

Business focus: Mr. Transmission

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A mechanic works on a car Aug. 6 at Mr. Transmission, 11155 S. Dransfelt Road, Parker.
Provided by: Erin Feese/YourHub.com

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Business: Mr. Transmission of Parker

Address: 11155 S. Dransfelt Road, Parker

Hours: Weekdays 8 a.m. - 5:30 p.m.; Saturday 9 a.m. - noon

Employees: 4

Interviewee: Robert Drucker, owner

How did you come to be involved in this business?

I was previously in the general automobile repair business. I initially got into the repair business because in the space of about six months, my three daughters were oversold on repairs for their vehicles. I thought I could do a better job helping people who don't have a good grasp of how automobiles work. As a Parker resident, I had been looking for another opportunity in the Parker area.

What distinguishes you from other businesses in your category?

Our general manager has 27 years in the transmission business, including being a technician and having his own shop. Our other technicians also have extensive transmission experience. I am a businessman who understands the car repair business; I am not a car guy. As I have done before, my job is to increase business and improve internal processes which ultimately will result in a higher level of customer satisfaction.

What do you like best about your line of work?

I get an opportunity to meet a cross section of residents, provide a needed service and know at the end of the day my customers have received great service at a fair price.

What is your business' biggest challenge?

Like many small businesses, many of our customers need to have a service performed, but sometimes are unable to afford it.

Something people might be surprised to learn about you or your business:

I am also a partner in an assisted living residence. It turns out service can take many forms, even for businesses!