

One Vision, One Team, One DeCA!

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# deca vision

Vol. 20, No. 5 2011

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# CASHIERS

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# deca<sup>vision</sup>

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### One vision:

A model government organization providing a valued commissary benefit

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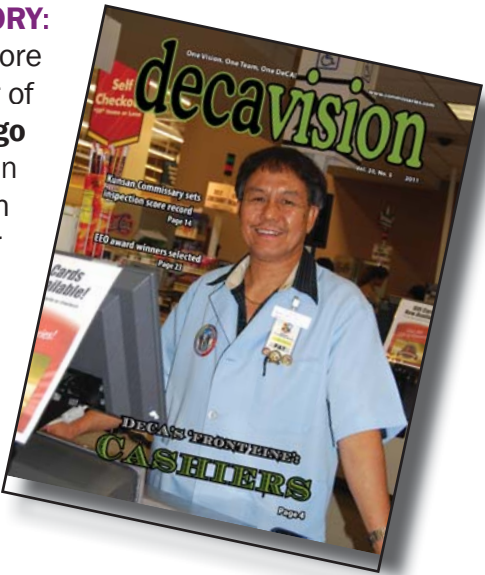
**19 CUSTOMER KUDOS:** Irolene Whitehead, cashier at Cherry Point Commissary, N.C., delivers customer service that helped DeCA score another record on the Commissary Customer Satisfaction Survey, Pages 19-20. DeCA photo: Phyllis Black

**17 FACES OF REORGANIZATION:** Changes at DeCA Headquarters proceed smoothly with new faces in new places.

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**COVER STORY:**  
**Pat Moneda**, sales store checker and Cashier of the Year for **San Diego Commissary**, helps brighten each customer's day with his positive attitude. For more on DeCA cashiers, see Pages 4-9. DeCA photo: William Vick





fromthetop

# Customer service

## Good price, product and service bring customers back

**Joseph H. Jeu**

*DeCA director and CEO*

**W**hen the earthquake and tsunami struck Japan, March 11, 2011, DeCA's ability to provide customer service in dire circumstances was severely tested.

Within hours of the earthquake – not days or weeks, but hours – all of our stores in Japan opened and began working with the military to do whatever they could to support the thousands of U.S. military members and their families stationed in bases near the impact area. Stores adjusted operating hours to serve their customers' needs. Food safety specialists ensured that the products on our shelves were safe. DeCA worked with its industry suppliers and vendors to expedite the delivery of additional orders of essential products.

As days merged into weeks, our commissaries not only supported our regular customers but also the troops sent to Japan as part of the U.S. military relief effort known as Operation Tomodachi. At our northernmost commissary in Japan, Misawa Air Base, the work of the store staff made such an impression on Air Force Col. Al Wimmer, vice commander of the 35<sup>th</sup> Fighter Wing, that he sent me a message thanking me for their support and helping to “restore confidence and ease” to the community.

Why is customer service so important? Just ask that question of Colonel Wimmer and the thousands of other service members and their families in Japan. Granted, every day will not test DeCA's customer service like the events in Japan last March. However, our mission to provide the very best customer service possible should be the same whether it's a normal day or an emergency.

Every day at our 247 stores worldwide, our goal is to add value to the benefit by taking that extra step and going above and beyond to serve them. Every time we interact with a customer, the quality of that contact influences how they feel about their commissary benefit and plays into their future decision to use it again. If they have a pleasant experience, our customers won't hesitate to return to the store, and they won't hesitate to tell their friends of the great experience they had at their commissary.



**Mi Jung Walker, storeworker at Baumholder Commissary, Germany, meets DeCA Director and CEO Joseph H. Jeu during his visit to Europe's commissaries in July 2011.** *DeCA photo: Norman Brown*

During fiscal 2011, DeCA recorded more than 96.1 million customer transactions, leading to \$5.96 billion in sales. These are impressive numbers, to say the least. However, there are numbers you may not see that trump our millions of transactions or billions of dollars in sales. How many of those transactions were influenced by a smile and a kind word or assistance in finding an elusive product?

Consumers want to feel they are making good decisions with their hard-earned money, especially in today's struggling economy. Good price, good product and good customer service go far toward reinforcing our customers' conviction that spending their time and money at our commissary is the best decision they can make to meet their grocery needs. It also affirms that we at DeCA are living up to the military's promise of providing service members and their families with a premier commissary benefit.

Ultimately, it doesn't take millions of dollars to deliver excellent customer service. But the payback does enhance our sales, savings and our customers' ownership of their commissary benefit. ■



## coverstory

# COUNTING ON CASHIERS

Cherie Huntington  
Vision editor

**W**hile most worldwide commissaries selected a cashier or even two for Cashier of the Year honors, **Portsmouth Commissary**, Va., had something different in mind – like having about 30 cashiers honored.

“We expect each of our cashiers to be a Cashier of the Year,” said Store Director **Doug Buntley**. “They’re all winners.”

### ‘Home-grown’ talent

What’s more, the staff there “grows” their own, having as many as 26 students in cashier training at one time, under the direction of Customer Service Manager **Marissa Santiago**, a 19-year commissary veteran. That training runs the gamut of hands-on experience, quizzes and one-on-one knowledge sharing.

“New cashiers can be trained and ready to work the register in three days, but they will continue

## Sales store checkers serve on ‘front lines’ of discerning customers who demand — and deserve — world-class service

learning and receive constant training,” Santiago said. “They become stronger as they learn – knowledge is power.”

### Front-end challenges

Coupons, in particular, require constant refresher training, covering topics from DeCA policy to counterfeit coupons. “I go around the store and train people, one on one,” she said. “I show coupons around so people get familiar with them. I make sure each cashier has a copy of our coupon policy, so if interaction with a customer goes beyond what they can handle, they can provide a copy to the customer.”

Santiago stands ready to assist but always supports cashiers as they handle situations that provide great learning opportunities. “Especially when it comes to coupons, if a customer gets too upset, I cut in,” she said. “It’s good for cashiers to try to handle the situation, but sometimes I or a duty manager need to step in and help diffuse things.”

To help hone checking skills, cashiers take regular pop quizzes, collected and graded by Santiago, who said she has enjoyed opportunities to attend formal training, such as instructor classes and the adjunct training course, which help her accomplish her training mission. As a result, all trained Portsmouth cashiers easily surpass a standard of scanning 23-24 items per minute, scanning more than 30 items a minute. They also specialize in friendly service.

“This is a close-knit community, and we expect employees to respect customers, speaking and interacting with them – asking them about their day and their shopping experience,” said Santiago. “Whether the cashier is 16 or a senior citizen, the pride they show in their work is incredible here.”

