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## PHONE AND EMAIL GUIDE

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Main Switchboard: 800.929.5425 | Technical Support: 224.253.5909

# Sales Support Pre-Sale Inquiries

224.400.6100

[salesupport@worldsaunagroup.com](mailto:salesupport@worldsaunagroup.com)

Using this shared inbox will ensure a prompt response from the members of our Sales Support team.

[Product Information](#) | [Availability](#) | [Pricing](#) | [New/Pending Order Questions](#) | [Status](#)



## **Amber Gerstung**

### **Sales & Customer Service Manager**

Amber oversees the day-to-day operation of the Sales Support & Customer Service Teams and the functions of each department's personnel. Reach out to Amber for escalations or specialty requests.



## **Jessi Stevens**

### **Sales Support Representative**

Jessi is the day-to-day contact for dealers located in the Eastern half of the United States, as shown in the map below. She coordinates closely with Amber and Cora to provide thorough pre-sales support.



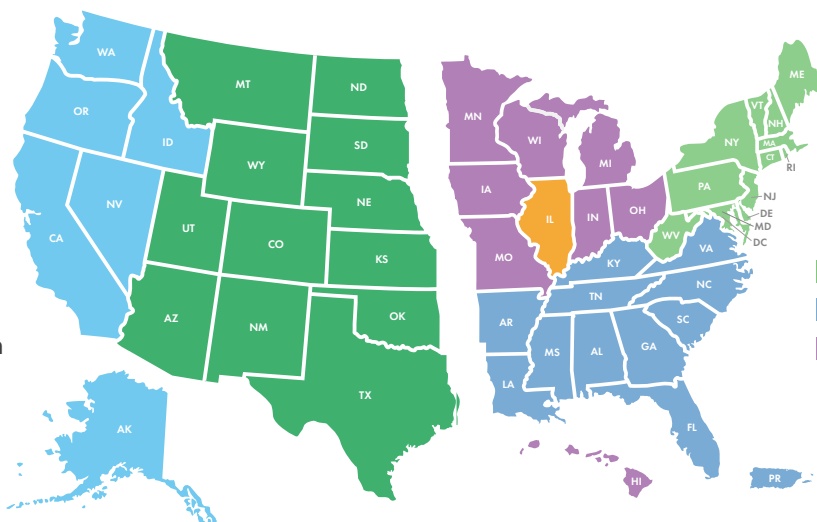
## **Cora Sadowski**

### **Sales Support Representative**

Cora is the day-to-day contact for dealers located in the Western half of the United States, as shown in the map below. She coordinates closely with Amber and Jessi to provide thorough pre-sales support.

### **Western Territory**

- 4-IL
- 5-Central Mountain
- 6-West



### **Eastern Territory**

- 1-North East
- 2-Southeast + PR
- 3-Midwest + Intl

# Customer Service

## Post-Sale Inquiries

224.253.5864

[customerservice@worldsaunagroup.com](mailto:customerservice@worldsaunagroup.com)

Using this shared inbox will ensure a prompt response from the members of our Customer Service team.

Shipping Information | Tracking | Delivery Questions  
Shipping Reconsignments | Shipping Damage | Returns



### **Susan Calabro**

#### **Customer Service Lead**

Susan oversees the day-to-day operation of the Customer Service Team and the functions of the department's personnel as well as assists dealers with escalations or specialty requests.



### **Mel Rabeiro**

#### **Customer Service Representative**

Mel is the day-to-day Customer Service contact for dealers located in the Eastern half of the United States, as shown in the map below. She coordinates closely with Susan and Sarah to provide thorough post-sales support.



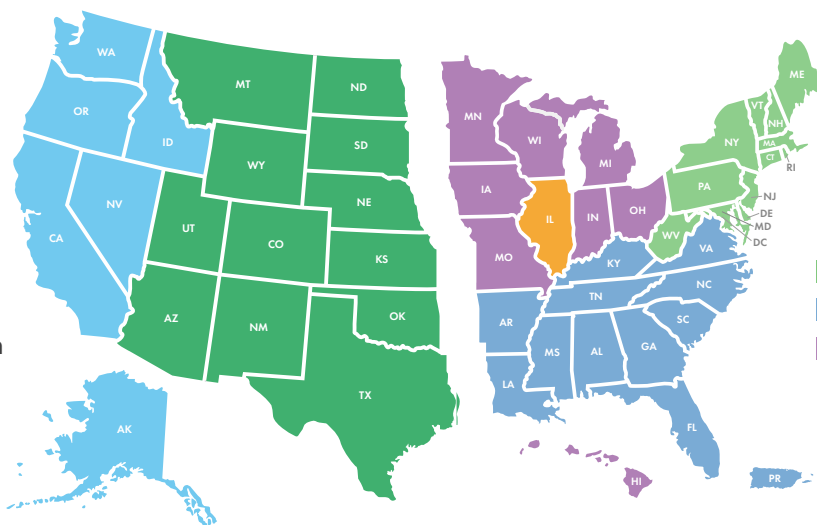
### **Sarah Daniels**

#### **Customer Service Representative**

Sarah is the day-to-day Customer Service contact for dealers located in the Western half of the United States, as shown in the map below. She coordinates closely with Susan and Mel to provide thorough post-sales support.

