

'The commissary ... it's worth the trip!'

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deca**vision**

Vol. 19, No. 4 2010

**Best commissaries
make debut in Atlanta:**

GOING GOLD

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deca^{vision}

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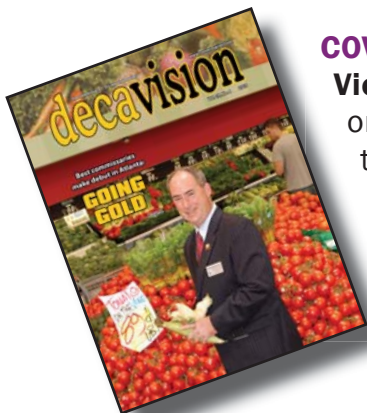
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21 GROCERY MERCHANDISING AWARDS: Year 15 of this contest features winning stores using creativity and marketing savvy to produce dazzling displays sure to draw crowds of customers, such as this one at Cairo Commissary, **Pages 21-24.** DeCA photo: Gamal Hasaballa

25 OUTREACH CHALLENGE: Winning stores for 2009 host record-breaking events, setting the bar high for 2010.

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COVER STORY: Store Director Bill Vick, San Diego Commissary, leads one of the agency's flagship stores to Best Commissary status for 2009 performance. For more on these coveted worldwide honors, see **Pages 4-20.** DeCA photo: Nancy O'Neill



fromthetop

PASSION for excellence

DeCA's new values statement salutes pride, dedication

Thomas E. Milks

Acting DeCA director and CEO

As we roll out the agency's new strategic plan, you'll notice we are doing so with PASSION, our new values statement that underscores the attitude our people must have when they deliver the commissary benefit.

PASSION defines who we are and what we believe. Along with the tag line "One Vision, One Team, One DeCA," PASSION is our rallying cry when it comes to pursuing excellence in DeCA.

Why a new values statement? Our previous values statement of LIFE – Leadership, Integrity, Flexibility and Enjoyment – was fine for its time. However, as our customers evolve, we must continuously refine our delivery of their benefit. Whether it's in the stores, the regions or the headquarters, we all have a stake in doing our best; and we demonstrate our passion in the concepts we've described here:

PWe **PURSUE EXCELLENCE**. Our pursuit of excellence is demonstrated by our commitment to provide a savings to our customers of 30 percent or more and in doing so being the best we can be.

AWe are **ACCOUNTABLE** and **FISCALLY RESPONSIBLE**. We have a responsibility to be good stewards of the benefit. This stewardship extends to the basic principles of sound business practices. We are also accountable to each other as individuals and team members, displaying integrity, loyalty and respect.

SWe have a **SENSE OF URGENCY**. There's no tomorrow when it comes to providing a valued benefit to our customers. The deployed service members who have left families behind or are in unfamiliar locations can be assured of a benefit that is always there and provides a sense of community through stressful times.

SWe **SET HIGH STANDARDS**. At DeCA, there is no place for minimum effort. We aim high and look to push the bar higher with everything we do.

IWe value **INNOVATION**. Innovation is not just about technology, but about change, modernization and transformation. We cultivate new ideas every day through teamwork and an honest exchange of knowledge across the DeCA landscape.

OWe take **OWNERSHIP** of our **PERFORMANCE**. There is a basic commitment to excellence, a pride in what we do that transcends a job title. This benefit is what we do, and we all must represent the best of it.

NWe are **NECESSARY**. The commissary benefit is a vital component for improving the quality of life of our service members and their families. It is a strong factor in helping the military recruit and retain troops.

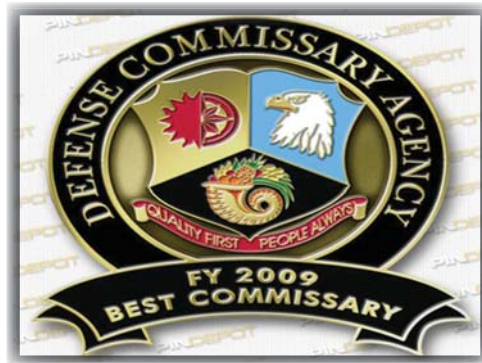
We have a great team and a noble mission that all of us believe in. Through PASSION, we will take to heart our roles as deliverers of this valuable benefit, embracing shared values that will support exceptional performance. ■



Sandra Vaughn, produce manager at Fort Myer Commissary, Va., meets Acting Director and CEO Thomas E. Milks during a store tour this summer. DeCA photo: Rick Brink



Clockwise from top left, award-winning Sagami-hara Commissary, Japan; Grafenwoehr Commissary, Germany; Hunter Liggett Commissary, Calif.; Moody Commissary, Ga.; and San Diego Commissary. DeCA photos





coverstory

Year of performance at highest levels earns honors

GOLD

Kevin L. Robinson

Corporate Communication

With the tearing of the envelopes and the subsequent announcements, a flood of unbridled enthusiasm engulfed the recipients of the Annual Best Commissary Awards during DeCA's 2010 Conference and Training Event in Atlanta, June 8.

The awards mean that much to the people who work tirelessly to serve the most important customers in the world, said then DeCA Director and CEO **Philip E. Sakowitz Jr.**, less than a month before his retirement.

"Every day, in more than 250 commissaries around the world, our employees and industry partners go the extra mile for our service members and their families," he said. "Witnessing the passion of the recipients speaks directly to their dedication in delivering the commissary benefit."

Winners by category are:

Moody Air Force Base, Ga.

Bill Nichols Award

Best Large U.S. Commissary

Fort Hunter Liggett, Calif.

Richard M. Paget Award

Best Small U.S. Commissary

U.S. Army Garrison Grafenwoehr, Germany

Dan Daniel Award

Best Large Commissary Overseas

Sagamihara, Japan

L. Mendel Rivers Award

Best Small Commissary Overseas

Naval Base San Diego

Director's Award, Best U.S. Superstore

"This is a tough competition – just to be nominated is quite an accomplishment," Sakowitz said. "Although these awards acknowledge the teamwork and excellence of our employees and industry partners, the real winners are our customers. They

receive a world-class benefit as our stores aim to be DeCA's best of the best."

Runners-up and honorable mentions are:

Nichols Award runner-up: Norfolk Naval Shipyard Portsmouth, Va. *Honorable mention:* Keesler Air Force Base, Miss.; Marine Corps Air Station New River, N.C; and Carlisle Barracks, Pa.

Paget Award runner-up: White Sands Missile Range, N.M. *Honorable mention:* Naval Construction Battalion Center Gulfport, Miss.; Naval Air Station Whiting Field, Fla.; and Mountain Home Air Force Base, Idaho.

Daniel Award runner-up: Camp Humphreys, South Korea. *Honorable mention:* Andersen Air Force Base, Joint Region Marianas, Guam; Spangdahlem Air Base, Germany; and U.S. Army Garrison Schinnen, Netherlands.

Rivers Award runner-up: Kelley Barracks, Germany. *Honorable mention:* Fleet Activities Sasebo, Japan; Cairo, Egypt; and Garmisch, Germany.

Director's Award runner-up: Fort Eustis, Joint Base Langley-Eustis, Va. *Honorable mention:* Fort Lewis, Joint Base Lewis-McChord, Wash.; Naval Amphibious Base Little Creek, Joint Expeditionary Base Little Creek-Fort Story, Va.; and Langley Air Force Base, Joint Base Langley-Eustis, Va.

DeCA's Best Commissary Awards recognize overall excellence in commissary operations and service. Winning stores are objectively evaluated in four areas: accountability, unit cost, commissary customer service survey and sales.

The awards are named in honor of government officials who protected the commissary benefit and championed quality-of-life issues for the military and their families. ■





San Diego

Best U.S. superstore: Naval Base San Diego

Checkouts: 21 in-lane, 8 self-checkout
Employees: 190
Fiscal 2009 sales: \$88.9 million
Age: 2007 **Zone:** 16



William "Bill" Vick

Store director: William "Bill" Vick
Vick became store director in 2008 after serving as store director at Camp Pendleton, Calif., for three years. His commissary career began in 1990. Military service: U.S. Air Force.

Zone manager: Dave Woody

Deputy store director: Constance Tallon
Store manager: Ernie Pacoma
General manager/meat manager: Robert Hannam
Acting grocery manager: Quentin King
Produce manager: Numeriano Reyes

What do customers love about the commissary and staff?
Our customers love the beautiful, supersized facility and all the selections that we carry. And, even with the enormous size, many customers get to know our employees on a first-name basis and love the personal attention. Most of our employees are either military spouses, family members, or have served in the armed forces.

Right, there's no fatty, salt-laden, hot-dog eating contest at San Diego Commissary – these Marines enjoy a salad-eating contest during Commissary Awareness Month activities last year.
DeCA photo: William Vick



A basket full of luscious, healthy produce showcases ethnic favorites during Asian Pacific American Heritage Month in May. DeCA photo: William Vick

Our employees know our patrons and their needs, because they used to be where our customers are now. No matter how large the building, we are one cohesive family.





TEAM SAN DIEGO

Describe your team dynamic.

Our team is extremely diverse. We come from all walks of life and every corner of the globe. And, we're all here with one purpose: to deliver the best possible commissary benefit to our military family. We believe in what we are doing, and we're very passionate about our mission. This sense of duty and purpose not only applies to DeCA employees, but it is shared by our many industry partners and contractors who all come together to provide this valued benefit.

What was your team's proudest accomplishment during 2009?

Winning the title of best superstore is like winning the "big game." It was a tremendously proud moment for the store; however, we did not earn that championship title in a single game. It was what the San Diego team did every day that earned us that honor. I am so proud of this team for consistently delivering their very best throughout the year. It is extremely difficult to deliver at such high levels every day, but our team did just that. That's what it takes, and that's what they did ... it's as simple as that. Delivering the benefit at the highest level every day was our proudest accomplishment for 2009.

What would you like everyone in DeCA to know about your store?

Our team is tremendously proud of the San Diego store, and I think that's reflected in the service they

deliver every time, every day. We like to think our customers are also a big part of our team, and it inspires us to know that they also are very proud of the store. We listen carefully to them and go the extra mile to meet their needs. Of course, we can't excel without help from the zone, region and headquarters, who have been tremendously supportive to ensure we get what we need to meet our patrons' needs. It takes a lot of dedicated people working together to make great things happen, and that's what makes the San Diego Commissary so successful.



Store Director William Vick knows his team will be thrilled about achieving this honor. DeCA photo: Nancy O'Neil





Moody

Best U.S. large store: Moody Air Force Base, Ga.

Checkouts: 6 in-lane, 4 self-checkout
Employees: 54
Fiscal 2009 sales: \$15.8 million
Age: 1982 **Zone:** 2

Store director, contest year:

Nadine Johnson

Johnson currently serves as store director for Fort Eustis Commissary, Va. She became store director at Moody in 2007



Nadine Johnson



Royden Hunnewell

after serving a year as store director at Key West Commissary, Fla., following promotion from grocery manager to deputy there, 2000-2006. Her commissary career began in 1989.

Zone manager: Max Kraftchick

Current store director:

Royden Hunnewell

Store administrator: Janie Ruhl

Customer service manager: Brenda Powell

Grocery manager: Gail Little

Meat manager: Roy Castleberry

Produce manager: Vera Dunk



(Information submitted by Store Director Nadine Johnson)

What do customers love about the commissary and staff?

Moody customers love the service that we provide. They can expect outstanding customer service on each and every visit, and we enthusiastically try to live up to their expectations. We set the standard fairly high, and we assure it remains in place. Of course there are always anomalies that can affect productivity, but as a team we overcame them.

Our customer service achievements did not go unrecognized; we were honored with the region's award for Best Customer Service 2009. We worked hard together as a team to provide a quality-of-life benefit that our customers have grown accustomed to.

Patricia Lilly, lead storeworker at Moody Commissary, keeps the produce cases full for customers. DeCA photo

Describe your staff's "secret to success."

Focus. Everyone understood what was required in

Darlene Sebranek, storeworker at Moody Commissary, makes herself available for customers at the meat cases. DeCA photo





TEAM MOODY (excited about their renovation)

order to provide and maintain excellent levels of service. Once that line was drawn in the sand and the proper tools were at our disposal, we were able to execute with confidence and success.

What was your team's proudest accomplishment during 2009?
My team's biggest and proudest accomplishment came in May 2009 when we broke the sales record during the semiannual case lot sale. We had the highest sales ever for Moody, with the two-day sale totaling more than \$250,000. We worked hard as a team to make this happen, and the result was a very proud moment for everyone. Our patrons were very pleased, and they let us know.

What would you like everyone in DeCA to know about your store?
Dedication, commitment and teamwork is the formula to achieve success. My team uses this formula continuously to serve the most deserving.



Willie Jackson, storeworker at Moody, checks the quality of displayed produce. DeCA photo





Grafenwoehr

Best overseas large store: U.S. Army Garrison Grafenwoehr, Germany — second consecutive win

Checkouts: 6 in-lane, 4 self-checkout
Employees: 82
Fiscal 2009 sales: \$20.9 million
Age: 2007 **Zone:** 31

Store director, contest year:
Jimmie Holzhauser

Holzhauser became store director in 2008 after serving as store director at two other locations in Germany: Vilseck and Hohenfels. He began his commissary career in 1981 and retired July 2010.



Jimmie Holzhauser

Zone manager: Barbara Sannino

Current store director: Jaime Segarra

Deputy: Ingrid Ruiz

Store manager: Leroy Gibbs

Customer service manager: Maria Tauber

Grocery manager, contest year: Diane Krajcovic (now in Georgia, military permanent change of station)

Current grocery manager: Edward Swanson

Assistant grocery manager: Timothy Tomas

Produce manager: Jeff Pavlowski



Grafenwoehr Commissary helps customers enjoy St. Patrick's Day — not only via the “wearing o’ the green,” but also the “displaying o’ the green.” DeCA photo: Ingrid Ruiz



Grafenwoehr Commissary creates a massive holiday tree made of soda cases. DeCA photo: Ingrid Ruiz

What do customers love about the commissary and staff?

They love that they can come to our facility at any time and enjoy the freshness and variety of one of our specialty departments, or just doing their regular shopping, while receiving nothing less than outstanding customer service provided by our wonderful staff. Customers especially love our always-fresh salad bar and the made-to-order deli sandwiches.

Describe your staff's “secret to success.”

TEAMWORK! Our staff is very dedicated and professional, and they take great pride in what



TEAM GRAFENWOEHR

they do. We take the extra step in ensuring that the commissary is worth the trip throughout the business day, seven days a week. Our day and night staff really pay attention to details and do a truly wonderful job.

What was your team's proudest accomplishment during 2009?

I am very proud of all our accomplishments, but if I had to choose one, it would be winning the Best Large Store Overseas for the second time.

What would you like everyone in DeCA to know about your store?

We are located at the largest training area in Europe and serve both American and international forces with great pride. We are a highly deployable base, so we try to make our store a little touch of home away from home for our warfighters and their loved ones. After all, this is the least we can do, considering what they do. ▶



Members of Better Opportunities for Single Soldiers enjoy a giant, fresh sandwich created by Grafenwoehr Commissary deli following a store tour. The store remains famous for its "Stryker Sandwich," created exclusively for the 2nd Stryker Cavalry Regiment. DeCA photo: Ingrid Ruiz



Hunter Liggett

Best U.S. small commissary: Fort Hunter Liggett, Calif.

Checkouts: 2 in-lane
Employees: 5
Fiscal 2009 sales: \$895,246
Age: 1991 Zone: 15

Store manager, contest year:
Rebecca Look (retired
May 2010)

Store director (hub):
Robert Landon

Landon has led both Ord Community Commissary and annex Hunter Liggett Commissary since 2006. He previously served nearly three years as zone manager for Zone 33 in Guam. He began his commissary career in 1996. Military service: U.S. Air Force.