She reflected on one cashier who thanks every customer for their military service and tells them she appreciates what they’ve done. “It’s the standard here to treat people with courtesy and respect,” Santiago said. “They’re proud of what they do, and I’m proud of them.” ■



McGuire Commissary, N.J., store associates **Phylicia Williams**, **Carmelita Budhoo** and **Sommer McFadden** help brighten their customers' days with a smile and great service. DeCA photo: John Zoubra



# World-class skills

## Cashiers build valuable toolbox of talent

**G**ood cashiers may be born with personality traits conducive to a future in world-class customer service, but no baby crawls up to a cash register and starts scanning 30 items a minute.

Although cashiering might not be rocket science, neither is it child's play. New DeCA cashiers hone their skills via three avenues: Web-based learning, on-the-job training and formal coursework.

### Web-based learning

Web-based study, available via OneNet, delivers “basic training” for department operations, available to any employee, any time. Cashier training falls under the customer service department and covers topics including:

- Register drawer
- Checks, credit and debit cards
- Coupons
- Supplemental Nutrition Assistance Program
- Funds security
- Scanning, keying in items
- Universal Product Codes
- Preventing shrinkage
- Building customer loyalty

The self-paced course prompts the student to print out a test score sheet at the end of each training block, providing a record for the supervisor.

### On-the-job training

In-store OJT begins immediately for cashiers, addressing a wide spectrum of skills:

- Security procedures
- Cash register operation
- Authorized patron ID
- Process negotiables (cashier's or certified checks)
- Customer complaints



**Curtis Reed**, sales store checker at Yongsan Commissary, South Korea, remains popular with customers because of his cheerful demeanor and skills in processing large amounts of coupons.

*DeCA photo: Kim Tae-Yon*

### Formal training

Cashier may aspire to move into commissary front-end management someday. DeCA's Department Operations Customer Service Course, or DOCS, provides training for customer service supervisors.

“Our cashiers are the ambassadors of DeCA,” said **Gail Tolbert**, DOCS instructor at DeCA headquarters, Fort Lee, Va. “How they interact with customers is a huge determining factor in how well we've done to deliver a valued benefit to the military and their families.”

This three-day course, held six to eight times annually, highlights managing checkouts and the cash control area. It also provides customer service training focused on delivering world-class service to every patron by:

- Providing accurate pricing,
- Maintaining accountability, and
- Taking decisive action to ensure customer satisfaction.

Employees eligible to attend include customer service supervisors, lead store associates and tellers assigned to the cash control area, Tolbert said, when initially assigned to the customer service department. Subject-matter experts continuously tweak course content to ensure students receive the “latest and greatest” information available.

“Workforce Development works closely with store operations to update course material as changes occur,” Tolbert said. “This reality check ensures we present current policies and correct operational procedures.”

Tolbert and her fellow instructor, **Ken Marr**, both have extensive experience in commissary customer service management. “I know how hard it is to run the front end,” she said. “It takes stamina and patience.”

Employees interested in attending DOCS should contact their supervisor. ■





# Cashiers of the Year 2011

Commissaries worldwide select best at registers



**Ashley Williams**  
MCLB Albany, Ga.



**Rosita Fernandez**  
Andersen AFB,  
JR Marianas, Guam



**Gamze Yildiz**  
Ankara, Turkey



**Anneliese Culpepper**  
Ansbach, Germany



**Tiziana Graziosi**  
Aviano, Italy



**Pamela Craigmyle**  
Bamberg, Germany



**April Foss**  
Bamberg, Germany



**Stephanie Mathis**  
Bamberg, Germany



**Ingrid Nöth**  
Bamberg, Germany



**Charlene Suarez**  
Bamberg, Germany



**Marina Thomas**  
Bamberg, Germany



**Yolanda Wallace**  
Bamberg, Germany



**Teresita Tionquiao**  
NBK Bangor, Wash.



**Amber Oland**  
Beale AFB, Calif.



**Maria Weyland**  
Bitburg, Germany



**Stefanie Navo-Springer**  
Camp Carroll,  
South Korea



**Masaru Kurata**  
Camp Courtney,  
Okinawa



**Rika Toma**  
Camp Foster,  
Okinawa



**Christine Cundall**  
Camp Humphreys,  
South Korea



**Mia Kusaka**  
Camp Kure,  
South Korea



**Jane Dennis**  
Camp Pendleton,  
Calif.



**Jenna Clevenger**  
Camp Red Cloud,  
South Korea



**Jennifer Sawyers**  
Camp Stanley,  
South Korea



**Kiyotaka Ebihara**  
Camp Zama, Japan



**Cherylee Best**  
Chièvres, Belgium



**Aurea Reyes**  
China Lake, Calif.



**Steven Belowich**  
Chinhae, South  
Korea



**Henry Lewis**  
NAS Corpus Christi,  
Texas



**Terry Eischeid**  
Davis-Monthan AFB,  
Ariz.



**Tijuana "TJ" Hamilton**  
Dyess AFB, Texas



**Carolyn Smith**  
Eglin AFB, Fla.



**Samantha Castilleja**  
Ellsworth AFB, S.D.



**Denise Kelley**  
Fairchild AFB,  
Wash.



**Geraldine West**  
Fort Bragg South,  
N.C.



**Janie Sadler-Cross**  
Fort Hood I, Texas



**Josephine Cepeda**  
Fort Hood II, Texas



**Yang Sun "Sunny"  
Dillon**  
Fort Huachuca, Ariz.



**Justin Criswell**  
Fort Irwin, Calif.



**Amber Hendrix**  
Fort Irwin, Calif.



**Frances Maroney**  
Fort Rucker, Ala.



**Arcenia Jacobo**  
Fort Wainwright,  
Alaska



**TJ Dennis**  
Goodfellow AFB,  
Texas



**Margie Jackson**  
Goodfellow AFB,  
Texas



**Amanda Dawson**  
Grafenwoehr,  
Germany





**Nancy Saratan**  
Hario Village, Japan



**Gemma Ford**  
Heidelberg,  
Germany



**Laarni Ojeda**  
JB Pearl Harbor-  
HICKAM, Hawaii



**Adam Mackewich**  
Holloman AFB, N.M.



**Alejandra Bowers**  
MCAS Iwakuni,  
Japan



**Aytug Guven**  
Izmir, Turkey



**Ayanah Francis**  
Kadena AB,  
Okinawa



**Maribel Laguna**  
NAS Kingsville,  
Texas



**Juanita Ballesteros**  
Kirtland AFB, N.M.



**Rosanna Montoya**  
Kirtland AFB, N.M.



**Pae Yong-Mi**  
Kunsan AB, South  
Korea



**Anthony Deon Hill**  
Lackland AFB,  
JB San Antonio



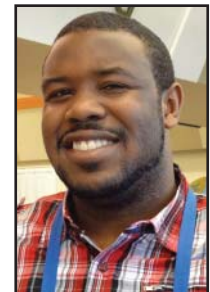
**Carlos Coelho**  
Lajes Field, Portugal