#### **Western Territory**

- 4-IL
- 5-Central Mountain
- 6-West



#### **Eastern Territory**

- 1-North East
- 2-Southeast + PR
- 3-Midwest + Intl

# Technical Support

224.253.5909

[techsupport@worldsaunagroup.com](mailto:techsupport@worldsaunagroup.com)

Using this shared inbox will ensure a prompt response from the members of our Technical Support team.

Technical Product Information | Troubleshooting | Diagnostics  
Installation or Assembly Issues | Repair or Warranty Questions



## **Sara Paiz**

### **Technical Support Lead**

Sara is our primary Technical Support leader based in Wheeling, IL. She oversees the day-to-day operation of the Technical Support Team and the functions of the department's personnel. Reach out for assistance with escalations or specialty requests.

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## **Craig Looft**

### **Technical Support Supervisor**

Craig is the primary technical support lead for World Sauna Group technical issues and troubleshooting assistance. He works closely with Sara, Steve, and Preston to provide prompt service.

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## **Steve Ailes**

### **WSG Technical Support**

Steve is an additional World Sauna Group technical support resource and is available to assist with technical issues and troubleshooting.

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## **Preston Ulrich**

### **WSG Technical Support**

Preston is an additional World Sauna Group technical support resource and is available to assist with technical issues and troubleshooting.

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# Custom Cut

847.984.7638

[cad@worldsaunagroup.com](mailto:cad@worldsaunagroup.com)

Using this shared inbox will ensure a prompt response from the members of our Custom Cut team.

[Orders](#) | [Room Designs](#) | [CADs](#) | [Quotes](#) | [Order Status](#) | [Production Timing](#)

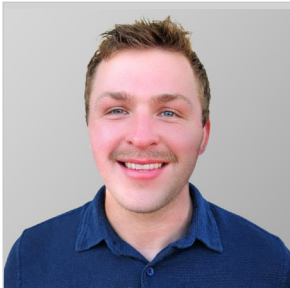


## **Mark Raisanen**

### **VP of Retail Programs**

Mark is our primary Custom Cut leader based in Hutchinson, MN. Mark oversees the day-to-day operation of the Custom Cut team and the functions of the department's personnel. Reach out to Mark with any escalations or specialty requests.

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## **Vince Hoikka**

### **CAD Designer**

Vince is based out of our Hutchinson, MN facility and is the primary day-to-day contact for Custom Cut CADs, quotes, orders, designs, and any other production inquiries or Custom Cut questions.

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## **Jesse Jurek**

### **Production Manager**

Jesse is responsible for the smooth production of Custom Cut rooms in our Hutchinson, MN facility. He works closely with Mark and Vince to provide thorough customer support.

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# Accounting Assistance

224.333.1600

[accounting@worldsaunagroup.com](mailto:accounting@worldsaunagroup.com)

Using this shared inbox will ensure a prompt response from the members of our Accounting team.

Invoicing | Credits | Dealer Application Status | Financial Information



## **Kristy McKinney**

### **Accounting Division Manager**

Kristy oversees the day-to-day operation of the Accounting Team and the functions of the department's personnel. Reach out to Kristy for escalations and specialty requests.

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## **Mary Tudisco**

### **Accounts Receivable Specialist**

Mary is the primary day-to-day contact for invoicing, payments, and account status questions. She works closely with Kristy and Kim to provide prompt feedback.

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## **Kim Willes**

### **Accounts Receivable Specialist**

Kim is the backup contact for invoicing, payments, and account status questions. She also supports Kristy and Mary in providing thorough service.

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# World Sauna Group Leadership Team

**W**ith unparalleled industry knowledge and decades of success working directly with showrooms, our leadership team provides dealers with outstanding products, resources, and training. Their in-depth approach ensures that every World Sauna Group dealer is equipped to provide a world-class experience for their customers.

**Mark Raisanen**

Vice-President Retail Programs

**Phone:** 612.723.2398

**Email:** [mark.raisanen@worldsaunagroup.com](mailto:mark.raisanen@worldsaunagroup.com)

Based out of Hutchinson, MN, Mark brings over three decades of industry experience to his role. Mark oversees the WSG Sales force and is instrumental in the direction of the company's product and sales efforts.

**John Hoien**

Director of Strategic Accounts

**Phone:** 612.532.8585

**Email:** [john.hoien@worldsaunagroup.com](mailto:john.hoien@worldsaunagroup.com)

John has decades of experience with large-scale customers who purchase full truckload and container quantities. He is skilled at forming programs for high-number retail location resellers and meeting their needs.

**Rob Neal**

Director of Dealer Development

**Phone:** 406.260.0065

**Email:** [rob.neal@worldsaunagroup.com](mailto:rob.neal@worldsaunagroup.com)

Rob is our Director of Dealer Development and Corporate Trainer. In addition to piloting our product and sales training materials and seminars, he oversees his home state of Florida.

**Matt Bergstrom**

Senior Regional Sales Manager

**Phone:** 612.804.5552

**Email:** [matt.bergstrom@worldsaunagroup.com](mailto:matt.bergstrom@worldsaunagroup.com)

Matt is our most experienced sauna professional. All aspects of sauna design, use, and installation, as well as sales and dealer support fall under his management skillset and responsibilities.