Zone manager: **Dave Shaw**

Acting store manager: **Karen McKenzie**
Acting assistant manager: **Virginia Corpuz**
Store associates: **Estella Murillo, Mathew Cole**
Forklift operator: **Karen McKenzie**



Rebecca Look



Robert Landon

What do customers love about the commissary and staff?

We strive every day to provide extraordinary customer service to our shoppers. Our customers told us we met their customer service needs in 2009 when they rated us 5 on a scale of 1 to 5 on the 2009 Commissary Customer Service Survey. We are so proud of our “perfect 5.” We carry nearly 4,500 line items, and a customer can special order anything the store doesn’t routinely stock, then the staff gets it from Ord Community Commissary.

Describe your team dynamic.

The unique thing about our FHL store is that it is located on a training base. For the most part, we receive training schedules and can be prepared to meet the increased demands during training events. Sometimes we do not get advance notice, and sales for a day can go up five times that of a normal sales day. Our sales team steps right up and meets the challenge and has not failed to do so yet.



Storeworker Karen McKenzie makes sure plenty of product remains available for customers in the frozen food section. DeCA photo



TEAM HUNTER LIGGETT (Store Director Robert Landon, lead cashier Virginia Corpuz, sales associate Estella Murillo, storeworker Karen McKenzie, student storeworker Mathew Cole)

What was your team’s proudest accomplishment during 2009?
For the training season, which during the busiest time is three months, we had more than 12,000 trainees and nearly all of them visited the FHL store. During that time, we were open seven days a week for 10 hours daily.

What would you like everyone in DeCA to know about your store?
Along with having a top-notch operation that exceeded store sales and inventory accountability goals in fiscal year 2009, we do a remarkable job anticipating demand, ordering stock and keeping

the shelves full for both permanent party and transit shoppers. That’s significant when considering the large fluctuation in the number of service members on the installation from week to week, and that the shopping patterns of trainees can be inconsistent.



**Store Manager
Rebecca Look**





Sagamihara

Best overseas small commissary: Sagamihara, Japan

Checkouts: 4 in-lane, 1 self-checkout
Employees: 31
Fiscal 2009 sales: \$4.1 million
Age: 1985 **Zone:** 35

Store director, contest year:

Ronald “Ronny” Yoder

Yoder became store director in 2007 after serving as store director at Atsugi Commissary, Japan, for two years. He is now store director for Yokota Commissary, Japan. His DeCA career began in 1995.

Current store director:

Lindsey Johnson

Zone manager: Bruce Graf

Store administrator: John Smith

Grocery manager: Kenneth Murray

Meat manager: Takafumi Musashi

Produce manager: Michael Trujillo

Customer service supervisor:

Isabella Watson



Ronald Yoder



Lindsey Johnson



Happy Marines at isolated Camp Fuji, Japan, enjoy one of four on-site sales hosted by Sagamihara Commissary last year. DeCA photo: Ronald Yoder

(Information submitted by Store Administrator John Smith)

What do customers love about the commissary and staff?

Our customers enjoy shopping at our commissary

because of our hometown feel and customer support. Our employees and management staff take the time to recognize and engage with our customers. Customers know the staff here will make the extra effort to help them, and we have great attitudes.

Describe your staff’s “secret to success.”

We are truly blessed here at Sagamihara Commissary. We all hear the word “teamwork,” but you will truly find it in our store and feel it strongly. Team Sagamihara is phenomenal; our employees are cohesive and extremely mission oriented. Our employees respect each other and take job responsibilities seriously. Everyone takes pride in their work! Our management team takes a “be safe, smart and have fun” approach to everyday operations. We listen to our teammates and take action to correct our mistakes. The employees trust our leadership, and we trust our employees. Good attitudes equal great customers and a great place to work.



Sagamihara Commissary’s customer service supervisor, Isabella Watson, meets Command Sgt. Maj. Victor M. Garcia, DeCA senior enlisted advisor to the director, during a command store visit last year. DeCA photo: Norman Brown



TEAM SAGAMIHARA

What was your team's proudest accomplishment during 2009?

Other than winning this honor, I would have to say our outreach to the U.S. Marines at Camp Fuji — they are so far away from the commissary. We provided four on-site sales in 2009. When you go to Camp Fuji and set up the on-site commissary, seeing happiness and smiles on our fighting troops' faces, you will understand the true meaning of "providing the benefit" to our service members. The Marines let us know they appreciate our bringing the benefit to them.

What would you like everyone in DeCA to know about your store?

That we absolutely have the best employees in DeCA.



An egg hunt hosted by SagamiHara Commissary last year turned out picture-perfect for gathering treats. DeCA photo: Ronald Yoder

We enjoy our jobs and give our customers the service they deserve. We have fun, we sell groceries and, most of all, we provide the benefit!



Moriya Kayo, produce work leader, and Nana-san from REI Company at SagamiHara Commissary await a VIP store tour. DeCA photo: Norman Brown



Fort Eustis

Runner-up, best U.S. superstore: Joint Base Langley-Eustis, Va.

Checkouts: 15 in-lane, 4 self-checkout
Employees: 110
Fiscal 2009 sales: \$48 million
Age: 1991 **Zone:** 28

Store director: Nadine Johnson
Zone manager: Joe Green

Store administrator: Vicky Shabbott
Store manager: Trevor Cain (now DeCA Headquarters, Va.)
Grocery manager: Melanie Niebuonrit
Meat manager: Ronald Owens
Produce manager: Eugene Baldwin
Customer service manager: Rosalie Seawell



Nadine Johnson

in and a staff who knows most of them by name – or will take the time to get to know the ones they have not met. Our customers love the fun and exciting merchandising displays that are always changing throughout the year. Our customers receive first-class customer service every time they shop at Fort Eustis, which always brings them back.

Describe your staff's "secret to success."

It's the fundamental belief of all the staff that our customers deserve to find the very best prices and products while shopping in our commissary. The staff works as a team and pursues any request or suggestion from a customer with a determination that will not accept defeat.

What do customers love about the commissary and staff?

Our customers love our commissary because they always have a clean and well-stocked store to shop

What was your team's proudest accomplishment during 2009?

I can't think of any one instance throughout the year, but we are proudest of our outreach efforts during 2009. Just to name a few, during Commissary Awareness Month, we created fun and exciting tours, games and food demonstrations for our young soldiers. We promoted healthy eating by participating in the Fall Festival at the elementary school on Fort Eustis by giving the children apples to taste and take home.



TEAM FORT EUSTIS



Portsmouth

Runner-up, best large U.S. commissary: Norfolk Naval Shipyard Portsmouth, Va.

Checkouts: 9 in-lane, 3 self-checkout
Employees: 69
Fiscal 2009 sales: \$22.2 million
Age: 1969 **Zone:** 28

Store director: **Doug Buntley**
Zone manager: **Joe Green**

Assistant store director:
Annette Roberts
Customer service manager:
Lillian Santiago
General manager: **Carol Foltermann**
Produce manager: **Patricia Vass**
Meat manager: **Shelly Crook**

What do customers love about the commissary and staff?
Customers love our friendly, helpful staff. We respect



Doug Buntley

them, care about them and treat them like family. We have a modern facility, renovated in 2005; but to our customers, we're a friendly, country grocery store where they enjoy shopping.

Describe your staff's "secret to success."

It's simple: Treat the customer like you want to be treated when you go shopping. The customer comes first – outstanding customer service is what sets us apart from all the "big box" grocery stores.

What was your team's proudest accomplishment during 2009?

We're proud of our service every day, so winning this honor has to be icing on the cake for us. Our customers are the best – they make it all worthwhile – so we've never made an award our goal. Still, it makes us feel great to be recognized as a team for our hard work.



TEAM PORTSMOUTH



TEAM CAMP HUMPHREYS

Camp Humphreys

Runner-up, best large overseas commissary: Camp Humphreys, South Korea

Checkouts: 5 in-lane
Employees: 26
Fiscal 2009 sales: \$7.8 million
Age: 2005 **Zone:** 36

Store manager, contest year:

Keith Pollanen

Store manager, current:

James Kimbrel

Store director (hub): Kalani Patsel,

Osan Commissary, South Korea

Zone manager: Wayne Walk

Merchandising manager: Nam Yum Chol

Supervisor store checker: Saewha Bush

(Information submitted by former Store Manager Keith Pollanen)

What do customers love about the commissary and staff?

Many customers say that they feel as if they are visiting a grocery store in their hometown. Our employees know the majority of our customers by name. We take great pride in providing a friendly atmosphere and being referred to as a small-town grocery store.

Describe your staff's "secret to success."

I think what has contributed to our success the most



Keith Pollanen



Kalani Patsel

is that the staff is always willing to help each other to ensure our customers are given the best service possible. The staff truly believes in the team concept, and this is reflected in our latest Commissary Customer Service Survey score of 4.94 and our 3.81 percent sales increase.

What was your team's proudest accomplishment during 2009?

One of our proudest accomplishments was our store being nominated once again to represent DeCA West as the best large store overseas, but our biggest accomplishment was how our team concept grew and flourished. By working together as a team and providing our customers with exceptionally friendly and professional service, we achieved our sales goals, and we expect to see future sales growth. When we achieved our goals, we received more recognition. This recognition helped to build morale as it proved to the staff that the work they do day in and day out is far beyond what's expected and appreciated by DeCA management; but most importantly, it is appreciated by our patrons.



TEAM WHITE SANDS

White Sands

Runner-up, best small U.S. commissary: White Sands Missile Range, N.M.

Checkouts: 3 in-lane, 2 self-checkout
Employees: 21
Fiscal 2009 sales: \$3.7 million
Age: 1985 **Zone:** 8

Store director: Paul Schneider
Zone manager: Donald Johnson

Store manager: Earl Bailey

Acting grocery manager:

Larry Hofrock

Meat market manager: Danny Pina

Management support center: Maria Galey



Paul Schneider

say, first and foremost, customers love our smiling, friendly and helpful staff. I also hear positive comments about the clean appearance of the store from our customers and from visiting VIPs.

Describe your staff's "secret to success."

The staff believes the customer is the most important part of our business. The staff goes above and beyond to serve our customers. We are a family that cares about each other. Teamwork with the desire to do one's best is a winning combination, and that is what White Sands employees are all about.

What was your team's proudest accomplishment during 2009?

We are proud of our record Commissary Customer Service Survey results, a 4.90 on a scale of 1 to 5, and of our inventory accountability. We made both customer service and inventory control a priority and everyone on staff worked toward those goals. *(Note: The store broke its CCSS record again with a 4.99 for 2010.)*

What do customers love about the commissary and staff?
We may be small, but we deliver a big benefit. Our customers know they can find what they want, because the shelves are always full, and they can always find helpful employees ready to make their shopping experience enjoyable. I would have to



Kelley Barracks

Runner-up, best small overseas commissary: Kelley Barracks, Germany

Checkouts: 2 in-lane, 4 self-checkout
Employees: 14
Fiscal 2009 sales: \$1.8 million
Age: 1925 **Zone:** 31

Store director: Frank Hart
Zone manager: Barbara Sannino

Grocery manager: John Twigg



Frank Hart

What do customers love about the commissary and staff?

We are a small store, and we use this to our advantage by getting to know our customers and developing strong relationships. Our customers appreciate that our team of professionals are so friendly and go out of the way to help them with their shopping needs. A positive attitude is the simple secret to great customer service, and that is Team Kelley's goal each day, especially while interacting with customers. This creates a pleasant and relaxing environment where our customers feel special and appreciated.

Describe your staff's "secret to success."

We operate primarily with three priorities, and we believe that if we focus on these priorities, everything will normally work out for the best: customer,

accountability and team. First, we understand that we work for the customer and should always do our best to provide the best customer service possible. We remain flexible and keep an open mind when considering our customers' needs. Second, if we stay focused on accountability, both personally and professionally, the outcome will be positive. We believe personal accountability means being a solid team player, treating others with respect, using good judgment and being an honest person. Professional accountability is our joint effort in protecting our assets in all areas of the store and maintaining high ethical business standards. Last, we are a cohesive team, and our priority is to take care of each other like a family, communicate, work toward our goals and continue to grow and improve as a team.

What was your team's proudest accomplishment during 2009?

We completed a nine-month renovation project May 1, culminating in a complete store reset and ribbon-cutting ceremony. The renovation project increased the overall size of the store by 2,500 square feet and added additional shelf space for dry, freeze and chill items, and produce. Additionally, April 1, Kelley Commissary successfully converted from an annex to a stand-alone store. The past year has been a year of change, growth and many challenges that we successfully met head-on. ■



TEAM KELLEY BARRACKS



Merchandising genius

DeCA's annual merchandising awards salute grocery display talent, creativity

Kevin L. Robinson
Corporate Communication

Commissaries around the world earned honors as the best in fiscal 2009 for originality, creativity and compliance of promotional displays in DeCA's 15th Annual Merchandising and COMMEX Awards.

The store directors of the winning stores accepted the awards from **Philip E. Sakowitz Jr.**, then DeCA director and CEO, June 8 during the agency's 2010 Conference and Training Event in Atlanta.

"The product displays we honor with these awards are typical of the hard work, imagination and cooperation of our store employees and industry partners," Sakowitz said. "Their creations draw a lot of attention to various promotions and create a lot of excitement in the stores for our customers."

Annual merchandising awards are presented to commissaries identified as building the best displays. To stand out, they must also excel in adhering to the sales directorate's promotional program packages, exhibit creativity and enthusiasm in merchandising commissary products, and encourage the participation of regional and local companies in promotional programs.

The ceremony concluded with presentation of the COMMEX Awards, also referred to as the Commissary-Exchange Report Awards. These are presented each



DeCA's 15th Annual Best Merchandising Awards

Best U.S. superstore

McChord Air Force Base Commissary, Joint Base Lewis-McChord, Wash.

Best U.S. large store

Fort Eustis Commissary, Joint Base Langley-Eustis, Va.

Best overseas large store

U.S. Army Garrison Heidelberg Commissary, Germany

Best U.S. small store

Laughlin Air Force Base Commissary, Texas.

Best overseas small store

Cairo Commissary, (4th consecutive)

Best region

DeCA Europe

Best zone

Zone 37, Mediterranean Zone, DeCA Europe

year to commissaries with the best promotional compliance, said Gary Duell, COMMEX vice president.

COMMEX, based in Dallas, surveys the promotional items that are being displayed at nearly 100 commissaries in the continental United States to see if they comply

with display segments that include power buys, primary displays and manager's specials. "The surveys give DeCA's marketing business unit and its industry partners a good indication of how well promotional programs are being supported at store level," Duell said. ▶



COMMEX Awards

Best store compliance, DeCA East
Bolling Air Force Base Commissary, Joint Base
Anacostia-Bolling, Washington, D.C.

Best store compliance, DeCA West
Fort Hood II Commissary, Texas

Best zone compliance, DeCA East
Zone 28

Best zone compliance, DeCA West
Zone 6

Best region compliance
DeCA West



Laughlin Commissary, Texas, cross-merchandises sweet snacks along with fruity complements, perfect for brown bag lunches or a little energy on the go. DeCA photo: Denise Kenner



Fort Eustis Commissary, Va., chooses a rubber ducky theme for an end cap of cleaning items. DeCA photo: Debbie Cox



Heidelberg Commissary, Germany, leads customers to a little red schoolhouse to highlight back-to-school meal options.
DeCA photo: Heather Kallio



Balloons accent a display at McChord Commissary, Wash. *DeCA photo: Peggy Russell, Leona Lamar*



Cairo Commissary, highlights sweetheart gift possibilities with a larger-than-life Valentine created from scrap plastic foam. *DeCA photo: Khalil Abdalla Khalil* ■



Merchandising awards focus

Four in a row for Cairo

Leslie Brown

DeCA Europe public affairs officer

It wasn't a surprise to **Mohamed About Enein** when **Cairo Commissary** took top honors in the 15th Annual Merchandising Contest.