**Rafael Menchaca**  
Laughlin AFB, Texas



**Linda Powell**  
Little Rock AFB,  
Ark.



**Damone Nixon**  
Los Angeles AFB



**Theresa Vogelsang**  
Luke AFB, Ariz.



**Donna Demers**  
Malmstrom AFB,  
Mont.



**Krystal Lankster**  
March ARB, Calif.



**Kazue Nishino**  
Misawa AB, Japan



**Nida Pardillo**  
Mountain Home  
AFB, Idaho



**Tricia Mendiola**  
Orote Point,  
JR Marianas, Guam

*Didn't get your honor photo in this issue? Don't fret — whenever we receive it, we will place it in the next available issue.*





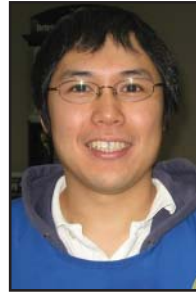
**Kang Min-Chong**  
Osan AB, South  
Korea



**Birgit Geib**  
Ramstein AB,  
Germany



**Vincent Best**  
Randolph AFB,  
JB San Antonio



**Nozomu Kazama**  
Sagamihara, Japan



**Pat Moneda**  
NB San Diego



**Yasuko Nagaoka**  
FA Sasebo, Japan



**Donna Hembree**  
Sheppard AFB,  
Texas



**Edith Swilling**  
Spangdahlem,  
Germany



**Yong Phillips**  
Taegu Camp Walker,  
South Korea



**Cindy Lopez**  
Twentynine Palms,  
Calif.



**Reginald Capers**  
Vandenberg AFB,  
Calif.



**Fred Conley**  
NAS Whidbey Island,  
Wash.



**Rion Coy**  
NFA Yokosuka,  
Japan



**Dorothy Calvo**  
USAG Yongsan,  
South Korea



What I think makes them the best is that this is not a 9-to-5 job for them. This is a way of life — through our work and dedication, we give the military community some thanks for the sacrifices they make daily. DeCA cashiers understand what our customers are dealing with; and they are able to empathize and take customer service to a higher level, be it help a retiree shop or offer words of comfort to a spouse whose husband or wife has just deployed. We understand!

*Deputy Store Director Robert Vogel, Bamberg Commissary, Germany*



# makinghistory

## A N A G E N C Y I S B O R N

### Part II: Commissary systems combine to form Defense Commissary Agency

**Dr. Pete Skirbunt**  
*DeCA historian*

*Last issue, in Part I, Deputy Secretary of Defense Donald Atwood directed establishment of a consolidated commissary agency; and May 15, 1990, he officially recognized the Defense Commissary Agency as a provisional organization. He announced it would consolidate all military commissary systems, and he requested submission of a charter directive for the new agency by mid-July 1990.*

**T**hings were moving quickly, and the swift pace implied rapid changes – and rapid job losses.

The uncertainty experienced by all employees of the different commissary agencies caused a drop in morale. Many employees felt the transition was being forced too quickly, which could only result in confusion and, perhaps, failure. Others held private misgivings that they were being set up intentionally for failure.

This paranoia reflected years of hostile studies, attacks and proposals for privatization. It should also be noted that while all this was going on, commissary employees helped support Desert Storm and enabled the existing systems to keep functioning with no perceptible drop in levels of service.

#### Transition begins

On May 17, 1990, Colin McMillan, assistant secretary of defense for production and logistics, sent a memo to the military services' assistant secretaries and to the director of the Defense Logistics Agency, asking for nominations to the transition team – the “best and brightest talent to help orchestrate this transition to the new agency.”

McMillan selected and announced this team a month later. Known as the DeCA Transition Team, it included people from all the existing commissary agencies as well as components of DLA. The first director of DeCA was Army Maj. Gen. **John Dreska**, then commander of the Defense Construction Supply Center in Columbus, Ohio.

In July, the transition team began meeting in Washington; two weeks later, it moved to offices near Tyson's Corner, Va. Several conferences between the team and the commissary commanders followed in the next few months to discuss and clarify DeCA's operation and internal organization. Debate was spirited, particularly on bill-paying and accounting methods, as well as manpower needed for each functional area.

#### Motto, slogan

Searching for an identity to separate the new agency from previous organizations, as well as to establish a long-term goal, the team considered a number of slogans, both official and unofficial. They



**The new DeCA headquarters building at Fort Lee, Va., opens in 1991.** DeCA historical photo file: Herb Greene



selected “Quality First, People Always” as the official motto, and considered “America’s Best-Run Grocery Chain” as the unofficial slogan and goal.

Ultimately, they decided against this latter slogan, as it seemed likely to be misinterpreted. It implied competition with civilian grocery chains, when such competition was not only impolitic, it was impossible. That is, civilian chains could attract shoppers away from the commissaries, but the commissaries could *not* lure civilian customers away from private-sector grocery outlets.

The team ultimately settled on “The Military’s Most Valued Benefit” as something to be attained by Jan. 1, 2000.

### Fort Lee headquarters

In September 1990, the transition team recommended, and McMillan agreed, that the new agency establish its headquarters at Fort Lee, Va., largely because DeCA could use a new facility that had just been built by the U.S. Army Troop Support Agency as its new headquarters. Region headquarters would be placed at Fort Meade, Md.; Naval Amphibious Base Little Creek, Va.; Maxwell Air Force Base, Ala.; Kelly Air Force Base, Texas; Fort Lewis, Wash.; Marine Corps Air Station El Toro, Calif.; and Ramstein Air Base, Germany. Four headquarters organizations had been consolidated into one, and 22 regions had been replaced by seven.

Because of service pride and a lingering parochialism among some longtime employees, many of whom were military retirees, both the service affiliation of the region headquarters locations and the background of the region directors had been carefully considered before the final selections were announced. That process showed



**Fort Sam Houston Commissary, pictured in 1988, would transition from the U.S. Army Troop Support Agency to become part of DeCA in 1991.** TSA photo, DeCA historical photo file

sensitivity for the pride of each service and the morale of the employees.

Such agency considerations became less important in future personnel and location decisions. As years passed, DeCA would become increasingly “purple” – that is, people stopped identifying with an individual service and thought in terms of being a defense department.

### New agency ‘stands up’

DeCA stood up as a “provisional organization” Oct. 1, 1990. Five weeks later, Nov. 9, Deputy Secretary of Defense Atwood issued a directive covering the agency’s purpose, responsibilities, applicability, mission, organization, functions, organizational relationships, authority and administration.

On Dec. 13, 1990, Dreska announced **Roy Speight**, former deputy to the Air Force Commissary Service commander, would be DeCA’s deputy director.

