



Stephanie Mahoney

Professional Fire Restoration - Office Manager

illness. When I made DJ aware of the circumstances, his only concern was for my daughter. It is comforting to know that the concern for the welfare of his employees doesn't stop with a paycheck.

SM: What was your experience prior to coming to Professional Fire Restoration?

Stephanie: Before coming to work for PFRS, I worked in the retail industry as a merchandise manager. But, once I started a family, I wanted to be able to spend more time at home. Working with PFRS gives me that opportunity.

SM: As office manager, you are in charge of managing many aspects of the business. What are some of your responsibilities?

Stephanie: I provide support to our homeowners, whether it is with a comforting word or an answer to a myriad of questions. I field calls from insurance adjusters, troubleshoot any scheduling issues that may arise with the crews, and oversee all of the

daily functions of the office.

SM: What is your favorite aspect of working for Professional Fire Restoration?

Stephanie: My favorite aspect of working for PFRS is the satisfaction I receive from helping someone who has suffered a catastrophe. I also enjoy the fast-paced atmosphere of the office and the fact that we all work together as a team.

SM: Why should Professional Fire Restoration be called for water damage, smoke damage, or fire damage?

Stephanie: A homeowner that has suffered water, smoke, or fire damage should call PFRS because we are the best at what we do. We have caring, experienced employees, most of who have been here for many years. And, we have an exceptional relationship with insurance adjusters, who trust the work will be completed correctly, therefore, allowing us to provide excellent service to our homeowners.

Success Magazine: Stephanie, you have been with Professional Fire Restoration for fifteen years. Why have you stayed with the company for so long?

Stephanie Mahoney: I have stayed with PFRS for so long because this company is essentially my family; I know I am a valued member of this family. A little over a year ago, my daughter required a hospital stay due to the discovery of a life-threatening