Enein, acting director of the commissary, has been part of the store that's taken home the title of best small overseas store in grocery merchandising six of the past seven years — and the last four consecutive years.

(Store Director **Daniel Danielson**, Meridian Commissary, Miss., has been selected as the new Cairo store director.)

"We were judged as a large store in 2005 because our sales increased during a large military exercise," Enein said. "But we still were awarded an honorable mention."

Enein owes the success of their winning displays to everyone in the store.

"We have a meeting to brainstorm ideas that reflect the contest theme for our next display,"

he said. "Everyone gets involved."

“

**RULE NO. 1:
NO IDEA IS A
CRAZY IDEA.**

— ENEIN

His rules when everyone sits down together?

"Rule No. 1, no idea is a crazy idea," Enein says. "Second rule, we make sure we enjoy it and our customers enjoy it."

Three of the

decorators of the exhibit, **Mohamed Emad**, produce manager; **Khalil Abdalla Khalil**, warehouse driver; and **Gamal Hasaballa**, grocery manager, worked on the project from start to finish and were proud to hear they had won the



M.A. Enein



Mohamed Emad, produce manager at **Cairo Commissary**, carves scrap plastic foam into an elaborate figure for a store display. See the finished piece of art in the center of the picture on Page 2.

DeCA photo: Gamal Hasaballa

award this year. That confirmed what they already knew: Their hard work had paid off.

"We will do our best to always keep this award in Cairo," Enein said of his dedicated crew.

Enein is also proud of the way his employees produce the displays. Most of the materials are repurposed from packing material they receive their products in and supplies already there at the store.

"We use Styrofoam that we have on hand to build all of our three-dimensional displays," he said. "We might have to purchase paint or other small items, but everything else is from what we already have available." ■



Sheppard Commissary, Texas, continues its tradition of outreach excellence, this year winning honors for activities aimed at informing new recruits and students about their commissary benefit. *DeCA photo*

Outreach Challenge

Competition expands to include Guard-Reserve on-site sales

DeCA officials recognized commissaries worldwide for outstanding customer outreach June 9 during the agency's 2010 Conference and Training Event in Atlanta.

Store directors were spotlighted for their commissaries' superior achievements in fiscal 2009 for the agency's annual Outreach Challenge and, for the first year, in their support of Guard and Reserve on-site sales.

The winning commissaries for the Outreach Challenge are:

- Best Outreach to Retirees – **Tinker Air Force Base**, Okla.
- Best Outreach to New Recruits and Schools – **Sheppard Air Force Base**, Texas
- Best Outreach to Guard and Reserve – **Fort Leavenworth**, Kan.
- Best Outreach to E1-E6 in the Continental United States – **Nellis Air Force Base**, Nev.
- Best Outreach to E1-E6, Overseas – award shared by **Ramstein Air Base**, Germany, and **Camp Courtney**, Japan.
- Best Outreach to Military Families and Spouses, Continental United States – **Fort Riley**, Kan.
- Best Outreach to Military Families and Spouses, Overseas – **Yongsan Air Base**, South Korea.

The winners of the Guard and Reserve On-Site Sales Awards are:

- Small store category (three-way tie) – **Columbus Air Force Base**, Miss.; **Malmstrom Air Force Base**, Mont.; and **Naval Air Station Meridian**, Miss.
- Large store category – **Fort Gillem**, Ga. (*see photo, Page 26*)
- Superstore category – **Naval Base Pearl Harbor**, Joint Base Pearl Harbor-Hickam, Hawaii (*see photo, Page 43*)

For the past seven years, DeCA has held an Outreach Challenge in which commissaries compete for most originality and creativity in marketing the benefit. The challenge encourages commissaries to reach out to authorized shoppers who may not be using their commissary benefit, or who may not be using it regularly, and provides a unique opportunity for store directors worldwide to share their best outreach practices with others.

The agency's newest outreach competition, the Guard and Reserve On-Site Sales Awards, recognizes stores that supported Guard and Reserve military members and their families at locations at least 50 miles from a "brick and mortar" commissary. Last year, commissaries conducted 165 on-site sale events, reaching 83,000 customers and generating \$4.1 million in savings. ■



Six-figure on-site sales

Seven commissaries host major events in second, third quarters

Fort Gillem, Ga., at Chattanooga, Tenn.	Mar 10	\$267,204
Fort Gillem at Atlanta	Feb 10	\$259,336
Fort Gillem at Chattanooga	Jun 10	\$257,000
JB Pearl Harbor-Hickam, Hawaii, at Hawaii ANG	May 10	\$246,422
NAS Jacksonville, Fla., at Miami	Apr 10	\$168,668
Fort Bragg South, N.C., at Charlotte, N.C.	Apr 10	\$145,831
Fort Jackson, S.C., at Greenville, S.C.	May 10	\$123,023
F.E. Warren, Wyo., at Nebraska ANG	Apr 10	\$110,362
Little Rock AFB, Ark., at Camp Robinson, Ark.	Apr 10	\$104,510



Fort Gillem Commissary, Ga., hosted this major on-site sale Aug. 6-8 at Dobbins Air Reserve Base in Atlanta. The store remains the leader in number of events and sales dollars at Guard and Reserve locations, winning best large store honors in Outreach Challenge competition for 2009. DeCA photo: Rick Brink

STORE-LEVEL RECORDS

Fort Rucker, Ala.	Jul	Meat record sales day	\$20,468
Fort McPherson, Ga.	May	Record sales day	\$82,546
NSY Portsmouth, N.H.	Jul	Produce record % store sales day	10.5%
Ramstein AB, Germany	May	8 th consecutive record sales, produce record sales, deli-bakery record sales day	\$5 million; \$457,553; \$6,392
	Jun	Deli-bakery record sales day	\$6,615
Richards Gebaur, Mo.	May	Two-day record sales	\$69,695
Rota, Spain	Apr	Salad bar record sales	\$10,000
	May	Record sales, record sales day	\$1 million; \$80,000
Spangdahlem, Germany	Jul	Record sales	\$1 million
Vilseck, Germany	Jun	Record customer transaction day	2,037



Environmental awards

Commissaries that have excelled in the agency's recycling efforts were honored June 9 during DeCA's first Solid Waste Management Awards at the recent training conference in Atlanta.

Outstanding Performance in Cardboard Recycling Efficiency

- Albany Commissary, Ga.**
- Barksdale Commissary, La.**
- Columbus Commissary, Miss.**
- Fort Benning Commissary, Ga.**
- Grand Forks Commissary, N.D.**
- Kings Bay Commissary, Ga.**
- Meridian Commissary, Miss.**
- Moody Commissary, Ga.**
- Parris Island Commissary, S.C.**
- Patuxent River Commissary, Md.**
- Portsmouth Commissary, Va.**
- Richards-Gebaur Commissary, Mo.**
- Seymour Johnson Commissary, N.C.**
- Tobyhanna Commissary, Pa.**

Agency's first 'green honors' recognize recycling, waste reduction

Yuma Commissary, Ariz. Yuma Proving Ground Commissary, Ariz.

This award recognizes those stores that have exceeded the agency's goal of 55 percent efficiency in cardboard recycling. After a recycling study of 22 stores, it was determined that for every \$1 million of sales, a store would generate more than 27.6 tons of cardboard, if recycled at 100 percent efficiency. Fifty-five percent of that equates to 15.2 tons per \$1 million of sales.

Most Improved Stores in Recycling Efficiency Patuxent River Commissary, Md. (99 percent increase in efficiency)

Laughlin Commissary, Texas (30 percent increase)

Parris Island Commissary, S.C. (25 percent increase)
These stores are the most improved based on an actual percentage of improvement from fiscal 2007 through fiscal 2009.

Waste Capacity Reduction

Los Angeles Commissary McGuire Commissary, N.J.

The Waste Capacity Award is based on the reduction in Defense Working Capital Fund costs for trash removal. Los Angeles and McGuire earned this achievement for being the first stores to voluntarily reduce the number of containers and pickups per week.

The Los Angeles Commissary began with seven dumpsters, several of which were being used by the base recycling center, being dumped three times per week – all being charged to DeCA. Now the store only has three dumpsters for its exclusive use, being emptied three times per week.

Personnel at McGuire Commissary took the initiative to remove one compactor and have the remaining one emptied only once a week. Their savings amounted to \$50,000 for the agency.

Best Zone

Zone 13, Hawaii

This award recognizes the zone that has done the most to move toward the universal goal of zero waste going to the landfills.

Zone 13 increased the type of materials it is recycling, reduced the number of waste containers and reduced the number of times per week they are being dumped, as well as participated in installations' recycling initiatives. ■



Material handlers Aretha Clay and Betty Swift, Fort Benning Commissary, Ga., model the store's Earth Day shirts, proclaiming "It's Easy Being Green." DeCA photo: Myrtle Gore



The world's best customers salute the world's best employees

Little Rock

I'm a 27-year customer of **Little Rock Commissary**, Ark., and I want to thank all of you for the great job you do in the produce section. Because I am there so often, I know your jobs aren't always easy, keeping everything stocked and looking so fresh and inviting, but somehow you've managed to do it beautifully. I would also like to mention **John Carlton**, meatcutter in our meat department. He's always so pleasant and helpful, and the staff does such a great job. I buy 99 percent of all our groceries in the commissary and love coming in for good values and lots of friendly faces. Thank you again for a wonderful place to shop!

Beverly Stuart



John Carlton

be said for her superior customer service style. She listened very well and immediately offered a concrete solution. Instead of suggesting how I could work with the commissary, she recommended how the commissary could work for me. No blah blah blah, no rhetoric, no detailed explanation about DeCA's ordering procedures. One thing: solution. Please pass my thanks to her for "rock star" customer service.
Chief Petty Officer Mike Shaunessy, U.S. Navy

Walter Reed

Store Administrator **Bill Moody** is a godsend to **Walter Reed Commissary**, Md. He is not only exceptionally knowledgeable about every aspect of the store but is also phenomenal in customer relations and sincerely cares about his employees. Because of his combined wisdom, fairness and control, he is by far one of the best managers the store has ever



Bill Moody

had. I can't personally thank him enough for the hard work and guidance he has provided. I trust that these words will fall on the heart of the proper person so he may be recognized in the way he so truly deserves.

Selina Ford-Bey

San Diego

My sincere appreciation goes to **Joyce Conley**, storeworker lead at **San Diego Commissary**, for stellar customer service. My favorite flavor of coffee had been out of stock for three to four months, and when I mentioned this to Joyce, she went right to the solution. "Can we order you a case, sir?" I was like a deer in the headlights and said, "Why, yes, that'd be great." I picked up the coffee yesterday; I'm now stocked up for a few months. There is a lot to



Joyce Conley

Holloman

C.J. Johnson, store associate in customer service at **Holloman Commissary**, N.M., provided me with invaluable help in finding several items. I'm new to the area and unfamiliar with the layout of the store. C.J. was very patient and helpful even though I later learned that her primary duties lie elsewhere. She went out of her



C.J. Johnson

(Letters are edited for length and clarity.)



way to make me feel comfortable and ensured I was satisfied with my purchase. She's a keeper!
Wayne Terrell

Tinker

My husband and I shop frequently at **Tinker Commissary**, Okla. What pleases me most about this particular commissary is one of your employees, **Janice Murphy**, produce department storeworker. She provides "above and beyond" customer service. Janice always has a smile on her face – not just for me, but for all the customers who come into the commissary. It is not just a "job" with her. Janice takes pride in her job and it really shows. If anyone has a produce need or question, Janice will stop what she is doing, smile and help. If she doesn't know the answer, she finds out. Anyone can be a good employee, but Janice personifies excellence in customer service on all levels.
Rebecca Jones

Pearl Harbor

I made a phone order for veggie and cheese platters at **Pearl Harbor Commissary**, and **Michelle Nero**, deli-bakery manager, was so helpful. I was serving a small group and didn't need the full platter that feeds up to 18 people, but Michelle suggested splitting the platter so I could get smaller portions to have a variety without having to buy two full-size platters. She could have easily said, "No, we don't do that," but she offered this option. I'm very appreciative – excellent customer service! Thank you, Michelle.
Lynn Pendergrass



Michelle Nero

Hario Village

I thank Store Administrator **Ruiz Lorenzana** and the staff at **Hario Village Commissary**, Japan, for taking the time from their schedule to teach our kids about eating healthy. The information presented in the briefing was a great addition to our health unit. Thank you for making our school and community a better place. P.S. The kids loved the healthy snacks!
Greg Baseau



Ruiz Lorenzana

Luke

Aida Sullivan, sales store checker at **Luke Commissary**, Ariz., was very courteous, friendly and helpful. She greeted me with a smile and made me feel

like she was glad to see me – and even happier to help me. She handled my transaction accurately and in a very timely manner. I appreciate that she appeared to be grateful for my business. Thank you for having Aida on the front line servicing your customers. She is a true asset to our commissary.
Rosemary Dotson



Won Gi Lee

Los Angeles

Won Gi Lee, student store associate at **Los Angeles Commissary**, Calif., asked for my ID at the start of scanning my food items. This must have alerted him to the fact that I was not a dependent because at the end of tallying my groceries, he shook my hand and thanked me for my service. Never, ever has this happened in the more than 20 years of shopping at any commissary.
L. Niva

Taegu Camp Walker

My family and I have been assigned in the Republic of Korea for nearly four years. As our rotation date approaches, one of the fondest memories we will take with us is the entire commissary team at **Taegu Camp Walker Commissary**. The team contributed greatly to the Area IV community whether it was great advertising of weekly specials, seasonal soldier and family events or noticeable customer-friendly service with a smile. The impact was felt and appreciated by my family, and in parting, we feel obliged to say, "The Commissary – It's Worth the Trip!" HOOAH!
1st Sgt. Tommy Simpson III



Michele Parks

McClellan

This regards **Michele Parks**, produce manager at **McClellan Commissary**, Calif., a truly terrific, caring, loyal and hardworking employee. I've shopped at McClellan for many years, and Michele has always been so eager to help customers, so professional and right on the ball. I've never seen her without a smile and her bubbly personality.

She's an absolute treasure and it's a joy to be in her presence. Tons of kudos to Michele – McClellan Commissary must be so proud of their dedicated and industrious employee. I know how much the customers appreciate and respect her.
Carol McNelly





You've got ...

Mail

The world's best customers salute the world's best employees

Fort Bragg North

Iris Bartolomei, support clerk at **Fort Bragg North Commissary**, N.C., was super helpful in chasing down some items from the warehouse – it just came off the truck. We go to the commissary once every six weeks, so it's our goal to get all possible things we need and want on each trip. Iris was terrific. She is incredibly helpful and very persevering on our behalf. She is a delightful young woman, pleasant, cheerful and a great commissary employee. Please let her chain of command know they have a real winner on their team!

Col. Paul Higgins, U.S. Army (retired)

Camp Courtney

On behalf of the Marines, sailors and civilians aboard Camp Hansen, Okinawa, I thank DeCA for all the support provided through the **Camp Courtney** "Commissary on Wheels" program. The positive impact on morale is immeasurable as the camp's population is garrisoned in a remote location and has limited options for a taste of home. The Commissary on Wheels serviced more than 3,000 patrons, generating \$101,251 in sales from nine visits between 2008 and 2010. I continually receive positive feedback following the quarterly visit to Camp Hansen, and tenant commanders often plan accordingly to allow maximum participation by their personnel. Thank you!