For the next nine months, the team worked hard to get the agency ready in time for its scheduled opening in October 1991. Employees of the existing commissary agencies continued to do their jobs. Those at headquarters or region level gradually moved to new, similar positions within DeCA, but the great majority – store personnel – stayed in place.





**Commissary Store Officer Ken Mitchell, Imperial Beach Commissary, Calif., surveys the self-checkout lines in 1991, while still under Navy management. The Navy tried the concept starting in 1990, without much success. DeCA's earliest self-checkouts in selected stores in 2005 netted an average of 20 percent of those stores' transactions. NAVRESSO photo, DeCA historical photo file**

On Sept. 27, 1991, the U.S. Army Troop Support Agency at Fort Lee and AFCOMS at Kelly Air Force Base, Texas, both held deactivation ceremonies, while the Navy Resale Support Office stopped its commissary functions and became the Navy Exchange Command.

The following Monday, Sept. 30, the DeCA headquarters building dedication took place at Fort Lee. The building was named for the late Rep. Bill Nichols (D-Ala.).

Ceremonies included DeCA's activation, although the action did not become official until the following day, Oct. 1, 1991, recognized ever since as DeCA's birthday. On that day, DeCA officially took over operation of all commissaries run by the Army, Marine Corps, Air Force and Navy, including one store on a Coast Guard installation that had been run by the Navy.

Stores around the world staged grand opening parties and celebrations for customers, many complete with ribbon cuttings, cakes, brass bands and big sales. The transformation created win-win results for shoppers and employees alike – a transparent changeover for patrons and provision for



**A rainbow shimmers above Lajes Field Commissary, Portugal, in 1993. DeCA historical photo file: Ken Perrotte**

each employee of the former commissary systems. Each was able to retire, given a job offer with the new agency or placed in another federal job. ■

***Next issue: The new agency embarks on a 20-year journey of strengthening the benefit.***



getsmart

# 'Surcharge 101'

**Courtney Rogers**  
*Customer relations specialist*

## Help your customers understand this investment in commissary infrastructure

**W**hen military service members shop their commissary, they have the opportunity to save a substantial amount of money, while contributing to the improvement of the commissary system.

That's because for almost 60 years, Congress has required commissaries to collect a surcharge on purchases to make them more self-sustaining.

"Every time our customers shop at the commissary, they are not only saving money because we sell at cost, but they are also taking care of their own," said **Joseph H. Jeu**, DeCA director and CEO. "Their purchases help improve commissary facilities for their brothers and sisters in uniform."

The surcharge, which has been set at 5 percent for more than 28 years, is used to build replacement stores, renovate and repair existing stores, and purchase equipment such as freezers and cash registers. These funds help maintain and modernize stores at a reduced cost to taxpayers; by law, they cannot be used for any other purpose.

The surcharge is necessary because, unlike retail stores that mark up their prices to account for their operational costs and desired



**Fort Hood II Commissary, Texas, selected Josephine Cepeda, sales store checker, as its Cashier of the Year 2011.** DeCA photo: Anna Rimpsey

profit, commissaries are required by law to sell at cost to deliver the best possible prices to customers.

Although customers pay the 5 percent surcharge in addition to the commissary's at-cost pricing, the good news is that by regularly shopping at the commissary, they can still expect to save an average of 30 percent or more compared to commercial stores.

"Both the surcharge applied at commissaries and taxes at retail stores are included in our savings calculations to show how much customers actually save at the register," said **Greg Kochuba**, special projects chief for DeCA's sales directorate. "However, it's important to note that the surcharge is not a tax; every penny of that money remains in the commissary system to improve our facilities."

The surcharge is assessed on the full value of each customer's purchase at the register before coupons are deducted, as required by Congress. That's because coupons are not a discount, but a method of payment that's equivalent to cash.

Investing surcharge dollars in the most-needed commissary projects is one way DeCA works with its customers to give back to the military community.

"Every time you look at your commissary receipt, take note of the savings you've earned," Jeu said. "But also take pride in the surcharge you've contributed and know that your support helps us deliver this cherished benefit to you and millions of other authorized patrons around the world." ■

**View a short video on the surcharge at [www.youtube.com/DefenseCommissary](http://www.youtube.com/DefenseCommissary) or via CD mailed to each commissary worldwide in December 2011.**



Kunsan Commissary, South Korea, staff proudly share the news after learning that they received the maximum points on every mandatory inspector general question and captured six bonus points, for a final score of 103.7, the highest score in DeCA's history. They became the only

store to achieve full points before bonus points since DeCA switched to a point system in 1996. Store Director Michael Durrence is in the center (with tie). U.S. Air Force photo: Staff Sgt. Rasheen Douglas

When you hear the words,  
**'The IG is in the area,'**  
does your heart race or are you cool as a cuke?  
In August, Zone 36 managers stood ready, saying,  
**'Bring it on!'**



# Kunsan breaks barrier

## Commissary achieves flawless inspection score

**Nancy O’Neill**  
Public affairs officer,  
Pacific/West Areas

**S**tore directors and zone managers looking to ace their next inspector general visit, listen up: A maximum score is possible.

South Korea’s Zone 36 Manager **Wayne Walk** and Kunsan Commissary Store Director **Michael Durrence** shared their strategies just a few days after learning that the store had achieved this phenomenal feat.

The IG team lined up seven commissaries and two central distribution centers in South Korea with no-notice inspections during August 2011, and with few exceptions, all sailed through their inspections with top scores.

The biggest star was the Kunsan Commissary for receiving the maximum points on every mandatory IG question and capturing six bonus points, for a final score of 103.7 percent, the highest score in DeCA’s history, making Kunsan the only store to achieve full points before bonus points since DeCA switched to a point system in 1996. Prior to 1996, stores were rated as satisfactory or unsatisfactory.

And to any zone manager’s delight, the average score for the seven stores and two central distribution centers was 94.98 percent.

### Cross-check system

“Trust but verify” was the core philosophy Walk said he and his store managers followed leading up to the 2011 inspections.

Key to Walk’s strategy was implementing a methodical system of stores and CDCs checking each other. Walk made full use of IG compliance reports by forwarding them to his 11 stores and three CDCs and requiring that each

director or manager verify back to him that their facility was in compliance.

He did the same with the two random IG questions sent to the stores each week by then DeCA West Director of Operations **Ron McMasters**.

### ‘Zone buddies’

To verify that checklist items were being done properly, Walk had store directors and managers visit other stores and CDCs within Zone 36 to check compliance on each IG question.

“Each hub store director checked their annex stores during visits, as did I when I visited,” said Walk. “The cross-facility checking provided a different set of eyes and it made a difference.”

Each store and CDC worked to obtain a score of 90 percent or higher, a goal set by **Keith Hagenbuch**, then DeCA West director, and now executive director of store operations. The 90 percent goal was reinforced by Walk regularly.



