: PF Team Members - more details on our COVID 19 plans

PF Team,

The message below was just sent to all the contacts on our email lists. We have all our customer accounts on this list plus other customer / contact names. However, we know this only reaches a portion of the people we want to communicate with. Please forward the e-news email to all your contacts – just to make sure. This will ensure it gets through spam filters and also reaches the right audiences. If there are duplicates – it’s OK.

Here’s what is happening beyond what we described in the newsletter:

- Our leadership team is having daily “huddles” at 9 am and 3 pm via conference call to update plans, share input from employees/customers and determine action steps/communication plans. We’ll continue doing this to make sure we have consistent communication flowing and answers to your questions.
- I have been working with Lori Lunger, Troy Bamberg and Rachel Jabara on how we handle remote work and employees with travel plans.
- We have started to set up the “curb side pickup” procedures to limit store traffic. I was in touch with Warren Wynn and Lee Padgett before 8 this morning, and we will hammer out the details later today. We do not plan to lock the doors; instead, we’ll have signage and instructions on how to place orders, get help, or make an appointment.

The most common questions I’ve received are “is Preston Feather still open” and “what is Preston Feather doing to limit customer traffic”? The e-newsletter describes our policy. We will continue to operate, adapting our procedures to limit store traffic and work remotely where we can. This will significantly reduce exposure risk. We are reducing vendor visits to our location and suspending group meeting/training events at our locations. We will be practical and diligent about social distancing, cleaning and hygiene in our business practices. We will base our decisions on the best facts we have available (not rumors or headlines).

To limit group exposure, employees that have the ability to work remotely may be asked to do so. We will be contacting each store location this afternoon finalize schedules. Of course, employees that have high exposure health conditions must be evaluated on a case by case basis – please contact Lori Lunger if you believe your situation requires unique handling.

Our employees depend on us for safety. They also depend on us for their financial security. The best way we can address both is by keeping our business operations going to serve our customers – safely – and being flexible and adaptable during turbulent times. We are very fortunate to have business that has the ability to deliver its products and support its customers remotely from 4 locations in Northwest Michigan.

Please direct your questions to Lori Lunger, Troy Bamberg, Rachel Jabara or me.

Please remember to stay focused, too, on all the customers that depend on us. They have families and concerns, too. We help them by serving them well during these challenging times and sharing good information about how to reduce risks related to COVID-19 virus exposure.

Kirk

From: Preston Feather Building Centers & Design Showrooms [mailto:bcv@prestonfeather.com]

Sent: Tuesday, March 17, 2020 11:55 AM

To: Kirk Jabara <kjabara@prestonfeather.com>

Subject: UPDATE - Order Pickup, Delivery, Showroom Policies



COVID-19 UPDATE 3/17/20: Our New Order Pick-Up, Delivery and Showroom Policies to Reduce Virus Risks While Keeping Your Projects Moving

Many of you already receive abundant news on the risks of COVID-19 virus and how you can prevent the spread. This is a brief message to update you of plans Preston Feather has in place and what we can do to support our customers during these uncertain times.

We will continue to run regular delivery schedules for all customer projects.

We will have new store ordering and pick-up services for our walk-in customers

We are taking steps to reduce non-essential store traffic.

For walk-in customers or contractors that prefer to pick-up material, we will provide a curbside pick-up service to minimize virus exposure risk.

Signage will be posted at each location with the contractor desk phone number. Customers may call to order materials and receive service over the phone. Our staff will coordinate the rest, staging or loading the materials for you and coordinating payment without requiring your entry to the store. Of course, delivery to job sites is always available.

To order materials for curbside pickup or delivery, call the contractor desk directly at one of our four locations:

- Petoskey (231) 439-5889
- Harbor Springs (231) 348-1389
- Gaylord (989) 732-8862
- Traverse City (231) 943-1180

To arrange for an estimate for your project, we require a digital copy of blueprints. Call one of the above locations and we will assist you with the email address of the best sales representative to review your request.

Appointments may be made with one of our Window & Door or Cabinetry sales specialists as required, too. These may be conducted in person with appropriate social distancing precautions or “virtually” via web-based video conference.

Store hours, operations and delivery services

All store locations will be closed on Saturdays until further notice. This affects our Harbor Springs and Petoskey markets.

We will take practical measures to isolate our staff to minimize risks

You probably won't be able to tell where our staff are working from – our sales staff, designers, and support staff are equipped to support you from

almost anywhere. We already have asked many of sales staff to work from home or places where they can minimize larger group exposure.

We encourage employees with any symptoms to stay at home, and we provide paid time off and health care insurance coverage for our staff. With the closure of schools and uncertainty yet related to virus testing, we will be flexible with all our staff through this challenging period so they do not endure additional financial hardship while minimizing the risk of virus contact. Any employees that have been traveling out-of-state recently will also work from home or be quarantined as appropriate.

Reminder – ways we can communicate electronically

A number of customers already take advantage of these electronic communication features that make it easier to conduct business remotely and with less paper touched by others:

- **Electronic invoice option.** Have invoices emailed automatically with each sale.
- **Electronic statement option.** Month end statements are available by email.
- **Pro-Link Web App.** Available on your mobile phone or computer web browser, this app provides complete access to quotes, orders, invoices and statements including digital copy history of all documents for every account and job.

Contact Brent Vizina, our Customer Accounts specialist, at arec@prestonfeather.com or (231) 439-5828 to learn more or sign up for the electronic services described above.

Questions about how we are responding to the COVID-19 issues or our service to you during these challenging times?

None of us have answers to the biggest questions surrounding the COVID-19 virus, but we can share what we know and do things that help reduce risks to us all and keep your project moving.

Please do not hesitate to call us if we can answer any questions you may have about Preston Feather's response and how we may service you best during this difficult time.

Kirk Jabara, owner

kjabara@prestonfeather.com

(231) 675-7627

Lori Lunger, Human Resources

llunger@prestonfeather.com

(231) 439-5806

We are here to help.

Thank you for reading this message and for your support of Preston Feather.

Now is the time we need to help each other adapt. I want you to know we will do our best to take care of our customers and our team during these uncertain times.

If you like this newsletter, please share it with others!

PrestonFeather.com

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