

# GRACE WAUGH

## CUSTOMER SERVICE SPECIALIST



Meet Grace! Grace joined the DAR PRO team as a customer service specialist in September 2020. Although she is a Dallas native, growing up in Plano, Grace spent the past four years in Oxford, MS at Ole Miss where she studied marketing and played soccer at the collegiate level (she was even a captain). After graduating in May 2020, she made her way back to Dallas to join our team and we couldn't be happier. In the words of her team, Grace is one of the most genuine, consistent and patient members of the team. She is friendly and approachable by her teammates and customers.

Learn more about Grace below!

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

A: The power to help. The opportunity to offer help and assistance to our customers' wants and needs is very rewarding. You learn as you go too. You learn something new every day, and you're never at your fullest potential. You have a growth mindset every day. I've always enjoyed being on a team, starting from soccer. I enjoy that team atmosphere and collaborative mindset.

**Q: What do you like about working at DAR PRO?**

A: Walking in the first day, I felt so welcomed. So, the people for sure. From that day I knew that this company is trying to make a positive impact. It goes into what DAR PRO stands for – trying to build a sustainable environment for the growing population. The people here care. Everyone is so unique too. I never meet a stranger here.

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

A: Each of us truly makes an impact on the customers -- that is our ultimate goal. Being a listener is huge, just being there for anything that they might need. I just want to brighten their day. They have so much going on, whether they're running their business or something else. We don't know what battles people are facing.

**Q: What do you like to do outside of work?**

A: I enjoy working out, being outside and being active. Soaking up nature, running, working out at the gym. I love volunteering -- I like to give back in the community. I'm really close with my family, so I love spending time with them and my friends.

**Q: What is your favorite fried food?**

A: French fries from Five Guys, extra crispy.