

## EMPLOYEE SPOTLIGHT: Fabi Hernandez-Garcia

Our employee spotlight is on Fabi Hernandez-Garcia as our Towables Retail Representative. Fabi, who came to Gulf Stream right out of high school, has ten years of experience in the RV industry. His career with Gulf Stream dates back to 1999, when he served as a File Clerk. From 2000 to 2003, he was a Switchboard Operator; from 2003 to 2004, a Retail Service Coordinator; from 2004 to 2005, an Online Parts Store Coordinator; and from 2005 to 2008, a Service Writer.

Fabi's primary responsibilities are to take calls for Towable Customer Service and answer web service inquiries for Towables. A typical day involves answering the phone and responding to emails, answering questions and concerns that customers may have with their travel trailers or fifth wheels. Fabi says, "I'm a little rusty since most of my experience is in Motorized. But I did work with Towables a little when I was the Retail Service Coordinator and when I was the Service Writer (until they separated the service department). There are some similarities, but they are two different worlds. One of the challenging things about my position is being 'chained' to a desk. I became accustomed to being in the units, seeing how things were repaired, and becoming acquainted with the product. I learned the most being a Service Writer because it was a 'hands-on' job and I felt confident about my product knowledge."

When asked about the most rewarding part of his job, Fabi says, "When a customer tells me I've been a lot of help, it makes it all worth it. Sometimes the customer is initially very upset, only to have a complete change of attitude. It makes it all worth it. Although I know I can't please everyone, I will always try to do my best to help, even if it means going out of my regular realm of duties."

Fabi, who says that everyone in Towables has been very nice and welcoming, is excited to learn the “other side” of Gulf Stream Coach and says that if Towables or Motorized ever re-opens a service center, he would again like to be a Service Writer. “Gulf Stream is a good company to work for,” says Fabi. “I appreciate that I have been given the opportunity to grow and advance within the company even with the lack of a college education. Even though I’m essentially starting over, I look forward to working my way back up the ladder.”

**PERSONAL:** Born and raised in Bremen, IN, Fabi Hernandez-Garcia still resides there. He has two older brothers, two younger sisters, and two cats, Leonidas and Benjamin (Ben and Leo for short). Fabi says, “I had a baby girl, Alina Rose Garcia, this past April. She is awesome! Children were not part of my plan, but I would not trade her for the world. She almost makes me want to have more! I can’t believe how fast she is growing. You hear people say that all the time, but you just don’t fully realize it until you have one of your own. My family and friends have been very supportive and helpful. I give thanks every day that I was blessed with such a wonderful family and circle of friends. My sister, Sonia, and my mom take care of Alina while I’m at work. Alina is my parents’ first grandchild, so you can imagine how spoiled she is! Daniel and I separated almost two years ago, so we don’t live together right now. But once his lease is up in South Bend, we plan to get a place in Bremen or Nappanee.”

“Though I don’t really have hobbies, I suppose the closest thing would be my interest in fashion,” says Fabi. “I love seeing what is new in fashion and I like knowing what to expect for each season. I’m not a slave to fashion, nor do I wear the sometimes odd couture outfits seen on the cat walks. But I think it is a very interesting industry that has more dimensions and levels than most people think. It affects everyone’s life whether they like it or not. I subscribe to five different fashion magazines. My favorites are *Elle*, *Vogue* and *Harpers Bazaar*. But now they are just piling up in my room because Alina keeps me really busy!”

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