**Durrence**

“When I visited the stores, I let the managers know what my expectations were and that I expected they be met,” said Walk. “If the store director or manager needed assistance in any area, I told them I wanted to know what it was so we could get it fixed. I

let the managers know that I was there to assist and that I wanted them to excel.”

### Tough test

The IG inspection is an “open-book test,” which should make it easy. But the nature of the commissary business, with many processes working together to make the store operation run, and the reliance on people at all levels of the agency, as well as on vendors and their stockers, makes getting maximum points on any one section of the checklist a challenge.

So how can a store director achieve an A on this test?

### ‘Secrets’ to success

The most important factor in scoring well on an IG inspection is “attention to detail and double-checking everything,” said IG Team Chief **Donna Sushinsky**. “Mr. Walk is very active in all his stores. He has been running the IG checklist in his stores for three years getting ready for our inspection.”

DeCA’s Inspector General **John Maffei**, agrees. “Zone managers and store directors



**Walk**





# Kunsan ...

who regularly run checklist section tests and keep their IG binder up-to-date have a leg up,” said Maffei.

When preparing for the IG inspection, Kunsan’s Durrence followed his zone manager’s instructions relentlessly and drove Walks’ cross-check concept down one more layer by having his store employees check other’s departments.

“When we received the two random IG questions from the region, employees would check questions that pertained to departments other than their own,” Durrence said. “Those questions from region helped us tremendously, but they can only help if you check them, which we did each time.”

### Zone-wide effort

Involving the entire Kunsan staff in the IG checklist process was part of Durrence’s tactic.

“From the beginning, we took each question and dissected it down to the simplest form,” he said. “We made sure that everyone understood the question and was able to answer

and locate the information that pertained to each question. Whether it was a manager, storeworker or cashier, everyone knew the answer or where to get the answer.”

### Inspiration grows

With his entire staff running the IG checklists routinely for months, Durrence said they hit a higher level of motivation when **Camp Casey Commissary**, another store in South Korea, was inspected and scored 101 with bonus points.

“When Kunsan employees got word of this accomplishment, something sparked and their drive got even stronger,” Durrence said. “You could sense the competition and feel the tension in the staff that if Kunsan got inspected, we wanted to do better. Knowing and seeing that it could be done gave us more confidence and inspired the employees to strive even harder.”

Durrence also said he took the findings from other stores as they were inspected and checked to be sure Kunsan didn’t have the same violations.

### No room for error

Some might say that being an annex store makes it easier to score high, but as Durrence pointed out, scrutinizing the scoring process reveals that a small store can miss only a few questions before dropping below a score of 90 percent, whereas a large store can miss more questions and stay in the 90s.

“Each question was weighted much higher for us,” Durrence said, “and represented more value because we only had three departments, and not five like a large store. The thought that we could miss only one or two questions before dropping below 90 percent kept us on our toes.

“I cannot explain this feeling or put into words the joy and happiness that all the employees here at Kunsan expressed during the outbrief,” he continued, “but I will say that this didn’t happen by chance. Mr. Walk was the leadership we needed to move as a team toward the goal, and he helped us check each other and succeed.” ■

## INSPECTION RECORDS

Commissary	IG Score	Year	
Kunsan AB, South Korea	103.7	2011	First maximum score, before bonus points
Panzer Kaserne, Germany	101.7	2009	
Izmir, Turkey	101.1	2008	
Camp Casey, South Korea	101 (tie)	2011	
Garmisch, Germany	101 (tie)	2007	
Weisbaden, Germany	100.8	2006	
Idar Oberstein, Germany	100.4	2000	Closed 2008
NS Rota, Spain	100	2010	
Livorno-Camp Darby, Italy	99.6	2010	
Lajes Field, Portugal	99.3	2010	
Bamberg, Germany	99.2	2008	





# 'Up and running'

## Headquarters reorganization takes shape

**Joseph H. Jeu**  
*DeCA director and CEO*

I'm pleased to announce that DeCA's new alignment is finally in place. Our four new commissary support groups are up and running, and we are busy doing what we do best: serving our customers.

Although the reorganization process is complete, we will continue to fine-tune our above-store alignment, making whatever corrections are necessary to stay on course. And our course is clear: We will continue moving toward a more efficient, streamlined and strategically organized agency designed to provide the best store support possible wherever we deliver the commissary benefit.

The four new support groups are now operational. This is how they are set up:

□ **Store Operations Group** – Executive Director **Keith C. Hagenbuch**, previously director of DeCA West



Jeu

This group manages our stateside and overseas store operations. Under our new alignment, our former regional offices – DeCA East, DeCA Europe and DeCA West – have now transitioned to five geographic areas – Europe, East, Central, West and Pacific – to manage the agency's 247 stores configured under 26 field zones.

The area directors are as follows:

**Cheryl L. Conner**, Europe Area director, previously deputy director of DeCA Europe

**Herbert Winchester Jr.**, East Area director, previously deputy director of performance and policy

**Randy L. Chandler**, Central Area director, previously deputy director of DeCA East

**Terry L. Batenhorst**,

West Area director, previously deputy director of DeCA West, continental United States

**David C. Carey**, Pacific Area director, previously deputy director of DeCA West, outside the continental United States

This group also contains the Store Support Directorate, led by **James "Jay" J. Hudson Jr.**, previously director of performance and policy.

□ **Sales, Marketing and Policy Group** – Executive Director **Rogers E. Campbell**, previously director of DeCA East

This group manages our operations affecting operations and policy, sales and marketing, health and safety, and resale contracting. The directorates in this group are:



Hagenbuch



Batenhorst (West)



Carey (Pacific)



Campbell



Chandler (Central)



Conner (Europe)



Winchester (East)



Myrick



Burns



Buley



**Delbert “Del” Myrick**, director of operations and policy, effective Dec. 4, 2011, previously chief of perishables

**Chris T. Burns**, director of sales

Army Col. **Michael A. Buley**, director of health and safety

**John P. Lavinus III**, director of resale contracting, previously director of acquisition management



**Lavinus**



**Graff**



**Frost**



**Archileti**

□ **Logistics and Engineering Group** –

Executive Director **Michael J. Dowling**, previously director of DeCA Europe, and now also acting chief operating officer

This group manages operations affecting logistics, acquisition management, engineering and all central distribution centers. The directorates in this group are:

**Boyce E. Bourland**, director of engineering, previously facilities program manager

**Larry P. Hahn**, director of acquisition management, previously chief resale contracting division

**Eric Swayzee**, director of logistics, previously director of business enhancements in information technology



**Dowling**



**Bands**



**Kennedy**



**Haase**

Subordinate directors are:

**Diana P. Graff**, also dual-hatted as deputy chief of staff and director of requirements and strategic integration

**James E. Frost**, director of corporate communication

**Vicki Archileti**, director of corporate planning

**Lauren “Larry” P. Bands**, director of resource management

**Kaye Kennedy**, director of human resources

**Janet L. Haase**, director of information technology

Our reorganization resulted in two notable changes to the headquarters’ special staff element that includes **William E. Sherman**, general counsel; **John T. Maffei**, inspector general; **Keith M. Owens**, director of internal review; and **Daniel “Dan” W. Sclater**, chief, DeCA Washington office. First, the equal employment opportunity directorate, directed by **Marcus G. Lashley**, now reports to me, the agency director, after previously reporting to the chief of staff; and the security division, previously a part of performance and policy, now aligns under the inspector general’s office.

