

# DREW FUSCO

## CUSTOMER SERVICE SPECIALIST



Meet Drew! Drew has been a part of the DAR PRO team since July 2019, and he just celebrated his two-year anniversary as a customer service specialist. He was truly born and raised in Dallas, right in the town that he calls home now. But in between now and then, he has lived in St. Louis and Maui. When he is not at work helping customers, he likes to work out, cook and watch YouTube videos. In the words of his teammates, Drew is a dedicated and dependable team member who gives individual attention to our customers. He genuinely cares for the customers and the quality of customer service.

Meet Drew below!

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**Q: What is your favorite part about your role?**

A: There's a lot of things that make my job enjoyable. I find people fascinating, so this job fills my desire to understand people. I ask many questions to a lot of different people.

**Q: How do you impact the customer?**

A: It starts with answering the phone, and one thing that I always wanted to make sure is that when I pick up that call, I have a warm and welcoming voice. I focus a lot on my tone of voice and how I present it.

**Q: Do you have any go-to phrases or questions that you use on the phone?**

A: After I get to the point in the call where the customer is comfortable, I talk to them like they're my friend. I ask the owners questions like "What is it like owning a business," and as they talk about their business, I am typing up their service request. So, by time they are done talking, I have all their information in our system without them having to ever wait on me. I try to make the experience unlike any other, it just makes the experience more enjoyable for them.

**Q: What is your favorite thing about working here at DAR PRO?**

A: Before I originally interviewed, I did my due diligence and researched the company. When I learned that it had been around for more than 130 years, that it's publicly traded, the diversification in the income streams. All of that was very appealing. Something else that also stood out was that management had been here for years. People want to stay and work here, so there isn't much turnover. Also, we're coming up with new technology constantly, which is exciting.

**Q: What is your favorite food to cook?**

A: Bone-in ribeye, cooked medium rare. Baked potato and homemade salad.