



## GREG STEWART Q&A: INTERVIEW WITH REGIONAL SALES MANAGER AT TCSJOHNHUXLEY, AMERICAS

With over 20 years' experience in the gaming business, Regional Sales Manager, Greg Stewart, provides an insight into his role at TCSJOHNHUXLEY, shares his experiences in the industry and discusses the exciting opportunities with Qorex Electronic Gaming Solutions following the approval by the Alcohol and Gaming Commission of Ontario (AGCO) in Canada and our first field trial in Nevada.

### Q – Tell me about your career journey and your role at TCSJOHNHUXLEY

A – Since my younger days in school, I knew I wanted a career in Sales - enjoying the variety the role offered. I started off early in the gaming industry and at the age of 21, I successfully obtained a sales role for a dice manufacturer, Midwest Game Supply. At that point I had never even been to a casino but they soon provided me with some great opportunities and I learnt a lot on the job. I enjoyed 6 years at Midwest Game Supply and during this time my knowledge of the casino industry grew and I began to make connections.

In 2007 the opportunity arose to join TCSJOHNHUXLEY as they were expanding their network to cover the US Mid-Western territories. I really enjoyed visiting casinos and introducing them to our extremely varied product portfolio. I focused on the Mid-Western territories at first and then 5 years ago I looked after the North Eastern markets too.

My role now is Regional Sales Manager for the Northern Eastern markets in the United States and the Northern Eastern region of Canada. I also oversee our Business Development Managers, Mike Smith and Melanie McHugh, who look after the Mid-Western and Southern regions of the US.

I've been at TCSJOHNHUXLEY for 13 years now and have developed great customer connections that have grown into many friendships.

### Q – Describe what key skills you bring to your team?

A – I have gained a vast amount of experience in the industry and have grown a strong network of contacts. It is important to listen and understand the operations of your customers and get to the best route or solution.

I would say the level of support I offer my customers is second to none. It is important to be responsive and available, whilst working with my customers to understand their expectations and deliver solutions.

### Q – What do you most enjoy about your job & why?

A – The best thing about my job has to be providing the highest levels of customer satisfaction and developing long-term relationships with my customers. I find it so rewarding helping my customer find the right product or service to fulfil their requirements.

I enjoy variety and in this role there is always something new and different, with no day the same. What is great about working for TCSJOHNHUXLEY, is that although we are a global company, we are family owned and operated, which really brings a more personal touch to our team and how we approach things.

## **Q –What levels of support do you offer your customers?**

**A –** We have a great support team with technicians across several states. This allows us to offer varying levels of support covering everything from in-person visits, to telephone support and troubleshoot videos for example. When we complete casino installations, we make sure the casino operating and maintenance staff are fully trained by our skilled technicians, so they know how to use our software and hardware properly and fix any issues, if they occur.

**TCSJOHNHUXLEY** is unique in our sector, in that we are a global company who offer a local service with local manufacturing and sales teams across the US, Canada, Islands and South America. Furthermore, we offer a nationwide service and technical support. Our team is fully focused on providing the highest levels of service and support, quickly, efficiently and local to businesses. We really focus on customer service at **TCSJOHNHUXLEY** by always being proactive and responsive.

## **Q –How are you supporting customers during the pandemic?**

**A –** It has been challenging with travel restrictions to visit customers as I am used to travelling on a plane to different states. However, I'm able to support my customers remotely and have been helping casinos re-open safely. Our Play Safe Shields from the Care & Protect range have been popular in the States. In many cases we built tables for the casinos, so it has been much more straight forward to supply the shields as we already had the drawings and knew that the screens will fit each table correctly.

One of the most popular products right now is our gaming layouts. With the Gaming Partners International (GPI) acquisition of casino furniture, layouts and accessories business in the North American market, we have added market leading products to our already strong portfolio. This now sees us integrating sales and manufacturing operations, which are based in Las Vegas and Mexico. Operators are certainly ordering more layouts than before as they want to keep their gaming floor as clean as possible. I've been working with many of our customers to get their layout mix correct. It's great that we can offer a one-stop shop for table games.

## **Q –What projects will you be working on next?**

**A –** I am very excited about Qorex. We are delighted that Qorex Electronic Gaming Solutions has been approved by the Alcohol and Gaming Commission of Ontario (AGCO) in Canada and most recently approved for our first field trial in Nevada. We are really looking forward to getting Qorex placed in several jurisdictions.

What is great about Qorex is that our terminals can be networked and configured anywhere on the gaming floor, from as little as one electronic terminal to innovative carousel arrangements and large-scale stadium set ups. Players can enjoy the excitement of playing multiple games, while operators benefit from maximising performance and profitability. It's extremely eye-catching and flexible and we can customise Qorex to suit a casino's individual style.

## **Q –What is the proudest moment of your working career?**

**A –** Over the years the proudest part of my job is when I travel around the country and go into a casino and see our products and the benefits our customers have gained from them. In the majority I can say I had a part in that and I remember the role we had in every project and helping with the installations. It is extremely rewarding to know I was part of a customer's journey to success.

**If you would like to discuss sales opportunities with Greg then you can connect on LinkedIn [linkedin.com/in/gregory-stewart-3474864a](https://www.linkedin.com/in/gregory-stewart-3474864a) or via email at [Greg.Stewart@tcsjohnhuxley.com](mailto:Greg.Stewart@tcsjohnhuxley.com)**

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