Of course, there will be a degree of uncertainty as new faces in new places become familiar with their new surroundings, and it will take a period of adjustment for all of us to get our bearing on this new alignment. But over time, I’m confident that with the professionalism, expertise and experience of Team DeCA, we will work together to smooth out any wrinkles in this new process. ■



**Bourland**



**Hahn**



**Swayzee**

□ **Business Enterprise Group** –

Executive Director **JoAnn Chambers**, dual-hatted as the chief of staff and executive director of the Business Enterprise Group

This group manages operations affecting requirements and strategic integration, corporate communication, corporate planning, information technology, human resources and resource management.



**Chambers**



**Jackie Coleman, sales store checker at Fort Hood II Commissary, Texas, remains a favorite with many shoppers, who enjoy her customer service skills and refer to her as “Miss Jackie.”** DeCA photo: Anna Rimpsey

## Satisfied patrons report another year of commissary excellence

# One for the record books

**Rick Brink**

*Business Enterprise Communication*

**F**or the third straight year, commissary shoppers have given the Defense Commissary Agency an all-time high score when asked about their stores’ performance, according to the 2011 Commissary Customer Service Survey.

Nearly 21,000 shoppers gave their commissary an overall score of 4.72 out of a possible 5 rating. The annual survey asked them to rate 14 items relating to customer service, ranging from prices and product selection to checkout waiting time and employee helpfulness. While the results are extremely gratifying to DeCA Director and CEO **Joseph H. Jeu**, he noted the survey more importantly gives the agency direction on how to efficiently improve customer service.

“Our customers are giving us another hearty slap on the back

for a job well done in delivering the commissary benefit, and I can’t overstate what an accomplishment it is to be so highly rated by our customers,” Jeu said. “But the survey doesn’t end there, because it also provides a statistical basis to help us decide where and how to make improvements.”

The 4.72 score is a significant improvement over 2010’s 4.68 and 2009’s 4.67, both previously all-time highs, according to **Barry White**, a DeCA Headquarters operations research analyst who conducts the survey. The scores ranged from 4.64 (bakery quality and selection) to 4.84 (courteous employees).

Major contributors to the high, overall score were “courteous, friendly and helpful employees,” at 4.84 and “overall satisfaction,” at 4.82. Since 2007, the CCSS score has improved 7.5 percent.

“Improvements were reported in all areas of customer service,”

White said. Categories with the highest positive changes were “well-stocked shelves,” and “selection of products.” “We’re now working on completing detailed reports for management on results by service area, and we’ll provide demographic information about our customers, their personal comments and what matters most to them. We will also look at our strengths, weaknesses and opportunities for improvement.”

DeCA conducted the survey over a 10-day period, beginning July 12, 2011, at all of its commissaries worldwide. Customers answered 14 questions about commissary performance in surveys distributed during morning, midday and evening hours, allowing DeCA to capture responses from all types of shoppers. DeCA analyzes the results by store, zone and area, producing reports on trends, year-to-year comparisons and





patron demographics to give the agency a better idea of who is shopping and what they think of their benefit.

The 2011 score is based on 20,814 responses using a 5-point rating scale ranging from 1, “very poor,” to 5, “very good.” The response rate was 90 percent. The overall score is a weighted average of the 14-item scores based on store sales; the item scores and overall score are weighted by commissary sales.

From its inception in 1991, DeCA has surveyed its customers. It first used an Air Force system known as the Customer Service and Evaluation System, which measured customer service based on a 100-point rating scale. In 2000, the system was converted to a 5-point scale, modified to

fit DeCA’s needs and renamed the Commissary Customer Service Survey.

“This survey is an important tool to measure our performance as judged by those we serve,” Jeu said. “We’re very good, but we are always striving to improve and enhance the commissary benefit. That’s a challenge we gladly embrace as we serve those who defend our nation’s freedom.” ■



**Miyuki Kishimoto was selected as Cashier of the Month for July 2011 at Camp Foster Commissary, Okinawa.**  
DeCA photo: Rosemarie Lewis

## Customer survey results

CCSS item	2007	2008	2009	2010	2011	% Change
1. Low prices/overall savings	4.60	4.60	4.66	4.67	4.69	0.4%
2. Well stocked, full shelves	4.49	4.50	4.57	4.60	4.65	1.1%
3. Convenient hours	4.64	4.63	4.70	4.70	4.74	0.9%
4. Entrance/sales area/ restrooms cleanliness	4.61	4.62	4.65	4.69	4.72	0.6%
5. Produce quality/selection	4.52	4.54	4.61	4.62	4.66	0.9%
6. Meat quality/selection	4.63	4.64	4.72	4.73	4.77	0.8%
7. Deli quality/selection	4.58	4.59	4.65	4.65	4.69	0.9%
8. Bakery quality/selection	4.53	4.53	4.60	4.61	4.64	0.7%
9. Other food items (dry goods, frozen foods & dairy)	4.61	4.61	4.69	4.69	4.74	1.1%
10. Store layout, time required to shop	4.61	4.61	4.66	4.68	4.71	0.6%
11. Checkout waiting time	4.57	4.56	4.65	4.65	4.68	0.6%
12. Attractive displays/ store decor	4.58	4.58	4.66	4.67	4.70	0.6%
13. Courteous, friendly & helpful employees	4.76	4.76	4.81	4.82	4.84	0.4%
14. Overall satisfaction (How are we doing?)	4.72	4.72	4.78	4.78	4.82	0.8%
<b>Overall score</b>	<b>4.60</b>	<b>4.61</b>	<b>4.67</b>	<b>4.68</b>	<b>4.72</b>	<b>0.9%</b>



# Innovation Program

## Employees now have lots of options for sharing ideas

**D**eCA employees now can share ideas via avenues as varied as the ideas themselves, thanks to the new Innovation Program.

“Our workforce holds a wealth of exciting, innovative ideas,” said DeCA Director and CEO **Joseph H. JEU**. “To put those ideas to work for us, we’ve developed a powerful triad of tools we call the Innovation Program.”

