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Lori's Gifts Announces New Head of Stores

Mark Qualls Joins Lori's Gifts as New Head of Stores

PLANO, TX (MAY 11, 2026) — Lori's Gifts is proud to announce the appointment of Mark Qualls as the company's new Head of Stores. In this key leadership role, Mark will oversee store operations across Lori's Gifts' growing network of more than 260 hospital gift shop locations nationwide, supporting the company's continued growth and commitment to delivering exceptional experiences for patients, visitors, volunteers, and hospital staff.

Mark brings an extensive background in retail leadership and operations, with decades of experience leading high-performing teams and large-scale retail organizations. Prior to joining Lori's Gifts, he served as Vice President of Store Operations at At Home, where he played a critical role in overseeing store performance and operational execution across the company's footprint. Before that, Mark spent 18 years at GameStop, including serving as Vice President of U.S. Operations, where he led strategic initiatives focused on operational excellence, customer experience, and field leadership development.

As Head of Stores, Mark will focus on strengthening operational consistency, supporting field teams, enhancing the customer experience, and continuing to build strong partnerships with hospitals across the country.

"On behalf of Lori's Gifts, I am pleased to welcome Mark Qualls as our new Head of Stores," said Jeff Gloor, President of Lori's Gifts. "This is a pivotal leadership role for our organization as we continue to grow and strengthen our presence across the country. Mark brings a wealth of experience in retail leadership, operational excellence, and team development. At Lori's Gifts, our vision is to be a trusted place of joy and support when people need it most, and Mark's leadership aligns strongly with that commitment. We are confident he will play a key role in elevating store performance, supporting our field teams and hospital partners, and ensuring consistency and excellence across our expanding portfolio. We are excited for the impact he will make as part of the Lori's Gifts leadership team."

Lori's Gifts continues to expand its footprint nationwide while remaining focused on its mission to make it personal by delivering empathy through personal connections, along with convenient products and services that nurture, inspire, and comfort hospital communities every day.

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Lori's Gifts is a national operator of hospital gift shops with over 250 gift shops operating in hospitals across 39 states. Since 1982, Lori's has been the nation's leader in hospital gift shop management. For further information, please email: hello@lorisgifts.com.

LORI'S GIFTS, INC.

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