



**Getting to know: Don Eckles**

Don started the Scooter's Coffeehouse Franchise in 1997. Don currently works as the President/CEO of Boundless Enterprises. As President/CEO of Boundless Enterprises, Don is responsible for creating an environment that encourages long range vision for the company, and works with department heads to enhance Scooter's store growth.

**Fun Fact:**

Don raced in the 1980 Iditarod Sled Dog Race in Alaska.



**Getting to know: Jay Baker**

Jay started working with Scooter's Coffeehouse in 2004 as a franchise owner, owning 3 locations. Jay currently works as COO at Boundless Enterprises. As COO, Jay is responsible for the overall operations of the Boundless owned Scooter's locations, and for the operations of the franchise system of stores.

**Fun Fact:**

Jay is a commercially rated pilot



**Getting to know: Ben Gilbert**

Ben started working with Scooter's Coffeehouse as a franchise owner 5 years ago. He was also a founding member of Boundless Enterprises LLC, and currently works as the CIO at Boundless. As CIO, Ben ensures that information flows freely, and looks for technological solutions to bring efficiencies to the company.

**Biggest Phobia:**

"Bats, I hate bats!"



**Getting to know: Todd Graeve**

Todd started working with Scooter's 6 years ago as an Area Developer in the Kansas City region. Currently, Todd works as the Director of New Business Development at Boundless Enterprises. As New Business Director, Todd is in charge of developing new coffeehouses regionally and nationally through site location, lease negotiations and multi-store franchise recruitment.

**Fun Fact:**

Todd wants to learn to play the guitar in 2011.



**Getting to know: Laurie Kobza**

Laurie started working with Scooter's in 2005 while working for an advertising agency that serviced the Scooter's account. Laurie currently works as the Director of Marketing at Boundless Enterprises. As Director of Marketing, Laurie is responsible for driving traffic to stores and helping to build a loyal customer base through: marketing programs, monthly signage, communications, email campaigns, social media, and working with outside vendors to promote Scooter's and its amazing people and amazing drinks.

**Biggest Phobia:**

"I hate spiders, they're just creepy! They seem to have more power than they should."



**Getting to know: Christen Shelbourn**

Christen started working with Scooter's Coffeehouse in 2005 as a barista. In 2010, Christen became Director of Operations for Boundless Enterprises. As Director of Operations, Christen oversees the direction of Boundless' 24 stores, conducts meetings with all of the store managers, and oversees each store's staff, COGS, and labor budgets.

**Biggest Phobia:**

"Seeing blood! I can't even count how many times I have fainted in my life. Way too many to count!"



**Getting to know: Melissa Housch**

Melissa started working with Scooter's 3 years ago as a part-time barista. Melissa currently works as the Director of First Impressions at Boundless Enterprises. As Director of First Impressions, Melissa is the first point of contact for our clients. She also handles daily office work and works with the Marketing Team at Boundless Enterprises.

**Fun Fact:**

"I was in choir since I was 4 or 5 until I was a senior in high school and still cannot carry a tune. But I still love to sing at the top of my lungs and to cars passing by when I am driving."



**Getting to know: Shawn Bouwens**

Shawn started working with Scooter's in 2004 as a franchise owner. In 2005 he became the Area Developer for the Kansas City region. Shawn currently works as a Project Manager for Boundless Enterprises. As Project Manager, Shawn oversees the build outs of Boundless owned locations and assists the franchises with their build out needs.

**Fun Fact:**

Shawn played 6 years in the NFL for the Detroit Lions and Jacksonville Jaguars.



**Getting to know: Tracy Bouwens**

Tracy started working with Scooter's in 2004 as a store owner and manager in the Omaha and Kansas City region. Tracy joined the Scooter's Franchise Support Team in 2010 taking the position of Director of Franchise Operations. As Director of Franchise Operations, Tracy is responsible for providing ongoing training and support for franchisees in the Scooter's system.

**Fun Fact:**

"I love liverwurst & grape jelly sandwiches....they are delicious!"



**Getting to know: Melanie Royal**

Melanie started working with Scooter's as a barista 4 years ago. Melanie currently works as a Group Manager for Boundless Enterprises. As a Group Manager, Melanie oversees the managers and store operations at Boundless franchises around Kansas City, including: Shawnee Mission, 87<sup>th</sup> & Grant, St. Joe., Blue Springs, and 135<sup>th</sup> & Mur-Len.

**Fun Fact:**

"I only have one sibling, a sister, who is 23 years older than me. I was a big 'oops' for my mom and dad."



**Getting to know: Jenna Moulton**

Jenna started working with Scooter's as a barista in July 2007. Jenna currently works as the Director of Training for Boundless Enterprises. As Director of Training, Jenna is responsible for hiring Boundless store employees in the Omaha area, training new and upcoming Boundless managers, and helping franchisees make their stores more efficient and get on the road to amazing!

**Fun Fact:**

"I'm a very talkative, outgoing person and my mind is always on the go, but... I have to drive in silence. That means no radio, no music and no talking in the car. I also hate watching people eat cereal."



**Getting to know: Nikki Stokes**

Nikki started working with Scooter's as a barista 2 years ago. Nikki currently works as a Regional Manager for Boundless Enterprises. As a Regional Manager, Nikki oversees and helps develop store managers while working with them in their stores and in weekly one-on-one meetings. She also helps coordinate new store openings by implementing new ideas and ways to improve business.

**Biggest Phobia:**

"I hate cockroaches with a burning passion! I don't mind spiders, snakes or rodents, but I hate cockroaches!"



**Getting to know: Nolan Drapal**

Nolan joined the Scooter's team one month ago, taking the position of Marketing Assistant. As Marketing Assistant, Nolan is responsible for assisting the Director of Marketing, maintaining social media, and will be an integral part of the mobile marketing team.

**Biggest Phobia:**

"Sharks! I've watched one too many 'Shark Weeks' on the Discovery Channel."



**Getting to know: Eric Gabriel**

Eric started working with Scooter's 9 years ago as a barista. Eric currently works as the Distribution Manager for Harvest Roasting. As Distribution Manager, Eric is responsible for inventory control, ordering products, and handling distribution for Scooter's and Nestlé.



**Getting to know: Bill Kipper**

Bill first started working with Scooter's 10 years ago as a store manager. Bill currently works as the Director of Roasting at Harvest Roasting. As Director of Roasting, Bill is responsible for roasting coffee, buying green coffee, and developing roast profiles.

