

In all we do, it's clear we care.™



Mark Qualls

**HEAD OF STORES
ALL REGIONS**



Mark Qualls stepped into the new role of Lori's Head of Stores in May 2026. In this key leadership role, Mark oversees 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.

LORI'S GIFTS, INC.

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