Lt. Col. D.G. Jordan, U.S. Marine Corps

Camp Lejeune

I just had to take a moment to let you know what excellent customer service I received from cashier **Mary Woods** at **Camp Lejeune Commissary**, N.C. I have been shopping here the last two years, and also the four years we were stationed here before. Mary's positive attitude, willingness to help and outstanding customer service is unmatched. She makes shopping at the commissary a pleasure. Mary always leaves you



Mary Woods

with kind words and a contagious smile. In a world that has become so impersonal, it makes your interaction with her even more special. The commissary is an incredible asset and I hope she is as valued by DeCA as she is by the customers. Quick true story: I was at my son's baseball game the other day, and a bunch of ladies were sitting complaining. The one positive thing that everyone agreed on was Mary! I couldn't believe it. I was so happy to hear that they, too, had the pleasure of knowing her. I will continue to shop at the commissary and enjoy every transaction I have with Mary. I had to take the time to compliment your best asset.

Joey Reynolds



Kim Ae-Ran

Osan

My team and I were faced with collecting a huge order – more than \$1,700 of food, drinks, etc. – for a unit picnic for 400 guests. We didn't have a pickup truck to transport it, so we were forced to bring several cars to pile it all into and take it to the venue. Without hesitation, **Kim Ae-Ran**, grocery manager, **Osan Commissary**, South

Korea, asked her team to help by placing the two pallets of drinks and buns on one of the commissary's pickup trucks to help us transport it. Further, Ms. Kim agreed to hold the refrigerated items for a couple of hours so they wouldn't be in the heat as we waited for the guests to arrive. We simply wouldn't have been as successful in putting on this picnic without the help and understanding of Ms. Kim and her team. Thumbs up!

Scott Sippel



Toni Maestas

Hickam

I would like to express my appreciation to **Toni Maestas**, store associate at **Hickam Commissary**, Hawaii, for providing service above and beyond while helping me find the products I was looking for. Toni took the time and effort to find me while I was in the checkout line to tell me she had found what I was looking for and brought

a selection for me to choose from. I have always enjoyed shopping at Hickam Commissary, but this trip was even more rewarding thanks to Toni's help. She has my vote for Employee of the Month!

Bruce Durham



Service superstar: Fort Lee

I was shopping at the **Fort Lee Commissary**, Va., and since I have a lot of medical issues, I needed to sit down on a sofa located near the checkout lines. Meat Manager **Kenneth Marr** walked by and asked how I was doing. I responded that I didn't know if I could finish my shopping since my legs were bothering me. He asked if he could help, and I laughed. He said he wasn't kidding and asked for my shopping list so he could pick up the items I had written down. On top of all this, he even asked if I wanted a cup of coffee while I waited. He was gone about 20 minutes, and when he returned, I thanked him so much. This young man is outstanding and should be recognized for his customer service. This is what will bring me back to the commissary, and likewise for the people who will hear my story next week at the Veterans of Foreign Wars post. I'm not saying I will give Kenneth Marr my shopping list every time I come grocery shopping,



Kenneth Marr

but I know if I need help the Fort Lee Commissary will take the time to help me and others. I have been shopping here for 15 to 20 years and have never seen customer service like that.
Maj. Mark Clarke

I was shopping at the Fort Lee Commissary and was very impressed to see Meat Manager Kenneth Marr walking around the store, greeting patrons and helping them find items throughout the store. I am taking a minute to recognize this individual because you just don't see this service anymore, and this individual has pride in his job. Later in my shopping, I stopped Mr. Marr and asked him why he was so happy in his job, and he replied to me: "This is my way to show appreciation to the men and women who fight to give us our freedom." He went on to say that he has worked in the commissary system for 20 years and loves his job. Kenneth Marr should be recognized – you don't meet people like him every day! Thank you for a great shopping experience and many more.
Lt. Gen. Tom Smyth

Fort Sam Houston

My compliments go to **Kelvin Tucker**, store associate at **Fort Sam Houston Commissary**, Texas. For many years I have visited the commissary every Friday. At first I just learned to recognize Kelvin's infectious laugh. It was later that I came to appreciate him and his genuine laugh, dedication to his customers and his own personal integrity and selfless service. He always asks me how I am doing or if there is anything he can do for me. If there is a request, he will actually run to get the item. "Hustle" would describe his level of service. He is sincere, genuinely loves his work and the people he meets, and



Kelvin Tucker

demonstrates the WOW factor in customer service. When I talk to other store associates, they all say the same thing: "Kelvin is an exceptional individual." I wish I could do more for Mr. Tucker, but I can only summarize how I feel about him: "Wow!"
Lt. Col. Thomas Tucker (retired)

Fort Myer

Jeanette Riddick is an outstanding emissary of good will for **Fort Myer Commissary**, Va., and DeCA in general. Two years ago, my wife and I were caring for our two grandsons, age 2 and 1, while their parents were both deployed to Iraq. Ms. Riddick was dressed as Peter Cottontail at the commissary and did a wonderful job of thrilling our grandsons and giving them chocolate rabbits. This year she did the same thing for one of them who was at the commissary ▷



The world's best customers salute the world's best employees

with his mother. This is service above and beyond from a person who really cares about our soldiers and their families. She should be duly recognized, commended and thanked for good service. (Note: *Riddick has been promoted to grocery manager at Quantico Commissary, Va.*)
Brig. Gen. Roger Yankoupe, U.S. Army (retired)



Lending a helping paw

In ceremonies announcing his selection to receive an assistance dog, Rashad Ballard, 19, met with Milk-Bone "spokesdog," Humphrey, at Oceana Commissary, Va., in May. Ballard's dog should help him function better with cerebral palsy. DeCA

photo: Rick Brink



Blake McElwain

He deserves a gold star for his efforts!
Charles Bowman

McConnell

I came to **McConnell Commissary**, Kan., to purchase a large quantity — more than \$200 — of canned goods to donate to local food banks for the homeless of our city. Storeworker **Blake McElwain** went above and beyond in helping me get the most for my money and helped me in the checkout and

Fort Hood I

Fort Hood I Commissary, Texas, is the best and employs the most professional and helpful staff it has been my pleasure to deal with. There is a gentleman who, in my 10 years at Fort Hood, never fails to impress me with his knowledge, rapport with his co-workers and professional manner — **Robert Green**. He is a credit to DeCA, himself and armed service people everywhere. He is an outstanding employee who deserves to be recognized.

Wanda Clark



James Sanders

McGuire

Over the past several years, we have had the pleasure of dealing with **James Sanders**, general manager at **McGuire Commissary**, N.J., for our meat purchases. He is particularly helpful in ensuring we have the best choices for our purchases for parties. He is always available to speak with us and is very pleasant. It's

because of his interaction with us that we continue to shop the commissary for our meat purchases. James should be commended for his excellent customer service.

John and Carolyn Magnotta



Colleen Wilhite

Bangor

I shop every week at the **Bangor Commissary**, Wash. Quite often I am able to go through **Colleen Wilhite's** checkout line. The experience is always quick, efficient and, above all, pleasant! Colleen is invariably courteous and personable. She is a credit to the organization.

Malcolm Wright ■



peoplealways

Blackwell honor

Los Angeles store director attains leadership award

Nancy O’Neill

DeCA West public affairs officer

Alfredo “Al” Alferez, store director for **Los Angeles Air Force Base Commissary**, is the recipient of the Defense Commissary Agency’s Blackwell Leadership Award for 2009. The award is presented each year to recognize the DeCA employee who has demonstrated exceptional leadership, courage and integrity in the performance of his or her duties. Alferez received the award June 9 at the agency’s training conference in Atlanta.



Alfredo “Al” Alferez

“Great leaders inspire people to perform at a higher level, and Al has demonstrated time and again his ability to turn his vision into reality by engaging those around him,” said **Keith Hagenbuch**, DeCA West director. “As an agency, we have given Al some tough assignments, and he has taken on each one with magnificent results.”

Using his leadership abilities, Alferez turned an average-performing store into an exceptional one, according to **Robert Varela**, Alferez’s supervisor and a DeCA zone manager.

“When Al arrived at Los Angeles Commissary, the store was a mid-performing store,” Varela said. “Within a year, Al had improved store metrics in every category. He set high standards for store appearance, cleanliness and customer service and provided training and recognition for high-performing employees. Morale improved by leaps and bounds and sales grew.”

Under Alferez’s guidance the commissary’s customer service scores improved and the store was a finalist in DeCA’s 2009 Best Commissary competition.

Alferez said one of the leadership principles he follows is simply to care about people. “The person in front of me at any moment, whether they are a store customer, an employee, my wife, my son, my neighbor or my boss, is my customer; and I give my best effort to care for, respect and serve them,” said Alferez.

One of his most significant accomplishments was developing leaders among the Los Angeles Commissary staff. Many management positions were vacant when Alferez was assigned as store director in 2007. He provided training opportunities and mentored store employees to prepare them



Los Angeles Commissary Store Director Al Alferez says he doesn’t pursue awards for his work, “I just do it, because I care and I love what I do.” DeCA photo: Sarah Rutter



Watermelon mania

Customers at Beale Air Force Base Commissary, Calif., went “wild for watermelon” this summer, thanks to creative merchandising, including this watermelon slice character. The slice was made of chicken wire covered with spun poly insulation; then spray paint was applied. Watermelon sales rose from 12,360 pounds in 2009 to 16,875 pounds. DeCA photo: Sarah Rutter



Blackwell ...

to move up. Today, most all of the management and supervisory positions at Los Angeles Commissary are held by employees promoted from within the store.

“I believe in the management idiom, ‘Take care of your people, so they take care of your customers, who will take care of your business.’ My employees are my partners and I seek their ideas and input on everything we do. The store’s success is the team’s success,” Alferez said.

The Blackwell Leadership Award is named in honor of the late Air Force **Chief Master Sgt. Michael W. Blackwell**, who served as DeCA’s senior enlisted advisor to the director from March 1994 to March 1995.

On receiving the award, Alferez said, “This is a great distinction to be personified in the leadership traits of Chief Master Sgt. Michael Blackwell. I have received commissary awards in



Los Angeles Commissary Store Director Alfredo “Al” Alferez, center, accepts DeCA’s Blackwell Leadership Award from now Acting Director and CEO Thomas E. Milks, left, and Philip E. Sakowitz Jr., then DeCA director and CEO. DeCA photo: Rick Brink

the past, but this one is the best ... to be recognized for the leadership qualities I have exemplified throughout my career. I will treasure this award that I proudly receive in his honor. I don’t expect to be recognized or rewarded for what I do; I just do it, because I care and I love what I do.” ■



True-blue DeCA heroes

DeCA employees serve as frontline ambassadors of the benefit every day, doing far more than asked or expected as they take care of the best customers in the world.

The DeCA Hero Award recognizes some of the agency’s most outstanding and inspirational employees, all providing world-class customer service and helping make the commissary “worth the trip.”

One headquarters employee and two from each region were selected this year. Honorees received their awards at DeCA’s training conference in Atlanta.

DeCA Headquarters:
Myrtis McClung
Secretary
Performance and Policy Directorate
Fort Lee, Va.

McClung has earned a reputation as a shining representative of her profession throughout her nearly 35 years of dedicated service.



Myrtis McClung

Her career began with the Army Troop Support Agency and continued through transition of the individual service branches’ commissary systems into DeCA. She supported multiple directorates including human resources, information technology and facilities.

Inspiring, behind-the-scenes leaders give selflessly to agency, community

McClung remains unflappable in the face of pressure-cooker deadlines. Her focused, behind-the-scenes multitasking directly supports the efforts of leadership and staff in their decisions and actions to enhance the quality of life of service members and their families around the world.

Her proactive contributions have been noted not only in her directorate but throughout headquarters. She selflessly and graciously contributes her expertise and shares the lessons and best practices she has learned along the way, a characteristic she has tirelessly demonstrated since July 1975.

DeCA East:
Ethel Collins
Secretary
Cherry Point Commissary, N.C.

Collins displays dedication and devotion to the commissary benefit and to military families in every project, program and tasking she touches. She is a manager’s dream — routinely working long hours, attending to her workload independently and meeting her commitments without the slightest delay or follow-up required.



Ethel Collins

Even though her job title is “secretary,” her drive for self-improvement enables her to work in as many areas of the store as possible. As alternate safety manager, her attention

to detail is largely responsible for the commissary earning the highest vulnerability assessment ratings ever given. In the words of her store director, Phyllis Black, “She is our undisputed safety guru and expert.”

Collins is always the first to volunteer when she sees something that needs to be done. She can be counted on to run a register on a busy day or queue the line for efficiency. She can be found cleaning up a spill, straightening the supply room, organizing the vendor area, setting up for an employee luncheon, working in the flower beds outside, stocking shelves, keying in time and attendance for the entire store or doing label maintenance – all above and beyond requirements.

She is a trained forklift operator and frequently volunteers to unload truckloads of product. She has also completed “qualified receiver” training, allowing her to provide assistance when the grocery department is understaffed. When the produce department was without a manager, she stepped right in. With assistance by phone from a produce manager from another store, she was able to run the department smoothly, ensuring that orders were called in and received on time and that customers never noticed the difference.





Anthony Green

Store associate
McGuire Commissary, N.J.

Green is a hearing-impaired employee who makes a herculean effort to assimilate into the hearing world of his commissary customers.



Anthony Green

He performs his duties in an outstanding manner, serving as a constant source of inspiration for customers and co-workers alike.

The positive attitude and drive that Anthony brings to work each day is so infectious that several employees are learning sign language in order to work with and learn from him. He is routinely the subject of positive comments from patrons who see his willingness to assist them as remarkable.

Although he communicates through sign language and a computer-assisted program, he listens with his heart. What he lacks in auditory ability, he more than compensates for with empathy and caring, not just for his commissary customers, but also for members of his community.

Green's volunteer activities include an annual clothing and food drive for the needy during the winter months, and gathering and distributing fans and air conditioners to seniors during the hot summer months. He delivers groceries, medical equipment and supplies, and does small repairs for elderly people in the area, many of

whom have no living relatives or are afraid to leave their building.

Anthony Green is most deserving of being named a DeCA Hero, but he is also an everyday hero in the eyes of all who are fortunate enough to know him,

DeCA Europe
Jonathon Kennedy
Store leader
Hohenfels Commissary, Germany

He can be counted on to work with ease in various positions throughout the store – meat, produce, freeze, chill and grocery, even including the night shift.



Jonathon Kennedy

Due to his experience, expertise and leadership qualities, he was detailed to the grocery manager position for four months. During that time, he improved salvage procedures and closely monitored receiving and pricing methodology, which resulted in the store achieving excellent annual inventory results in the grocery department.

Kennedy eagerly accepts operational challenges and gives accuracy and accountability the highest priority. His oversight in the meat department ensured that the department was within tolerance for the last two years (account balance within DeCA's maximum variance of 2 percent.)

He takes customer service to the next level, maintaining a positive approach with customers and performing with great pride and loyalty. Because of this, he receives the admiration of shoppers and peers alike.

Employees look to him for guidance, as well as training in operations. He is always willing

to help others and does not shy away from challenges. He is a fast learner and achieves immediate goals then helps others in achieving their goals. Jonathon is a team player as well as a team builder – demonstrating initiative, reliability and responsibility.

Jonathon is eager to build on his commissary experience and strives to improve his professional expertise. He is flexible, dependable, dedicated, mission-oriented and truly a hard worker and superior contributor to the agency.

Suzanne Heatwole

Store associate
Menwith Hill
Commissary,
England



Suzanne Heatwole

Suzanne has excelled at every challenge during her tenure at Menwith Hill. She not

only excels in her duties, but always volunteers for additional projects to provide customers with extra-special care, which enhances their quality of life.

Suzanne developed and promoted a weekly customer service event, dubbed "Saturday's Kitchen," in which she offers shoppers a chance to expand their culinary skills by attending sessions on creative menu ideas, cooking tips, and even featuring guest chefs. Cooking sessions have included Italian and Puerto Rican dishes, as well as some of Suzanne's own secret recipes.

She is the "go-to" person for commissary tours. She has the special ability to talk to



children about nutrition, explain labels and product content, and provide understanding as to the differences of various fruits and vegetables. Children gather around her as someone to be trusted. Adult customers seem to know her personally and she knows most of them by name.

