



# EMEA key contacts v.260418

The Philips Entertainment Lighting team in EMEA is led by Grant Bales-Smith who is available for additional support where necessary; we have a great team of experienced, motivated and enthusiastic people here to support you and your business. Your account is managed by your Key Account Manager and is supported across many different aspects of the business. This contact sheet provides a guide to our team and who to reach out to for support.

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General Manager	<b>Grant Bales-Smith</b>	General Manager Philips Entertainment Lighting EMEA	grant.bales-smith@philips.com	M	+44 (0) 7919 691 702
<b>Product information and support:</b>					
Product specialist	<b>Martin Palmer</b>	Vari-Lite and Showline product specialist: technical specification, knowledge and training	martin.palmer@philips.com	M	+44 (0) 7748 622 583
Product specialist	<b>Bill Richards</b>	Strand and Selecon product specialist: technical specification, knowledge and training	bill.richards@philips.com	M	+44 (0) 7962 584 801
Product application specialist	<b>Amber Etra</b>	Product application specialist for Touring	amber.etra@philips.com	M	+44 (0) 7918 740 933

## Projects and specification information and support:

The projects team is led by Philip Heselton, they should be your first port of call for projects assistance, from design and specifications to quotations.

General projects			peg-emea-projects@philips.com		
Projects Manager	<b>Philip Heselton</b>	Design, specification and quotations	philip.heselton@philips.com	M	+44 (0) 7825 024 481
Tender Manager	<b>Iain Quinn</b>	Design, specification and quotations	iain.quinn@philips.com	M	+44 (0) 7810 128 685

## Technical support and servicing:

The technical services team should be your primary point of call for all technical support, warranty/RMA and service requirements.

Technical support and servicing	<b>Freya Krabbenborg</b>	RMA / warranty and demo requests	entertainment.support@philips.com	M	+31 (0)6 159 629 22
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**Sales team:**

Key Account Manager	<b>Bob Roos</b>	Austria, Benelux, France, Germany, Italy, Portugal, Spain, Switzerland, and South Africa	bob.roos@philips.com	M	+31 (0) 6 25 17 84 95
Regional Sales Manager	<b>Alan Luxford</b>	Eastern Europe, Czech Republic, Croatia, Slovakia and Russia	alan.luxford@philips.com	M	+44 (0) 7867 536 522
Regional Sales Manager	<b>Charbel Zoghbi</b>	Middle East, North Africa, Malta, Greece, Cyprus and Turkey	charbel.zoghbi@philips.com	T	+961 3 343 804
				M	+971 50 276 0286
Key Account Manager	<b>Charlie Gustafsson</b>	Denmark, Norway, Sweden, Finland and Iceland	charlie.gustafsson@philips.com	M	+46 (0) 70 832 21 76
Key Account Manager	<b>Shaun Robertshaw</b>	United Kingdom and Ireland	shaun.robertshaw@philips.com	M	+44 (0) 7918 161 179



## Customer service team:

The customer services team is led by Leon Veneman, the team should be your first port of call for order placement, stock enquiries and availability.

General Service		Price, availability & lead time enquiries	entertainment.europe@philips.com		
Supervisor	<b>Leon Veneman</b>	Customer support	leon.veneman@philips.com	M	+31 (0) 6 214 59 206
Account Manager	<b>Hanneke Mulderije</b>	Scandinavia, Benelux, Mediterranean MENA	hanneke.mulderije@philips.com	T	+31 (0) 543 542 531
				M	+31 (0) 6 256 39 252
Account Manager	<b>Robert Bjelobrk</b>	United Kingdom, Eastern Europe and DACH	robert.bjelobrk@philips.com	M	+31 (0) 6 212 62 982
				T	+31 (0) 5 435 42 531
Logistics Team	<b>Marjo Karakoc</b> <b>Sander Elsinghorst</b>	Warehousing, logistics and shipping department	entertainment.warehouse@philips.com	T	+31 (0) 54 352 2514
				M	+31 (0) 6 159 629 22
Accounts / Finance	<b>Adriana Duinkerken</b>	Accounting payable and receivable enquiries	entertainment.credit@philips.com	M	+31 (0) 6 504 994 56

## Marketing information and support:

Marketing Manager	<b>Teresa Vallis</b>	All marketing support requirements	teresa.vallis@philips.com	M	+44 (0) 7747 006 309
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## Additional – Global Technical Support Contacts

Available on Dallas time (GMT+6 from 0700)

Technical Trainer / Support	<b>Todd Kessler</b>		todd.kessler@lighting.com	T	+1 (214) 647 7978
				M	+1 (214) 282 0536
Technical Support Specialist - Strand and Controls	<b>Matthew Peters</b>		matthew.peters@lighting.com	T	+1 (214) 647 7961
				M	+1 (214) 794 0922
Technical Service / Repairs Supervisor	<b>Victor Munoz</b>		victor.munoz@philips.com	T	+1 (214) 647 7945
				M	+1 (214) 502 0693
Senior Technician – Fixtures	<b>Luis “Ernie” Jaramillo</b>		luis.jaramillo@philips.com	T	+1 (214) 647 7936
				M	+1 (214) 403 0263
Technical Support Specialist – Fixtures, Strand & Controls	<b>Jeff Bright</b>		jeff.bright@philips.com	T	+1 (214) 647 7961
				M	+1 (214) 794 0922