








Nautical Bowls Headquarters - Contact List

TEAM MEMBER		POSITION	ASSISTS WITH	COMMON QUESTIONS	EMAIL	PHONE NUMBER
Alex Hays		Real Estate Coordinator & Franchisee Account Manager (Pre-Grand Opening Support)	Supporting franchisees throughout the early stages of their store until 4 weeks pre-GO journey. The NB FAM is a consistent coach and companion as you grow your Nautical Bowls store.	<ul style="list-style-type: none"> • Who's my go-to support contact? (Alex!) • Who is my go-to after you? • What's the average store opening timeline? • What are the next steps in our real estate process? • What is our site criteria? • What are the next steps after we sign a lease? 	ahays@nauticalbowls.com	(541) 286-0345
Tyler Walsh		Project Manager	Initial franchisee questions, buildout, early operations, setup and strategy.	<ul style="list-style-type: none"> • How long does permitting take? • What is in the GO Kit? • How much does a typical store cost? • Who does my internet come from? • Where do I get the Mural? • Where do I get window decals? • I have an issue with my buildout... 	twalsh@nauticalbowls.com	(612) 382-9126
Douglas Amundson		Franchisee Account Manager (4 Weeks Pre-Grand Opening Support + Post-Grand Opening Support)	Supporting franchisees from pre grand opening coordination to everyday operations, the NB FAM is a consistent coach and companion as you grow your Nautical Bowls store.	<ul style="list-style-type: none"> • I have a question about Sysco... • I have a question about Toast... • I have a question about my POS... • I have a question about payroll... • I have a tech issue with Paytronix... • I have a question about online delivery... 	damundson@nauticalbowls.com	(320) 223-2449
Brooklyn Sherrill		Director of Marketing	Manages and implements national and local marketing strategies. The Director of Marketing has a pulse on the status of national stores, and can assist with specific needs as well as general marketing questions, comments, concerns and ideas. For day to day marketing assistance, contact Brooklyn and Ella.	<ul style="list-style-type: none"> • I am nearing the end of buildout and I have questions about my Grand Opening... • I have questions after the Weekly Marketing Meeting... • My digital displays are malfunctioning... • I need support on an open ticket with a vendor (BIG)... • I have questions about the national marketing campaign we're currently running... 	bsherrill@nauticalbowls.com	(612) 961-4191
Ella Dostal		Brand Manager	Overall marketing and brand support. The Brand Manager is versed in Marq, Nautical Bowls Portal, Store Decor, Marketing Initiatives, and can assist with unique graphic design needs. For general marketing questions, comments, concerns and ideas, connect with Ella and Brooklyn.	<ul style="list-style-type: none"> • I have a question about the Marq platform... • I have a question about my store decor layout... • I am looking for a particular image or video to use... • I need a specific graphic design file... • I need PR help... • I have a question about my Google Business listing or Apple Maps listing... • I have a question about finding my guest base... 	edostal@nauticalbowls.com	(651) 955-8855
General Marketing <i>Managed by Marketing Dept.</i>		Marketing	External point of contact, internal requests, ideas, reviews, etc.	<ul style="list-style-type: none"> • How do I connect with my loyalty guest base? • How can I step up my local marketing? • How should I prepare for an interview? • How can I reach more guests through Skytale? • I have a question about getting marketing materials through BIG... 	marketing@nauticalbowls.com <i>This email is managed by the Marketing Team</i>	
NB Social Media <i>Managed by Marketing Dept.</i>		Social Media Manager	Supports all social media strategies, campaigns and initiatives. Can assist with any issues or ideas a franchisee may have when it comes to Instagram, TikTok, Facebook or LinkedIn. Provides content for Nautical Bowls, and manages communications to national and local guest bases.	<ul style="list-style-type: none"> • When can I set up my social media accounts? • I have a question about my social media accounts... • I have a question about the Social Media Guide Book... • Can my Deck Hands help with social media? • How do I run a social media ad? • How do I run a social media campaign? 	socialmedia@nauticalbowls.com <i>This email is managed by the Marketing Team</i>	