Suzanne also volunteered to help with two grand opening events at other locations in Europe, taking on any task to accomplish the mission with excellence. She is extremely professional, dedicated and loyal. Her caring and outgoing nature is infectious and spreads esprit de corp and camaraderie throughout the workplace. Suzanne loves her job and it shows.

DeCA West
Kisa Adams
 Lead store associate
 Tinker Commissary, Okla.

Adams sets the pace among her co-workers. She is the “go-to” person who is sought after to help with whatever daily challenge comes up. She does it all — receiving 52-foot trailers of merchandise, driving a forklift, conducting case lot and on-site sales at Guard and Reserve locations, and providing exceptional customer service. She has a huge impact on the performances of the storeworkers assigned to the grocery department, and also on shoppers. Adams graciously attempts to make every customer’s visit to



Kisa Adams

Tinker Commissary a pleasant experience and has received many positive “Your Action Line” comment cards as a testament to her caring customer service. Her creativity and originality were critical factors in the commissary winning three “Gold Penguin” awards for excellence in merchandising in 2009.

Each year, Adams plays an active role in the Annual Tinker Commissary Christmas Project. Gifts and food items are purchased for local families referred by local public school counselors. She has been involved with this project during the three years she has been assigned to the Tinker store and has encouraged other employees to help, as well.

Outside the commissary, Kisa is devoted to helping Chapter 6 of the Blue Star Mothers of America with personal donations and fundraising activities. She coordinates food drives that benefit service members overseas and is also deeply involved with Master’s Market, a local food bank

Kisa is admired by her peers for her caring attitude and love for people.

Tom Lundy
 Materials handler and forklift operator
 Yongsan Central Distribution Center,
 South Korea



Tom Lundy

Lundy is passionate about his work and approaches his duties with enthusiasm. He performs 188 store pulls for 12 annex stores

each month. He performs these duties with the customer in

mind because, as a family man, he knows what customers look for during their shopping trips to the Yongsan store.

Working at the CDC is not the only support Lundy provides to the Yongsan military community. He lives each day embracing the essence and spirit of service. Lundy is a rare individual who gives from the heart and soul, devoting 100 percent of his service to our troops.

Lundy serves as a youth services football and baseball coach, and as a volunteer at Yongsan Elementary School. To give students a better view of the world, he devoted more than 100 hours to painting a 40-by-20-foot U.S. map in front of the school office, and is currently working on a world map on the school playground. Tom also helped build a parent volunteer center. During the school year, he shovels snow, clears storm drains and rakes the school yard. Periodically, he helps move classrooms and materials around as teachers relocate or change rooms.

Last school year, he chaperoned five trips for the Middle School Ski Club, and is currently mentoring two life Scouts on their Eagle projects. It’s not just the students who benefit from Tom’s volunteer efforts, the teachers do, too. He has sponsored more than 80 new teachers and helped them find housing and settle in.

People who know Tom firmly believe his efforts at the CDC and in the community make a huge difference. ■



♥ ofthebenefit

**'Heart of the Benefit' celebrates winning work philosophies
of three outstanding DeCA team members**

Katsushi 'Duce' Tsubota

Okinawa Central Distribution Center

What do you like best about your job as a materials handler supervisor?

I like working with my team of employees, all of whom are Japanese local national employees. It is a pleasure working with these high-caliber employees as they take such pride in their work. They are honest, hardworking and loyal. I can assign duties to any member of my team with total confidence that each job will be completed on schedule. As a result, I enjoy each and every day on the job.

How do you help make the commissary worth the trip?

My team and I support the commissaries on Okinawa with quality grocery products. We are extremely focused on receiving, storing and shipping products. We rotate products to ensure patrons get the freshest

Katsushi "Duce" Tsubota really cares about his employees and strives to help each one succeed. Duce understands the unique challenges of this fast-paced business and gives his absolute best each day to support our commissaries.

**Glenn Capistrant
Okinawa CDC manager**

product in a timely manner. Many times, we are asked to perform in difficult circumstances at all hours of the day to prepare for typhoons, water shortages and other natural disasters, and to meet unique military requirements.

What's your professional history?

I was born on the "big island" of Hawaii in 1927. Shortly after high school, I joined the U.S. Army and was assigned to the 35th Ordnance Company, Kobe, Japan. When I completed my military service, my brother suggested I move to Okinawa to find employment with the U.S. government. I was hired in 1952. My first job was as an interpreter for the U.S. Air Force on Kadena Air Base, Okinawa. This was an extremely challenging job, because World War II had just ended. I also worked as an investigator before starting my long career with the commissary. I have worked in federal service for 58 years and with the commissary for more than 40 years.

What are your professional goals?

As long as my health holds up I will continue to support the U.S. military and their families here on Okinawa. I enjoy getting up early in the morning and coming to work each day. At this stage of my career I truly enjoy helping the young men and women in uniform who support our country. I am also extremely proud to be a member of the Okinawa Central Distribution Center, winner of the Best CDC in DeCA West nine times in the past 12 years.

Who influenced your career most and how?

My managers, co-workers and employees have all been a key part to making the most of my career. Each career path or job pursuit during my life has been centered on groups of people rather than any one individual or person.



Katsushi "Duce" Tsubota DeCA photo: Seichu Hayashi



Ernest Triplett

Norfolk Commissary, Va.

What do you like best about your job as lead computer-assisted-ordering specialist?

I love what I do – period. I maintain shelf balance on hand; “max,” or number of a particular product the shelf will hold; and sales history to ensure daily peak pack-out on our shelves. This also helps keep our warehouse backup at very manageable low levels. I strive to provide optimum customer service, and I find it’s fun to work with my fellow CAO associates and staff to keep the shelves full.

How do you help make the commissary worth the trip?

I make shopping in our commissary an enjoyable experience by helping to keep the shelves stocked. I want customers to rest assured that when they come here, the products they want to purchase are on the shelves. That’s what makes them happy, and that’s what makes me happy.

What’s your professional history?

I retired after serving 24 years with the U.S. Navy, as a ship’s serviceman. I have a broad background of experience in inventory, ship management, ordering and reporting material, cash cage, records management, direct store scanner of warehouse supplies, merchandising, purchase requests and clerical-level auditing and accounting. Prior to joining the DeCA team, I had worked in shore duty billets in commissaries



Ernest Triplett DeCA photo: Rick Brink

at Great Lakes, Mich.; Mayport, Fla.; and Topsham, Maine. I’ve been a CAO at Norfolk since 2003.

What are your professional goals?

To enhance my skills as lead CAO including working together to create an outstanding workforce, and one day becoming a store manager or possibly a store director.

Who influenced your career most and how?

My two sons, Ernest Jr. and Jamal, and my daughter, Cherra, have had a great impact upon my career through the understanding, encouragement and support they’ve given me during my deployments. Through the hard times as well as the good times, they have motivated me to be the best. Family is everything, and I have a great one, as well as my DeCA family. ▶

Ernest possesses the three E’s – energy, eagerness and enthusiasm – necessary to make the Norfolk Commissary CAO team one of the best in Zone 28. His positive attitude and work ethic can be seen and felt throughout the store, and his qualities rub off daily on fellow employees and customers who cross his path. At the end of the day, Norfolk Commissary is a better place to shop because of his presence. Ernest helps make our commissary worth the trip!

Daniel Boswell
Store director



Tayfun Keltepe DeCA photo: Mike Wolske

Tayfun Keltepe

Ramstein Commissary, Germany

What do you like best about your job as a cashier?

My job allows me the opportunity to meet new people each day. Everyone brings an interesting story. It seems simple, but sometimes self-checkout can be tricky. I like helping people make their purchases easily so they can get back to their day.

How do you make the commissary worth the trip?

By providing personal service; I see a lot of the same faces every day. This allows me to know a little about their lives. I try to help make the commissary experience the best part of someone's day.

What's your professional history?

I am originally from Turkey. I have a university degree in mechanical engineering. After moving to the United States, I worked as a manager of multiple departments at Home Depot.

What are your professional goals?

I would like a position with increased responsibility that allows me to use the analytical skills I gained through my mechanical engineering studies and the managerial skills I gained working for Home Depot. I'm sure I will reach my goals!

Who influenced your career the most and how?

My wife, Julie Webb Keltepe, provided the most influence. She is very ambitious. She works at the Landstuhl Army Hospital as a speech pathologist working with autistic children and active-duty members. Watching her work to help children and military families gives me an inner strength to be a better person inside and out. ■

Tayfun works with a very keen sense of pride. He deeply cares for the commissary mission and strives for excellence. He has the ability to work under the most stressful conditions while maintaining his professional demeanor. He always provides our superb service with a smile. He has a bright career ahead of him.

Harry Nichols
Store director



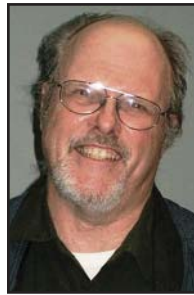
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obituaries

BRETT BIVENS, Dover AFB, Del. (May 8)
GEAROLD CUSICK, Tinker AFB, Okla. (Oct. 23, 2009)
ELMA GOLDEN, Fort McPherson, Ga., retired (May 9)
DANNY HARDEMAN, Fort Gillem, Ga. (June 8)
FRANK JENKINS, Fort Monmouth, N.J. (Feb. 20)
KENNETH KEYS, JB Andrews, Md. (Aug. 28)
DEBORAH MUNDT, Fort Rucker, Ala. (July 10)
LARRY PRICE SR., Fort Gillem, Ga., retired (June 28)
JOHN SANDERS, Anchorage Area, Alaska (June 1)
DAVID SCHULTZ, MCAS Miramar, Calif. (Aug. 18)



R. Korowlotny (40)



Russell Moore (40)

* **ROBERT KOROWLOTNY**, NBK Bremerton, Wash.
 * **RUSSELL MOORE**, Offutt AFB, Neb.
BENNIE WOOTEN, HQ DeCA, Va.

SUE LAPLANTE, McChord AFB, Wash.
JOHN LONG, Fort Belvoir, Va.
BARBARA MADIGAN, Fort Myer, Va.
ESTER MANCILLAS, Fort Bliss, Texas
RAYNARD MARINAS, JB Pearl Harbor-Hickam, Hawaii
CATHERINE MASON, DeCA East, Va.
SCOTT McCROSKY, McClellan, Calif.
RICHARD MEANS, Nellis AFB, Nev.
DAVID MELTON, HQ DeCA, Va.
WILLIAM MOZAL, MacDill AFB, Ga.
ROBERT NEWSOME, Fort Benning, Ga.
DAVID ONSTINE, Peterson AFB, Colo.
TERRY PACKER, Wright-Patterson AFB, Ohio
PAK KUN-MAN, Osan AB, South Korea
GERTRUDE PERRY, Fort Benning, Ga.
IRENE PRICE, USAF Academy, Colo.
SREEYA REYNOLDS, JB Pearl Harbor-Hickam, Hawaii

retirements

KEN BAKER, Mountain Home AFB, Idaho
LEO CALDERON, DeCA West, Calif.
SHIRLEY CANTU, USAF Academy, Colo.
JEANNIE DEWEY, Mountain Home AFB, Idaho
TERESA DUNCAN, HQ DeCA, Va.
 * **CRUZ GARCIA**, Fort Hood II, Texas (42)
JIMMIE HOLZHAUSER, Grafenwoehr, Germany
TAE LUTHER, Petersen AFB, Colo.
JAMES MURPHY, Columbus AFB, Miss.
JAMES PERRY, Buckley AFB, Colo.
SONIA RAMALLO, Yuma PG, Ariz.
CAROL RICKER, HQ DeCA, Va.
JAMES SPAHR, NSE Smokey Point, Wash.
YASUKO VAN BREEMAN, Buckley AFB, Colo.
RONALD VICKERSTAFF, Vicenza, Italy
MARCIAL VITO, NB San Diego
HERMAN WITTMAN, Baumholder, Germany
CINDY YUOCONIS, HQ DeCA, Va.



Cruz Garcia (42)

35 years
STEVEN BRUNOW, HQ DeCA, Va.
MARIE BRYANT, NB Norfolk, Va.
GREGORY HADDEN, JB Lewis-McChord, Wash.
AUGUST LEUMA, Nellis AFB, Nev.
JOHN MANIBUSAN, Guam CDC
GLORIA PORTER, McClellan, Calif.
ORLINO RUIZ, JB Pearl Harbor-Hickam, Hawaii
EDMUND SCHIEFERS, Bitburg AB, Germany
SAMUEL SMITH III, NAS Miramar, Calif.
JOHN UBERTI, Seymour Johnson AFB, N.C.
WAYNE WEBB, HQ DeCA, Va.

30 years
MI JA ANDERSON, Taegu CDC, South Korea
JOETTA ARMITAGE, McConnell AFB, Kan.
LINDA BAUM, HQ DeCA, Va.
TIMOTHY BIRD, Scott AFB, Ill.
GREGORY BROWN, Luke AFB, Ariz.
KATHLEEN BRUNKHORST, MCAS New River, N.C.

LILLIE BURNS, Fort Benning, Ga.
JUDITH BUTTON, Hanscom AFB, Mass.
LOIS CAMPBELL, Eielson AFB, Alaska
SHARON CHAI, JB Pearl Harbor-Hickam, Hawaii
JOANN CHAMBERS, HQ DeCA, Va.
CAROL CHAMBLISS, HQ DeCA, Va.
FRANCISCO CHARGUALAF, NS Orote Point, Guam
CLIFTON COLLIER, Fort Meade, Md.
ALFRED CRAWFORD, Redstone Arsenal, Ala.
JUANITA DIZON, Travis AFB, Calif.
JEROME DONAHUE, Offutt AFB, Neb.
WILMA DORSEY, Fort Bragg North, N.C.
CYNDY FULTS, Twentynine Palms, Calif.
JANET GIBSON, McClellan, Calif.
ROSALIND GIDDINS-RUSSELL, Fort Meade, Md.
NELSON GONZALES, JB San Antonio (Lackland AFB)
LINDA HADNOT, Fort Polk, La.
JAMES HOLLINGER, NB San Diego
MARK HORNER, Fort Leavenworth, Kan.
ANTHONY HOWARD, NB San Diego
DONALD JOHNSON, Fort Sill, Okla.
MAI JOHNSON, Fort Belvoir, Va.
CHERYL KAY, Davis-Monthan AFB, Ariz.
JO ANN KEARNEY, Fort Wainwright CDC, Alaska
THERESA KELLY, JB Pearl Harbor-Hickam, Hawaii

JOSEPH RICOTTONE, Fort Hamilton, N.Y.
SHIRLEY RUSHTON, Fort Campbell, Ky.
RAYMOND SAUCEDO, March ARB, Calif.
MANFRED SAUER, DeCA Europe, Germany
MICHAEL SMITH, JB Andrews, Md.
JOSEPH SNYDER, JB Charleston (Air Force), S.C.
ROY SPENCER, Port Hueneme, Calif.
ROBERT THIRTYACRE, Wright-Patterson AFB, Ohio
ANGELINA THOMAS, Fort Huachuca, Ariz.
JOHN WARREN, JB Charleston (Air Force), S.C.
DERRICK WHITE, Buckley AFB, Colo.
JEANETTE WILCOX, HQ DeCA, Va.
LORA WILKINSON, NAS Whiting Field, Fla.
JUDY WILLIAMS, Peterson AFB, Colo.
CAROLYN WILSON, Fort Knox, Ky.
EPSIE WINFIELD, JB McGuire-Dix-Lakehurst, N.J.
JERRY YOUNG, Redstone Arsenal, Ala.