Each of the three initiatives serves as an outlet for a different type of idea or suggestion:

□ **The DeCA Idea Factory** is a new social network that builds upon a shared idea or concept in an online brainstorming and rating forum. Through collaboration, ideas are built and improved upon for possible implementation.

□ **The Director’s Innovation Challenge** is a new, periodic event that invites thoughts and ideas on a specific issue for a limited time. The first challenge generated 190 submissions, with six meritorious entries receiving monetary awards totaling \$6,000 and eight runners-up selected on the topic, “How Can We Improve the Way We Do Business?”

□ **The DeCA IDEAS Program** – Improve DeCA’s Efficiency and Service – provides a longstanding, formal method of submitting fully

developed ideas. This monetary-awards-based program can potentially merit 10 percent of the savings, efficiency and effectiveness achieved through implementation.

“Our No. 1 asset is our workforce,” JEU said. “They not only have the knowledge about how our organization works, but some of the best ideas on how to improve so we deliver the very best benefit possible to our patrons. I care about what our employees think, and I welcome their opinions.”

The Innovation Program responds to the need for generating creative ideas for improvement as well as increased response to employees’ suggestions, as indicated by the fiscal 2010 Organizational Assessment Survey. The survey, conducted by the Office of Personnel Management, gave DeCA employees an opportunity to voice their opinions in 17 key work-environment categories.

“We believe our approach is providing creative avenues for employees to submit their ideas, promote employee interaction and stimulate innovation,” JEU said.

All three activities in the Innovation Program can be found on OneNet under “Ideas & Innovations,” including metrics on each. ■

## Director’s Innovation Challenge

**T**he results of the first Director's Innovation Challenge reflected worldwide participation, yielding a wealth of creative ideas.

“I am pleased to announce that response from the DeCA community was incredible and our employees have once again stepped up to the challenge,” said **Joseph H. JEU**, DeCA director and CEO. “This proves that you not only have the knowledge of how our organization works, but some of the best ideas of how to improve it so we deliver the very best benefit we can to our patrons.”

### Wealth of creative ideas submitted in search for agency improvements

Enthusiastic response resulted in 190 submissions on a variety of topics, from all agency levels. The challenge ran July 5-Aug. 5, 2011.

Six people submitted ideas selected for cash awards, deemed outstanding, meritorious entries:

□ **Greg Barlow**, computer-assisted-ordering specialist, **McConnell Commissary**, Kan., Materiel Handling Equipment Battery Watering System

□ **James Docherty**, store manager, **Fort Lewis Commissary**, Wash., Streamlined Display Packages

□ **Alan Jones**, Zone 29 manager, **Seymour Johnson Commissary**, N.C., Rethinking DeCA's Training Initiatives

□ **Alper Koemuer**, supply clerk, **Wiesbaden Commissary**, Germany, DeCA Application for Smart Phones





**Barlow**



**Docherty**



**Jones**



**Koemuier**



**McDaniel**



**Quantock**

□ **Linda McDaniel**, supply clerk, **Quantico Commissary**, Va., Price Changes Once Monthly

□ **Eric Quantock**, store director, **Fairchild Commissary**, Wash., Streamlining Promotion Items

The following individuals were selected as runners-up:

□ **Debbie Clark**, produce manager, **McGuire Commissary**, N.J., Produce Contests

□ **Richard Cook**, **Zone 21** manager, New London Commissary, Conn., Elimination of Distributor Dead Stock

□ **Jose Diaz Jr.**, computer-assisted-ordering specialist, **Randolph Commissary**, Joint Base San Antonio, Flag Codes (Vendor Stocking)

□ **Barry Donahue**, teller, **Grafenwoehr Commissary**, Germany, Increase Efficiencies at the Self-Checkouts

□ **Jerry Gooch**, produce manager, **Little Rock Commissary**, Ark., Promo Contests

□ **Beverly Montgomery**, store director, **Gunter Commissary**, Ala., Monthly Department Inventory



**Clark**



**Cook**



**Diaz**



**Donahue**



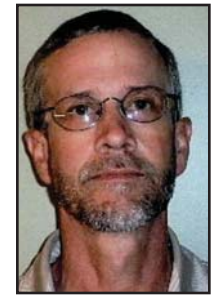
**Gooch**



**Montgomery**



**Shaffer**



**Smith**

□ **Michael Shaffer**, contracting officer, DeCA Headquarters, Va., Lessen Use of Holiday/Turkey Trailers

□ **Marcus "Dale" Smith**, store manager, **Camp Merrill Commissary**, Ga., Training Videos

"I believe it is very important to note that the real winner in this contest is the agency," said Jeu. "We are better off today because of your willingness to share your thoughts on how DeCA can do business better."

After the closing date for the Director's Challenge, a multidisciplinary team from operations, sales, resource management, human resources, information technology, acquisition management and corporate planning reviewed submissions. Entries were evaluated using the following criteria: original thought and changing potential, criticality to the agency and to its strategic future, potential savings to DeCA, ease of implementation and risk to implement.

In addition, evaluators considered each entry's potential value to the benefit and the extent of application across the agency. ■



peoplealways

# Strength through diversity

## DeCA honors employees for excellence in equal opportunity

**D**eCA recognized its 2011 Equal Employment Opportunity Award winners during a ceremony at its headquarters on Fort Lee, Va., Aug. 31, 2011. DeCA Director and CEO Joseph H. Jeu presented letters of appreciation and plaques to the recipients.

Diversity is a key ingredient to DeCA's success. As Jeu pointed out during the award ceremony, the agency is among the military's leaders in equal employment opportunity. For example, although 0.8 percent of the Department of Defense civilian workforce consists of people with severe or targeted disabilities, DeCA employs 1.39 percent – one of the highest percentages of all defense agencies.

"We are finding ways to put disabled people to work in some very difficult jobs and to show them that what matters to us are their abilities, not their disabilities," Jeu said, adding that DeCA plans to hire more people with disabilities and achieve DoD's employment goal of 2 percent.

DeCA's 2011 EEO Award recipients are cited for excellence in promoting diversity awareness and acceptance of people of all ages, races, genders, religious preferences and disabilities. The following employees were recognized:

### Leader of the Year Ronald Yoder, store director Yokota Commissary, Japan

Yoder was recognized as "a beacon of professional hope to his employees and an outstanding steward of cultural and ethnic diversity." He is credited with fostering an atmosphere of fairness and equal opportunity, opening up opportunities for training and advancement, and focusing on under-represented groups. From his actions came an improved, positive work tempo where one of eight management positions is now occupied by minorities, with the top three management positions being held by women. Yoder was also recognized for his efforts with local personnel offices to recruit and hire people with targeted disabilities.