25 years
ALEXANDER ALICDAN, NAS Miramar, Calif.
ERNEST BAKER, Schofield Barracks, Hawaii
WILLIAM BARINGER, NAS Corpus Christi, Texas
JULIA BIGBEE, USAF Academy, Colo.
DEBORAH BJORNERUD, Camp Pendleton, Calif.
ZENAPHIR BOND, HQ DeCA, Va.
GWENDOLYN BRANCH, NAS Jacksonville, Fla.
JAMES BULLEN, NS Mayport, Fla.
CHING BURTON, Beale AFB, Calif.
LEO CALDERON, McClellan, Calif.
SILVESTRE CHACO, Luke AFB, Ariz.
DWAYNE CLARK, JB San Antonio (Lackland AFB)
REGINA COLMENERO, Fort Bliss, Texas
FAIGA CROSS, Buckley AFB, Colo.
GALE DANCY, HQ DeCA, Va.
PHYLLIS DELONEY, Fort Leavenworth, Kan.
EWELL DEXTER, Fort Belvoir, Va.
GWENDIA DOWELL, JB San Antonio (Fort Sam Houston)
VICKI ECKELS, Fort Meade, Md.
HENRY ELMORE, Fort Benning, Ga.
ANTHONY FAIRNOT, JB Lewis-McChord, Wash.
MANUEL FAZ III, Laughlin AFB, Texas
BIRGIT FELTMAN, Sembach, Germany
MARITES FREDERICK, Fort Campbell, Ky.
THOMAS GOERGEN, Ellsworth AFB, S.D.
JOE GOMEZ, JB San Antonio (Fort Sam Houston)

anniversaries

(Mug shots welcomed for those with 40+ years of service)

40 years
ELLIS BISHOP, Fairchild AFB, Wash.
 * **MITCHELL KENNERLY**, Travis AFB, Calif.



M. Kennerly (40)





(25 years)

VIRGINIA HAMILTON, Tyndall AFB, Fla.
HWANG HAE-YONG, Taegu CDC, South Korea
JAMES KEETON, HQ DeCA, Va.
JOSEPH KENWOLF, Schofield Barracks, Hawaii
DAVID KNOTT, Ellsworth AFB, S.D.
VIRGINIA KONIOR, Camp Lejeune, N.C.
ROBERT LARIOSIA, HQ DeCA, Va.
HAROLD MAI, Spangdahlem, Germany
HOWARD MALLOY, McClellan, Calif.
WILLIAM MANGES, Fort Riley, Kan.
FRANCES MARONEY, Fort Rucker, Ala.
BENNIE MAXIE, Fort Gordon, Ga.
GEORGIE MINDORO, Schofield Barracks, Hawaii
PERLITA MISLAN, NBK Bangor, Wash.
KATHRYN MOCHEN, Patrick AFB, Fla.
BERNALDO MOLINA, Schofield Barracks, Hawaii
FLORDELIZA MORALES, Fort Belvoir, Va.
STEPHEN OLDHAM, Carlisle Barracks, Pa.
THERESA O'ROURKE, MacDill AFB, Fla.
NUKU PALU, JB Pearl Harbor-Hickam, Hawaii
DONALD RICKER, HQ DeCA, Va.
SAMMETTE RIVERA, Peterson AFB, Colo.
LEROY ROYER JR., Hill AFB, Utah
ALICE RUSHING, Columbus AFB, Miss.
FRANK SEVERIC, Barksdale AFB, La.
GINNA THOMAS, HQ DeCA, Va.
JEANETTE THOMPSON, McClellan, Calif.

FIAOLA TUFONO, Ord Community, Calif.
LUIS VELAZQUEZ, Fort Knox, Ky.
RICH WILLENE, Eglin AFB, Fla.
DEANNIE WILLIAMS, HQ DeCA, Va.
LaJEUNE WILLIAMS, HQ DeCA, Va.
STEVEN YOUNG, Fort Stewart, Ga.

20 years

KRISHNA ABBOTT, HQ DeCA, Va.
BETH ADAMS, Fort Hood II, Texas
CARLOS ALBARDA, NB San Diego
YUN SUK ANDERSON, HQ DeCA, Va.
ROBERT ARCIDO, JEB Little Creek-Fort Story, Va.
CARRIE BAILEY, NB San Diego, Calif.
GLORIA BATTALA, NOLF Imperial Beach, Calif.
KATHY BELDING, NAS Lemoore, Calif.
PATRICIA BETTIS, Fort Leonard Wood, Mo.
KEITH BIDDLECOM, Bangor ANGB, Maine
ANNETTE BONNER, Fort Bragg North, N.C.
ALORA BORDERS, Fort Rucker, Ala.
SHERON BORJA, NB San Diego
KELLY BOSARGE, Keesler AFB, Miss.
LISA BRENT, JB Andrews, Md.
ANGELINE BROWN, NAS Oceana, Va.
CLAIRE CAMPBELL, Fort Sill, Okla.
ADORACION CANTU, JB Pearl Harbor-Hickam, Hawaii
STEPHEN CARR, McClellan, Calif.

DEBORAH CASTILLEJA, Ellsworth AFB, S.D.
MENE CEDILLO, Ord Community, Calif.
MAVIS CLARK, NB Norfolk, Va.
IAN CULLEN, Menwith Hill, England
GARY DAVIS, Tinker AFB, Okla.
JAMES DELLINGER, JR Marianas (Andersen), Guam
ALEXANDRA DIETZEN, Spangdahlem, Germany
DAVID DYE, NB San Diego
SYLVIA ELLIS, HQ DeCA, Va.
WILLIAM GANOE, Fort Detrick, Md.
ANNIE GASKINS, Fort Bragg North, N.C.
LYNN GOINS, Fort Leavenworth, Kan.
GRACIELA GOMEZ, JB San Antonio (Randolph AFB)
JOY GONZALES, Mitchel Field, N.Y.
RATCHANEE HARVEY, Dover AFB, Del.
WANNETTA HAYES, Tyndall AFB, Fla.
IVEENA HENDERSON, JB Charleston (Navy), S.C.
MARILOU HERBOLD, NAS Whidbey Island, Wash.
ROSA HERNANDEZ, Davis-Monthan AFB, Ariz.
JANICE HERRINGTON, Holloman AFB, N.M.
EVELYN HINSON, HQ DeCA, Va.
KENT HIRANO, MCB Kaneohe Bay, Hawaii
MARSHA HOOTEN, Eglin AFB, Fla.
DEBRA JOHNSON, Altus AFB, Okla.
LETICIA JOHNSON, Fort Sill, Okla.
MATTIE JOHNSON, HQ DeCA, Va.



▲EAT 'EM UP: At Cherry Point Commissary, N.C., this sweet cantaloupe pig, designed by Shalla Hemenway in the management support center and supply, adorns a picnic table showcasing the plentiful treat du jour: watermelon. DeCA photo: Phyllis Black



▲ DOING IT RIGHT: Staff members from Pearl Harbor Commissary, Hawaii, know how to host an on-site sale in style, ringing up six-figure events when they hit the road. Pearl Harbor won the 2009 Outreach Challenge award for outstanding performance in on-site sales in the superstore category. *IBM photo: Michael Barton*

GLADYS JONES, Hunter AAF, Ga.
BERT KELLEY JR., NSA Mid-South Memphis, Tenn.
PHILIP KOREN, HQ DeCA, Va.
JOYCE LAMERS, Fort Wainwright, Alaska
JACQUELINE LASSITER, NB Norfolk, Va.
CHONG LAVIGNE, Luke AFB, Ariz.
MARY LEDFORD, USMA West Point, N.Y.
IRA LEON, Eglin AFB, Fla.
NESTOR LUGOVEGA, Fort Rucker, Ala.
PONSIETTE LYNCH, March ARB, Calif.
SANDRA MANLEY, Hunter AAF, Ga.
RAYNARD MARINAS, JB Pearl Harbor-Hickam, Hawaii
SILVIA MARTINEZ, JB San Antonio (Randolph AFB)
RICHARD MATTISON, Fort Belvoir, Va.
LUCRECIA MAXIMO, JB Pearl Harbor-Hickam, Hawaii
ROBERT MAY, Cannon AFB, N.M.
JAMES McDANIEL JR., MacDill AFB, Fla.

TERRY MERRELL, Fort Detrick, Md.
CAROLE ANN MILLER, Carlisle Barracks, Pa.
CLIFTON MITCHELL, NSB Kings Bay, Ga.
LEE MORROW, NSA Mid-South Memphis, Tenn.
KATHRYN PILLEY-LYNN, MacDill AFB, Ga.
DEMETRIA POLLARD, Fort Gordon, Ga.
CARLA PRINCE, Offutt AFB, Neb.
RONALD PROFFITT, MCB Quantico, Va.
DARLENE PUGH, Fort Bragg South, N.C.
PAUL QUICK, Redstone Arsenal, Ala.
FREDDIE RAYBURN, NBK Bangor, Wash.
PATRICIA RENCHER, JB Langley-Eustis, Va.
PERLA RESTREPO, JB San Antonio (Randolph AFB)
FERNANDO RIVERA JR., Patrick AFB, Fla.
WILLIAM RIVERA, Fort Buchanan, Puerto Rico
JUDITH RIVERS, MCLB Albany, Ga.
DAISY ROBINSON, Fort Benning, Ga.
BELINDA RODRIGUEZ, NB San Diego
EVA ROSALES, Fort Hood I, Texas
CORINTHA "CR" RUSSELL, HQ DeCA, Va.
BARBARA SERMON, MCLB Albany, Ga.
ERNIE SHANNON, Columbus AFB, Ga.

ALICIA SIONGCO, JB Lewis-McChord, Wash.
FAITH SMITH, HQ DeCA, Va.
PATRICIA SNETHEN, McClellan, Calif.
DENIA STEWART, JB Lewis-McChord, Wash.
JEANINE STRAUSS, Grand Forks AFB, N.D.
BECKY SUDDUTH, Columbus AFB, Miss.
JANE SYMMS, NSY Portsmouth, N.H.
STANLEY TANNER, Fort Riley AFB, Kan.
MERLE THINER, McConnell AFB, Kan.
KUMCHA THOMAS, JB Pearl Harbor-Hickam, Hawaii
TERESITA TIONQUIAO, NBK Bangor, Wash.
JANICE TRAYLOR, Fort McPherson, Ga.
GLENN TURNER, Offutt AFB, Neb.
TINA VAIAGAE, NBK Bremerton, Wash.
GERMA VALERIANO, JB Pearl Harbor-Hickam, Hawaii
VELLO VILGATS, Patrick AFB, Fla.
CURTIS WALKER, MCLB Barstow, Calif.
MARIA WEYLAND, Bitburg AB, Germany





(20 years)

STEVEN WERNER, Altus AFB, Okla.
MYO WEST, Fort Campbell, Ky.
ROY WHITE JR., Dover AFB, Del.
WILLARD WHITWORTH, Seymour Johnson AFB, N.C.
KIMBERLY WILLIAMS, JB Langley-Eustis, Va.
CHONG HYON YAMADA, NS Great Lakes, Mich.
KWANG SIM YIM, JB Lewis-McChord, Wash.

15 years

VALENCIA ADAMS, JB San Antonio, (Fort Sam Houston)
LILIA BALANSAY, NAS Corpus Christi, Texas
SUSAN BAYQUEN, Travis AFB, Calif.
YOLANDA BEARD, NAS Mayport, Fla.
LESLIE ANNE BENNETT, Sheppard AFB, Texas
GWENDOLN BILLINGS, NOLF Imperial Beach, Calif.
KATHY BISHOP, Hill AFB, Utah
KENNETH BOLAND, Fort Carson, Colo.
SUN NAE BRADLEY, Fort Belvoir, Va.
STANLEY CABUSAO, NOLF Imperial Beach, Calif.
LOVIE CHAFFORD, Redstone Arsenal, Ala.
ESSIE CLARK, MacDill AFB, Fla.
ARETHA CLAY, Fort Benning, Ga.
THOMAS COPLIN JR., Tyndall AFB, Fla.
SUSAN CROWLEY, Eglin AFB, Fla.
CATHERINE DAVIS, JB Langley-Eustis, Va.
PATRICIA DAVIS, Fort Gordon, Ga.
WILLIE DEBREW JR., JB Langley-Eustis, Va.
ORLANDO DEJESUS, Dover AFB, Del.
MAX DIMAYA, NAS Jacksonville, Fla.
LORIAN DISHON, McConnell AFB, Kan.
BARBARA DOBBINS, Fort Rucker, Ala.

JAMES DUNBAR, Offutt AFB, Neb.
JOYCE EDMONDS, Fort Carson, Colo.
ROBERT ESCOBAR, USMA West Point, N.Y.
CECILIA ESROY, NAS Miramar, Calif.
LEVA FAIRLEY, NSE Smokey Point, Wash.
IMELDA FLEMING, MCB Kaneohe Bay, Hawaii
RONALD FREEMAN, HQ DeCA, Va.
LORIE GANTT, Eglin AFB, Fla.
PATRICIA GEARY, MCLB Barstow, Calif.
RUSSELL GENEROUS, Scott AFB, Ill.
CHARLES GOOCH, Little Rock AFB, Ark.
REGINA GOOKIN, USAF Academy, Colo.
CAROLYN GRAY, JB Langley-Eustis, Va.
REYNA HALL, Sheppard AFB, Texas
CHARLENE HIGGINS, NAS JRB Fort Worth, Texas
ARTHUR IRVING, March ARB, Calif.
WILLIAM JONES, Fort Riley, Kan.
CHARLIE KING, JB Andrews, Md.
TROY LANHAM, NCSB Gulfport, Miss.
CHARLES LESTER JR., NSCS Athens, Ga.
JESS LIRA, Cannon AFB, N.M.
MICHELE LLOYD, MCB Quantico, Va.
CLARENCE MAIENSCHIN, NAS Key West, Fla.
MARY MARSHALL, Scott AFB, Ill.
LUCRECIA MAXIMO, JB Pearl Harbor-Hickam, Hawaii
ROBERT McCOY, JB Elmendorf-Richardson, Alaska
FRANCEEN McGARITY, Buckley AFB, Colo.
CANDACE MIDDLETON, JB McGuire-Dix-Lakehurst, N.J.
LILLIE MIDDLETON-WHITE, NNSY Portsmouth, Va.
WILLIAM MINNIE, Fort Gillem, Ga.
ERNESTO MONZON, JEB Little Creek-Fort Story, Va.

JASPER MOORE III, NSF Dahlgren, Va.
DEBORAH MURPHY, Nellis AFB, Nev.
DON MYRES, Fort Leonard Wood, Mo.
MELANIE NIEBUONRIT, JB Langley-Eustis, Va.
MICHAEL NOERENBERG, Fort Wainwright CDC, Alaska
GIL OCAMPO, NBK Bremerton, Wash.
SALLY OLIVAREZ, JB San Antonio (Fort Sam Houston)
JOSEPH PANGELINAN, Guam CDC
FRED PARISH, MacDill AFB, Fla.
IRENE PERRY, JB Langley-Eustis, Va.
JODY POOLE, MCB Kaneohe Bay, Hawaii
TAMIE POWELL, Eielson AFB, Alaska
ELIJAH RAMSEY, HQ DeCA, Va.
GENEVIEVE REYES, F.E. Warren AFB, Wyo.
RENA RHODES, Fort Benning, Ga.
JAMES "LB" RICE, JB Charleston (Air Force), S.C.
ROBERT RING, Buckley AFB, Colo.
VIRGINIA RODRIGUEZ, NAS Jacksonville, Fla.
CECELIA ROUSE, Fort McPherson, Ga.
MICHAEL RUSS, HQ DeCA, Va.
DAWN SCHARP, HQ DeCA, Va.
CARL SCHWETZ, MCAS Yuma, Ariz.
AMELIA SIMPSON, MCAS Cherry Point, N.C.
ARTHUR SNOWDEN, JB San Antonio (Randolph AFB)
CHUNG TEDDER, Little Rock AFB, Ark.
MURPHY THOMAS, Dyess AFB, Texas
ROBERT TIPTON, Hurlburt Field, Fla.
MERLINDA TOMES, Patrick AFB, Fla.
DAHLIA URESTI, JB San Antonio (Fort Sam Houston)
ALMA VERHOEFF, JR Marianas (Andersen AFB), Guam
HU IM WHITTEMORE, Fort Carson, Colo.



▲ WATERMELON WARRIORS: Marines at Camp Pendleton Commissary, Calif., await the green light on the watermelon-eating contest, one event in the store's watermelon promotion planned by Produce Manager Jennifer Smith, third from right. Coast Produce photo: Joanna Thorpe



▲ THIRST-QUENCHING OASIS: A beverage truckload sale in June at Scott Commissary, Ill., drove significant beverage sales gains in both pounds and dollars. Kraft Foods photo: Rose Johns

DEBORA WILCH, Offutt AFB, Neb.
BRENDA WILLIAMS, Barksdale AFB, La.

10 years

ANITA ASHLINE, Offutt AFB, Neb.
VANCE BELL, Fort Bragg North, N.C.
JEANNE BIGGE, Offutt AFB, Neb.
YON U BLACKWELL, JB San Antonio (Fort Sam Houston)
RUFUS BOGAN, McConnell AFB, Kan.
MYONG BOLLING, Fort Carson, Colo.
KAREN BOONE, Fort Hood II, Texas
CARMEN BOOTH, NAS Oceana, Va.
RICHARD BURDSAL, Ellsworth AFB, S.D.
TOMMY CALDWELL, NCBC Gulfport, Miss.
GRACE CALILUNG-CRUZ, Port Hueneme, Calif.
DAVID CARDENAS, MCB Quantico, Va.
MARIA CARRERA, NAF El Centro, Calif.
FRANCIS CARSON, NSU Saratoga Springs, N.Y.
FABIANA CLARK, NSY Portsmouth, N.H.
KRISTINE CLARK, Patrick AFB, Fla.
KRISTINA COSEY, Schofield Barracks, Hawaii
DON CRUMP, Walter Reed AMC, Md.
SANDRA DROWN, Shaw AFB, S.C.
STEFANIE DUCKETT, JB Andrews, Md.
TERESA EBOJO, Moffett Field, Calif.
NEIL ERNEST, San Onofre, Calif.
CYNTHIA EWT, Mountain Home AFB, Idaho
JOSEPH FALCONE, Camp Zama, Japan
CHARLIE FARMER, JB Anacostia-Bolling, D.C.
NICOLE FORANT, NSB New London, Conn.
HENRY FRANZEN, Fort Wainwright, Alaska
DEMETRIA FUSSELL, Fort Benning, Ga.
PAMELA GAMBRELL, Fort Polk, La.
SALOME GARZA, NSE Smokey Point, Wash.

FRANCHERYL GATHERS, Fort Bragg South, N.C.
MINDY GIANETTINO, Altus AFB, Okla.
TERESA GIBBONS, Tinker AFB, Okla.
ANNABELLE GOLDMAN, Port Hueneme, Calif.
DEBBIE GORDON, Fort Riley, Kan.
TERESA GRIMES, Shaw AFB, S.C.
LISA GSANGER, Tinker AFB, Okla.
WINNIE GUERTTMAN, Hurlburt Field, Fla.
ELIZABETH HADAD, Patrick AFB, Fla.
STEVEN HAKE, NB San Diego
CLARITA HAMER, NAS Jacksonville, Fla.
JAIME HARRINGTON, Fort Bragg South, N.C.
CAROLYN HAWKINS, Fort Campbell, Ky.
ELENA HAWKINS, Fort Bragg South, N.C.
BRUCE HEITKAMP, Eielson AFB, Alaska
ROSA HERNANDEZ, Davis-Monthan AFB, Ariz.
DEBORAH HERRERA, Fort Stewart, Ga.
CONNIE HIGGINS, Bangor ANGB, Maine
LORI HUGHES, NCBC Gulfport, Miss.
VIOLET JACKSON, Fort Jackson, S.C.
MAURICE JENKINS, HQ DeCA, Va.
WILLIAM KUNS III, White Sands MR, N.M.
THOMAS LARGE, JB Charleston (Air Force), S.C.
CATO LASHUNDA, MCB Quantico, Va.
YON U LEAVELL, Fort Knox, Ky.
MYRNA LINAMEN, Fort Huachuca, Ariz.
CHARLES MASON, Ord Community, Calif.
NANCY MATHERNE, HQ DeCA, Va.
DIOSDADO MAZA, Nellis AFB, Nev.
RAMONA McDONALD, Tinker AFB, Okla.
IAN NEALE, Menwith Hill, England
RHONDA NEALY, Scott AFB, Ill.
HARRY NORTHINGTON, Camp Lejeune, N.C.
RAUL ORTIZ, Port Hueneme, Calif.
MICHELE OSBORNE, Nellis AFB, Nev.
PAK KI-TONG, Taegu CDC, South Korea
NANCY PARSONS, Wright-Patterson AFB, Ohio
MARY ANN PEARSON, Camp Pendleton, Calif.
JESSICA PFAFF, Fort McCoy, Wis.

BILLIE PHAN, Offutt AFB, Neb.
DONALD REEKS, Bangor ANGB, Maine
EARLENE REGISTER, JB Andrews, Md.
LYDIA RIVERA, NAS Key West, Fla.
ELIZABETH ROBERTSON, Fort Bragg South, N.C.
KEVIN ROBINSON, HQ DeCA, Va.
TAMIKA ROBINSON, NS Great Lakes, Mich.
JAMIN RUFF, Davis-Monthan AFB, Ariz.
SHERRIE SCOTT, NAS Whidbey Island, Wash.
JENNIFER SMITH, Camp Pendleton, Calif.
MARCUS SMITH, Camp Merrill, Ga.
ELENA SNOWDY, Los Angeles AFB
IRENE SOLTANI, Buckley AFB, Colo.
ALEXANDER STROMSKI, ARDEC Picatinny Arsenal, N.J.
GLENNA STOKELY, NAS Jacksonville, Fla.
ULYSSES STONE, Fort Hood I, Texas
FRED STRAUSS, Grand Forks AFB, N.D.
KU HWA STUCK, Fort Campbell, Ky.
JANG SUTTERFIELD, Fort Belvoir, Va.
PETER TAIMANGLO, NBK Bangor, Wash.
WILLIAM TAYLOR JR., MCAS Cherry Point, N.C.
GLENN TELFORD, Fort Campbell, Ky.
ESTRELLA THOMAS, NAS Patuxent River, Md.
LINDA THOMPSON, Fort Gordon, Ga.
SHIRLEY TRINIDAD, NSE Smokey Point, Wash.
ALICIA UECKER, Charleston AFB, S.C.
SANDRA VAUGHN, Fort Myer, Va.
DONNA VEST, Fort Leonard Wood, Mo.
NANCY WADE, Fairchild AFB, Wash.
GERALDINE WEST, Fort Bragg South, N.C.
DAVID WILD, JB Langley-Eustis, Va.
LYNN WILLIAMS, HQ DeCA, Va
YANINA WISNIEWSKI, JB Pearl Harbor-Hickam, Hawaii





top employees



Loribell Holter



Sakae Mueller

Employee of the Year 2009

ZAREENA CATALLA, Dugway PG, Utah
* LORIBELL HOLTER, NB San Diego
* SAKAE MUELLER, Ellsworth AFB, S.D.

Employees of the Quarter

3rd Quarter 2010

NILDA BANKS, March ARB, Calif.
SONIA GROSHENS, Hario Village, Japan
SATOSHI HIGA, Okinawa CDC
MEDINA JOHNSON, NAF Atsugi, Japan
YOSHIHISA KAKAZU, Okinawa CDC
JULIE LOFTUS, Hill AFB, Utah
TAKUYA MUTO, Okinawa CDC
YASUKO NAGAOKA, FA Sasebo, Japan

2nd Quarter 2010

JARED ALHAMBRA, Vandenberg AFB, Calif.
TERRY MARCH, Ellsworth AFB, S.D.
SHAWN RYAN, Fort Huachuca, Ariz.
ANTONIO TACUBAN, JB Pearl Harbor-Hickam, Hawaii

Employees of the Month

June 2010

MASAMITSU ARAKAKI, Camp Foster, Okinawa
TERRENCE ASIN, FA Sasabo, Japan
CYNTHIA BLAIR, MCAS Iwakuni, Japan
RIZA CALVO, Kadena AB, Okinawa
ROMEO CASTILLONES, NAF Atsugi, Japan
GEMMA CELLEY, Edwards AFB, Calif.
KAZUO HATA, NFA Yokosuka, Japan
SATOSHI HIGA, Okinawa CDC
YOSHIHISA KAKAZU, Okinawa CDC
M'STARR KIRK, Camp Foster, Okinawa
MITSUYUKI MATSUDA, Okinawa CDC
TADASHI MATSUMOTO, Iwakuni CDC, Japan
JEREMY McDONALD, Vandenberg AFB, Calif.
NAOKI OMINE, Camp Kinser, Okinawa
SHIN SAKIHAMA, Camp Courtney, Okinawa
SATSUE SASAKI, Misawa AB, Japan
KAZUKO SHAKAGORI, Sagami-hara, Japan
QUINTON STOVAL, Hario Village, Japan
YOSHIKO TERUYA, Yokota AB, Japan
AARON THOMAS, Fort Hamilton, N.Y.
HITOSHI TOGUCHI, Camp Foster, Okinawa
ATSUSHI UEHARA, Camp Foster, Okinawa
GABRIEL WEBB, Camp Zama, Japan
NORIAKI YAMAMOTO, Camp Kure, Japan

May 2010

OSAMU ANZAI, Camp Zama, Japan
KEN CONNER, Iwakuni CDC, Japan
RICHARD DUNCANSON, FA Sasebo, Japan
HISAO HIGA, Okinawa CDC
SATOSHI HIGA, Okinawa CDC
SUMIYO HOKAMA, Camp Courtney, Okinawa
HAJIME HONDA, Kanto Plain CDC, Japan
JORDAN HOOTEN, Edwards AFB, Calif.
SHINTETSU ISA, Camp Foster, Okinawa
MEDINA JOHNSON, NAF Atsugi, Japan
MATTHEW JUNGE, Yokosuka, Japan
TAKERU KANESHIMA, Camp Kinser, Okinawa
NOZOMU KAZAMA, Sagami-hara, Japan
NAOKO KUBOTA, Hario Village, Japan
OKITAKA MEDORUMA, Okinawa CDC
CULTINA MORGAN, Kadena AB, Okinawa
UTAKA NAKAMA, Camp Foster, Okinawa
MERLITATADUAN OGASAWARA, Misawa AB, Japan
HIROTAKE OHUCHI, Yokota AB, Japan
ROSEMARIE OSBORNE, NBK Bremerton, Wash.
CHONG SU PELLICANO, Vandenberg AFB, Calif.
LINDA POTTER, Camp Foster, Okinawa

PHYLLIS PRICE, MCAS Iwakuni, Japan
TATSUYA SHIMAJURI, Camp Foster, Okinawa
NORIAKI YAMAMOTO, Camp Kure, Japan
KEIKO YONAHARA, Okinawa CDC

May Cashier of the Month

CURTIS JONES, NAF Atsugi, Japan
MATTHEW JUNGE, Yokosuka, Japan
KAREN PLANT, FA Sasebo, Japan
HITOMI SAKIHARA, Camp Foster, Okinawa

April 2010

ADELVI CALBES, NBK Bremerton, Wash.
CHONG SON-KON, Osan AB, South Korea
TIMOTHY ESTES, Osan CDC, South Korea
HAN HYO-CHONG, Yongsan CDC, South Korea
KIM AE-SOP, Kunsan AB, South Korea
KIM CHOI, Camp Casey, South Korea
KIM MIN-CHOL, Osan AB, South Korea
KIM MIN-TAE, Osan AB, South Korea
KIM RYU-CHIN, Yongsan AB, South Korea
KIM WAN-TAE, Hannam Village, South Korea
MIN PYONG-HO, Camp Humphreys, South Korea
YI UI-YONG, Osan CDC, South Korea



▲ **PUP PARTY:** Store Director Leslie Carroll, right, Fort Lee Commissary, Va., introduces her dog Precious to young customer Brandon Mitchell during the store's "Your Pet, Your Family" event in June. Post veterinarian staff provided microchip service, with Precious serving as a slightly apprehensive first volunteer. DeCA photo: Rick Brink



◀ **'THIRST' AID:** Barksdale Commissary, La., provides exactly what the parched patron longs for, with this medical tent stuffed with refreshment possibilities. DeCA photo: Patricia Wilde

YONG LONG, Taegu Camp Walker, South Korea
PAEK IL-HO, Yongsan AB, South Korea
SIM CHAE-POM, Yongsan AB, South Korea
SONU YONG-MIN, Camp Red Cloud, South Korea
SUE THOMPSON, Camp Stanley, South Korea

April Cashier of the Month
MATTHEW JUNGE, NFA Yokosuka, Japan

pro honors

Alberto Culver Display
DeCA West: JB Pearl Harbor-HICKAM, Hawaii

Coca-Cola Summer Grilling Display
DeCA West: MOUNTAIN HOME AFB, Idaho; NB SAN DIEGO

ConAgra Rodeo
DeCA West: JB San Antonio (LACKLAND AFB)

ConAgra Truckload Display
DeCA West: OSAN AB, TAEGU CAMP WALKER, South Korea; FORT HOOD II (4th consecutive), Texas

Dr. Pepper-Mott's Smart Car Display
DeCA West: CAMP HUMPHREYS, YONGSAN, South Korea; NB SAN DIEGO

E&C News Big Game Display
DeCA West: NSE SMOKEY POINT, Wash.

General Mills Cinco de Mayo Display
DeCA West: OSAN AB, South Korea; YOKOTA AB, Japan

General Mills Just Add Milk Display
DeCA East: FORT BRAGG SOUTH, N.C.; NSB KINGS BAY, Ga.; MAXWELL AFB, Ala.; JB McGUIRE-Dix-Lakehurst, N.J.; ROCK ISLAND ARSENAL, Ill. Honorable mention: NSF

DAHLGREN, Va.; **MacDILL AFB**, Fla.; **ROBINS AFB**, Ga.
DeCA Europe: ROTA, Spain; honorable mention, RAF LAKENHEATH, England
DeCA West: YOKOTA AB, Japan; honorable mention, ANCHORAGE COMMUNITY, Alaska; EDWARDS AFB, Nev.; NB SAN DIEGO; OSAN AB, South Korea

Idaho Potato Display
DeCA West: MCB KANEOHE BAY, JB PEARL HARBOR-HICKAM, Hawaii; KIRTLAND AFB, N.M.

Keebler Hollow Tree Display
DeCA Europe: ALCONBURY, England; SCHWEINFURT, VOGELWEH, Germany
DeCA West: F.E. WARREN, Wyo.; NFA YOKOSUKA, Japan; YONGSAN, South Korea

Kellogg's Case Cutter Display
DeCA East: HANSCOM AFB, Mass.; JB LANGLEY-Eustis, Va.; WRIGHT-PATTERSON AFB, Ohio
DeCA West: FORT HUACHUCA, Ariz.

Kellogg's Clean Savings Display
DeCA West: FORT HUACHUCA, Ariz.; OSAN AB, South Korea

Kellogg's Crystal K Contest
DeCA Europe: LAKENHEATH, England
DeCA West: JB PEARL HARBOR-Hickam, Hawaii; NB SAN DIEGO

Land O'Lakes Grand Ol' Flag Display
DeCA Europe: ANSBACH, GRAFENWOEHR, HEIDELBERG, RAMSTEIN AB, SPANGDAHLEM AB, WIESBADEN, Germany; LAJES FIELD, Portugal; SIGONELLA, Italy

Mango Display
DeCA East: MAXWELL AFB, Ala.
DeCA West: JB PEARL HARBOR-Hickam, Hawaii

Mott's March Madness Display
DeCA West: OSAN AB, South Korea

Oriental Trading Co. Chinese New Year
DeCA Europe: MANNHEIM, Germany
DeCA West: FORT HUACHUCA, Ariz.

Otis Spunkmeyer's Customer Appreciation Sale
DeCA East: C.E. KELLY, Pa.
DeCA West: NBK BANGOR, Wash.

P&G Special Olympics Display
DeCA East: USAF ACADEMY, Colo.; NAS OCEANA, Va.
DeCA West: MCLB BARSTOW, Calif.; FORT HOOD I, Texas; FORT SILL, Okla.

P&G USO June Sales
DeCA East: USMA WEST POINT, N.Y., grand prize

P&G Winter Club Pack Sales
DeCA West: CAMP FOSTER, Okinawa

Pepsi Super Bowl Display
DeCA West: ELLSWORTH AFB, S.D.

Quaker Tropicana Breakfast Display
DeCA East: FORT DETRICK, FORT MEADE, Md.
DeCA Europe: SEMBACH AB, Germany
DeCA West: FAIRCHILD AFB, Wash.; JB San Antonio (LACKLAND AFB)

Quaker-Tropicana Fuel it Forward
DeCA East: BARKSDALE AFB, La.; FORT BENNING, Ga.; FORT CAMPBELL, Ky.; FORT MEADE, Md.
DeCA Europe: GRAFENWOEHR, RAMSTEIN AB, WIESBADEN, Germany; INCIRLIK, Turkey; LAKENHEATH, England





(Quaker-Tropicana Fuel it Forward)

DeCA West: CAMP HUMPHRIES, TAEGU CAMP WALKER, South Korea; MCB CAMP KINSER, Okinawa; **FORT HOOD I, FORT HOOD II**, JB San Antonio (FORT SAM HOUSTON); JB FORT LEWIS-McCHORD (both stores), Wash.; MARCH ARB, Calif.; NFA YOKOSUKA, Japan

Smucker's Serving Our Country Display

DeCA West: JB Pearl Harbor-HICKAM, Hawaii; OSAN AB, South Korea

StarKist Charlie Awards Display

DeCA East: NSF DAHLGREN, Va.; FORT BRAGG SOUTH, N.C.; ZONE 24; ZONE 25.

Merchandising excellence: JB Anacostia-BOLLING, D.C.; MCAS CHERRY POINT, N.C.; FORT BENNING, ROBINS AFB, Ga.

DeCA Europe: ANSBACH, MANNHEIM, VILSECK, VOGELWEH, Germany; ZONE 31; ZONE 32.

Merchandising excellence: BITBURG AB, GRAFENWOEHR, HEIDELBERG, PATCH BARRACKS, SPANGDAHLEM AB, WIESBADEN, Germany; CHIEVRES AB, Belgium; INCIRLIK, Turkey
DeCA West: CAMP CASEY, CAMP HUMPHRIES, OSAN AB, YONGSAN, South Korea; FORT HOOD I, FORT HOOD II, Texas; JB LEWIS-McChord, Wash.; WHITE SANDS MR, N.M.; ZONE 8; ZONE 13; ZONE 35; ZONE 36. Merchandising excellence: CANNON AFB,

N.M.; NAS CORPUS CHRISTI, NAS JRB FORT WORTH, Texas; CAMP COURTNEY, CAMP FOSTER, CAMP KINSER, Okinawa; JB PEARL HARBOR-HICKAM (both stores), Hawaii; NOLF IMPERIAL BEACH, MCAS MIRAMAR, Calif.; MISAWA AB, YOKOTA AB, Japan; NELLIS AFB, Nev.; TAEGU CAMP WALKER, South Korea

Unilever Mom's Taste of Home Display

DeCA East: NSF DAHLGREN, JB Langley-EUSTIS, NNSY PORTSMOUTH, Va.; FORT RUCKER, Ala.; NAS PATUXENT RIVER, Md.
DeCA West: CAMP PENDLETON, Calif.; FORT CARSON, Colo.; FORT SILL, TINKER AFB, Okla.; OFFUTT AFB, Neb.; OSAN AB, South Korea

USA Pear Display

DeCA East: USMA WEST POINT, honorable mention
DeCA West: MCB SAN ONOFRE, VANDENBERG AFB, Calif.

Wasgau San Lucar Summer Vitamins Display

DeCA Europe: GRAFENWOEHR, SPANGDAHLEM, VILSECK, VOGELWEH, WIESBADEN, Germany. Runner-up: BAMBERG, Germany

Organizational honors

BAMBERG, Germany, certificate of achievement from 38th Human Resources Company and 16th Special Troops Battalion,

redeployed from Kuwait, for outstanding support with one-day notice for 1,600 soldiers and family members shopping for required supplies, and continued support to families of deployed members.

BANGOR ANGB, Maine, plaque from 101st Air Refueling Wing, Air National Guard, for continuing support of the Family Support Group.

BAUMHOLDER, Germany, Commander's Special Recognition Award from installation commander, for outstanding community support; certificate of appreciation from Headquarters Company commander, for dedication and support for company's organizational day.

CAIRO, European Director's Performance Award from commanding general, for winning DeCA's grocery merchandising contest and receiving honorable mention in best commissary competition.

CAMP CASEY, South Korea, certificate of appreciation from command sergeant major, 8th Army Noncommissioned Officer Academy commandant, for continuous support.

FORT BUCHANAN, Puerto Rico, command sergeant major coins to Store Director **William Roger Jr.** and Store Administrator **Michael Johnson**, for outstanding operations and service.

FORT HOOD II, Texas, certificate of appreciation from Career Fair for Youth and College Students, for community contributions.

HEIDELBERG, Germany, certificate of appreciation from U.S. Army Garrison Baden Wuerttemberg commander, for support of Heidelberg's Summer Safety Day.



▲ SWEET SCHOOL BUSES: Scott Commissary, Ill., rolls out back-to-school snacks that moms can keep on hand for brown bagging as well as after-school or after-dinner treats. *Kraft Foods photo: Rose Johns*



▲ **WATERMELON EXPRESS:** Made of wood, this train at Travis Commissary, Calif., pulled its weight by helping more than double watermelon sales, increasing from 32,624 pounds in 2009 to 75,525 pounds this year.

DeCA photo: Sarah Rutter

Joint Base McGuire-Dix-LAKEHURST, N.J., certificate of appreciation and commander's coins to store associates **John Andaluz** and **Maria Presseau**, for outstanding support; also "Best Display Table" award at "Being Healthy in 2010" expo at base fitness center.

RAMSTEIN AB, Germany, **Harry Nichols**, store director; **Angela Stein**, supervisory commissary support technician; **Janine Klein** and **Cheriebelle Knapp**, commissary support technicians; and **Jeffery Kinney**, lead warehouse storeworker, received coins from American Embassy in Moscow and from Marine Security Guard Detachment, for exceptional support to embassy.

RANDOLPH, JB San Antonio, letter of appreciation and commander's coin from mission support group commander, for outstanding support.

SPANGDAHLEM, Germany, certificate of appreciation from mission support group commander, for continued support of installation and base Drug Awareness Resistance Education campaign.

VILSECK, Germany, plaque from Vilseck Veterinary Services, for support of Pet Fair 5K Fun Run.

YONGSAN, South Korea, letter of appreciation to commissary and vendor team from 8th Army command sergeant major, for outstanding support of Best Warrior Awards ceremony.

Individual honors

NORMAN BROWN, chief of workforce development, HQ DeCA, Va., Meritorious Civilian Service Award.

PAM CONKLIN, chief financial executive, HQ DeCA, Va. (now Senior Executive Service with Defense Contract Management Agency), Distinguished Civilian Service Award.

JENICE COFFEY-GIBBS, secretary, MCAS Iwakuni, Japan, coin of recognition from National Association of the Police Organization.

EDITH DOWTIN, grocery manager, Schinnen, Germany, letter of appreciation and commander's coin from deputy chief of staff for operations and intelligence, Allied Rapid Reaction Corps, for outstanding unit support.

LINDA ELLIOT, store director, JB Anacostia-Bolling, D.C., certificate and pin from National Committee for Employer Support of the Guard and Reserve, for outstanding support of National Guard and Reserve forces.

MARIS EYASU, store associate, MCLB Barstow, Calif., associate's in natural science and math, cum laude, Barstow Community College, Barstow, Calif.

EUGENE FELICIANO, storeworker, NAS North Island, Calif., bachelor's in media studies, California State University, San Marcos, Calif.

COMMAND SGT. MAJ. VICTOR M. GARCIA, senior enlisted advisor to the director, HQ DeCA, Va., Defense Meritorious Service Medal.

NATASHA GOINGS, store associate, McConnell AFB, Kan., associate's degree in accounting, Butler Community College, Andover, Kan.

LT. COL. KAREN HAWKINS, dietitian, HQ DeCA, Va., Defense Meritorious Service Medal.

JIMMIE HOLZHAUSER, store director (retired), Grafenwoehr, Germany, DeCA Meritorious Civilian Service Award.

JUDY HUNT, supervisory store associate, JB Lewis-McChord, Wash., deputy director coin, for dedication and assistance during Air Expo.

SUNG KO, student store associate, MCLB Barstow, Calif., associate's in natural science and math, Barstow Community College, Barstow, Calif.

MARK PETIT, HQ DeCA, Va., Superior Civilian Service Award.

JARED PHILIPS, store associate, Camp Pendleton, Calif., bachelor of arts in sociology, California State University, San Marcos, Calif.

CONNIE TALLON, store director, Vogelweh, Germany (now deputy store director, NB San Diego), Meritorious Civilian Service Award.

BRITTNEY VISSER, store associate, Fort Leavenworth, Kan., bachelor's in sociology, University of Kansas, Lawrence, Kan.

RONALD VICKERSTAFF, store director, Vicenza, Italy (retired), Meritorious Civilian Service Award.

DONNA WALLS, store manager, Hill AFB, Utah, commander's coin and letter of appreciation from 75th Security Forces Squadron, for support during National Police Week.

KATHERINE WHITE, store administrator, Davis-Monthan AFB, Ariz., Wounded Warrior coin, for support of annual "Rucking for Wounded Warriors" event for more than 400 participants.

JEANETTE WILCOX, executive services specialist, HQ DeCA, Va., Distinguished Civilian Service Award. ▶



▲ **TUNA TIME:** Grafenwoehr Commissary, Germany, makes Charlie Tuna the star of the show for its StarKist display, achieving honors in the annual competition. DeCA photo: Ingrid Ruiz

on the move

(Related moves may have been published previously)

ANTONIO "TONY" ANDRE, assistant store director, MCB Quantico, Va., to store director, JB Andrews, Md.
PAM CONKLIN, chief financial executive, HQ DeCA, Va., to Senior Executive Service, executive director of financial and business operations and



Pam Conklin

comptroller, Defense Contract Management Agency, Fort Lee, Va.

DANIEL DANIELSON, store director, NAS Meridian, Miss., to store director, Cairo.
JAMES DELLINGER, assistant store director, JR Marianas (Andersen AFB), Guam, to store director, MCAS Iwakuni, Japan.
JEFFREY DUSICH, store director, MCB Kaneohe Bay, Hawaii, to store director, Camp Courtney, Okinawa.
LINDA ELLIOTT, assistant store director to store director, JB Anacostia-Bolling, D.C.
BERNARD ELLISON, store director, Patch Barracks, Germany, to store director, Fort Jackson, S.C.
JERRY HAMILTON, store director, Seymour Johnson AFB, N.C., to store director, Fort Bragg North, N.C.
GORDY HARRIS, store director, Keesler AFB, Miss., to store director, Tyndall AFB, Fla.



Kimberly Houston



Donald Johnson

KIMBERLY HOUSTON, store director, Little Rock AFB, Ark., to zone manager, Zone 26, Scott AFB, Ill.
ERIC JENKINS, store manager, Naples, Italy, to store director, Arnold AFB, Tenn.
TYRONE JENKINS, store director, Mitchel Field, N.Y., to store director, Fort Hamilton, N.Y.
DONALD JOHNSON, store director, Fort Sill, Okla., to zone manager, Zone 8, Tinker AFB, Okla.
LAURENCE MITCHELL, commissary management specialist, DeCA Europe, Germany, to store director, Vicenza, Italy.
FRED PENA, store director, Cannon AFB, N.M., to store director, Fort Sill, Okla.
MARTY ROBERTS, store director, Columbus AFB, Miss., to store director, Keesler AFB, Miss.
JAIME SEGARRA JR., store director, Hohenfels, Germany, to store director, Grafenwoehr, Germany.
JACK SPENCE, store director, NAS Whiting Field, Fla., to store director, Hurlburt Field, Fla.
MARGARET STANLEY, store director, Hurlburt Field, Fla., to store director, NS Mayport, Fla.
WAYNE TROTTER, store manager to store director, C.E. Kelly SF, Pa.
DWIGHT WATERMAN, grocery manager, Camp Pendleton, Calif., to store director, NAF El Centro, Calif. ■



▲ **KEEP IT FULL:** Fort McPherson Commissary, Ga., storeworker Cherry Rodriguez monitors a meat case to make sure it stays fully stocked for shoppers. DeCA photo: Rick Brink



Milks appointed as agency acting director

Thomas E. Milks

was appointed acting director, Defense Commissary Agency, by Dr. Clifford L. Stanley, undersecretary of defense, personnel and readiness, with the appointment effective July 1.



Thomas E. Milks

Milks becomes acting director following the June 30 retirement of **Philip E. Sakowitz Jr.**, after 35 years of service.

Since August 2009, Milks has served as the agency's deputy director and chief operating officer after almost two years as the director of DeCA Europe. As the chief operating officer, he is responsible for oversight of the agency's retail operations, safety and security, program management, plans, and systems

engineering in support of the day-to-day operations of DeCA's worldwide chain of more than 250 commissaries. He is expected to retain these duties while serving as acting director.

Milks has been a member of the Senior Executive Service since July 2007, when he began his two-year tour as director of DeCA Europe. He began his commissary career in 1977 as a commissary management specialist intern with the U.S. Army Troop Support Agency. He served as chairman of the operations subcommittee on the Jones Commission in 1990, a study that recommended consolidating commissary systems into one agency, which became DeCA. He also headed the successful fielding of DeCA's Interim Business System in 1991.

As the director of sales from May 2006 to July 2007, Milks oversaw the agency's marketing business unit, which develops

and implements comprehensive marketing and merchandising programs. His responsibilities included the effective management of the commissary system's transportation and subsistence program. As part of his duties as head of the MBU, he oversaw 1,816 contracts worth \$5.9 billion. He's been a deputy region director for both DeCA East and DeCA West in previous assignments.

Milks was born in Washington, D.C. He earned a Bachelor of Science in business administration in 1976 from Virginia Tech, Blacksburg, Va. He completed postgraduate coursework at Northwestern State University, Natchitoches, La.; Marymount University, Arlington, Va.; Florida Institute of Technology, Fort Lee, Va.; and Virginia Tech and State University, Dulles, Va. He graduated from the Army Management Staff College in 1988. ■



▲ **GARDEN'S DELIGHT:** Store associate Mark Quinata, Schofield Barracks Commissary, Hawaii, stocks fresh produce sure to please the store's discerning customers. *DeCA photo: Nancy O'Neil*



SUCCESS STORY: Diagnosed with polio at age 3, Rita “Diane” Pope’s positive attitude and dedication to duty inspire her co-workers and customers alike at McConnell Commissary, Kan. Selected as DeCA’s Disabled Employee of the Year, she will represent the agency in Department of Defense ceremonies in December. See the next issue of Vision to read about all the 2010 winners of Equal Employment Opportunity Awards that were announced Aug. 12. U.S. Air Force photo: Senior Airman Courtney Witt