Yoder

### Employee of the Year Teresa Komahcheet, lead store associate Fort Sill Commissary, Okla.



Komahcheet

Komahcheet is a Native American and key member of the Comanche tribe. The 26-year commissary veteran was hired as a cashier and worked her way up to her current position. Komahcheet was recognized for her efforts in promoting ethnic diversity, spearheading ethnic diversity celebrations and helping others recognize the significance and importance of their culture.

### Disabled Employee of the Year Anthony Green, store associate McGuire Commissary, N.J.



Green

Green achieved his second win in this category, honored first in 2007. Although profoundly hearing impaired, customers and co-workers alike are inspired by his "infectious personality and ready smile that make communicating with him easy and delightful." He was recognized for having a "diligent work ethic" that also influences his interests outside the store, where he gathers clothes and food for the needy during the winter; provides fans and air-conditioning units for senior citizens during the summer; and makes small repairs and delivers groceries, medical equipment and supplies to the elderly and disabled. Green also devotes time and financial support to a nonprofit organization that promotes the employment of men and women with disabilities. *(Also see photo, Page 43.)*

### Organization of the Year U.S. Air Force Academy Commissary, Colo.

At this store, 55 of its 73 DeCA employees are considered minorities; nine of the 55 are in leadership positions with 90 percent of those positions being held by women. And, 4 percent





# Reusable bags spread 'green' message

52<sup>nd</sup> Fighter Wing Public Affairs

**S** **Spangdahlem Commissary**, Germany, participated in a "go green" initiative recently, during which organizers distributed 1,700 reusable shopping bags to base community members.

DeCA employees collaborated with other base organizations

to support the 52<sup>nd</sup> Fighter Wing's Foreign Object Damage awareness event.

"Our commissary is a focal point for getting the word out on local happenings," said **Christopher Kurtz**, deputy store director. "We are always happy to help support our local installation."

Store employees learned that plastic bags, used at most

shopping establishments, can cause expensive damage to fighter jet engines. Air base officials estimated that they spent more than \$14.7 million to repair aircraft FOD in fiscal 2011.

"It only takes one bag to damage a jet," said Master Sgt. Matthew LaNew, FOD manager for the 52<sup>nd</sup>. "Agencies on base donated reusable grocery bags to get people in the mindset that loose bags truly are a FOD hazard."

Commissary customers stepped up to support the initiative as well. Staff Sgt. Idris Royal, 52<sup>nd</sup> Force Support Squadron and recipient of a reusable bag, said he thinks the bags could help people to start seeing base trash in a new light.

"This is a really good thing we're doing," he said. "I already try to pick up any trash when I can, and I'm sure people are more likely to hold onto these bags."

The vice commander was extremely pleased with the program's turnout.

"Thanks so much for pulling together and making this event a success," Col. Dave Julazede said. "Handing out 1,700 bags far exceeded my expectations. This benefits everyone at Spangdahlem."

The commissary's industry partners donated green reusable DeCA bags for the event. ■



Deputy Store Director Christopher Kurtz, Spangdahlem Commissary, Germany, and his staff support base green initiatives. DeCA photo: Krista Jones

## Diversity ... (continued from previous page)

of the Air Force Academy Commissary's workforce consists of people with disabilities. The store management is credited with providing training and advancement opportunities as well as developing a relationship with the Colorado Vocational Rehabilitation Center and recording zero EEO complaints in the past year.



Wentling

Store Director **Kelly Wentling** accepted the award for the Air Force Academy store.

DeCA places a high priority in hiring and retaining diverse employees, Jeu said. That emphasis, he added, helps the agency reflect the same diversity of its customers.

"For more than 40 years, the importance of equal employment opportunity has brought fairness, equality, respect – and most recently – diversity to the workplace," Jeu said. "This year, DeCA's 2011 Equal Employment Opportunity Award recipients, lauded as the 'Best in DeCA,' took fairness and respect in the workplace to new heights." ■





# DeCA 'trailblazer' retires

## Milks bids farewell to government service after 34 years

**Kevin L. Robinson**

*Business Enterprise Communication*

**T**homas E. Milks served his last military customer Nov. 1, 2011, when he retired as DeCA's deputy director and chief operating officer.

After 34 years of federal service with military commissaries, first with the Army's Troop Support Agency and later with DeCA, Milks will become assistant vice president for channel management with the National Industries for the Blind.

Milks, a member of the Senior Executive Service, has been DeCA's deputy director and COO since August of 2009, having previously served two years as director of DeCA Europe. From July 2010 to January 2011, he also served as acting director and CEO.

### DeCA 'architect'

"Tom helped design the agency as it exists today, especially when you look at the sales directorate," said DeCA Director and CEO

**Joseph H. Jeu.** "We will miss his leadership, his forward thinking and his dedication to improving the benefit for our customers."

As Milks leaves DeCA, he said he's confident the agency's recently completed, above-store restructuring will leave the commissary benefit stronger.

"Our reorganization is a chance for DeCA to show how efficient we really are," he said. "Now, we are better aligned to make decisions more efficiently and effectively from headquarters to add even more value to the commissary benefit."

### Strengthening the benefit

Strengthening the benefit was what the Department of Defense intended in 1990 when the idea of one commissary agency was just a blank piece of paper. It was the Jones Commission that laid down the blueprint for consolidating the service commissary operations. As chairman of the operations subcommittee for that commission, Milks helped design concepts related to transportation and distribution that are still in place today.



**Thomas E. Milks and his wife, Mary, enjoy the evening retirement gala held in their honor.** *DeCA photo: Ed Lamica*

In 1994, three years after DeCA formed, Milks was also tasked to lead the development of the marketing business unit and would become its first vice president. The creation of the MBU eventually saved the federal government more than \$300 million over six years and led to DeCA winning the "Hammer Award" in 1995 from Vice President Al Gore for innovations in government service. The formation of the MBU also helped the agency win President Clinton's "Quality Achievement Award" in 1998.

### Model of efficiency

"We were kind of a forerunner in that most grocery chains at that time were decentralized and region-based in their buying," Milks said. "But driven by the budget, savings and the goal to be more efficient, we started the MBU and category management.

"And, most grocery chains have now centralized their buying process; not that they've copied us, but it proved that it was the correct model to leverage ▷



our buying power,” he added. “Instead of having eight regions out there, each buying \$500 million to \$700 million in products for their individual operations, we can collectively use our \$6 billion buying power to get better prices, better promotions, better items, better coupons and better support for our stores – all enhancing the value to the commissary benefit.”



Milks

### System transformation

For nearly three and a half decades, Milks witnessed a steady transformation of the military commissary system. When he began, it wasn't uncommon to have commissaries placed in abandoned warehouses, former stables or transformed aircraft hangars.

“Back then everything was done manually: You had to walk down the aisle, write down on a piece of paper or cardboard how many cases of A, B or C you needed,” Milks said. “Then you'd go back to the warehouse that was adjacent to the store, pull it and put it on the shelf. Then the warehouse would order truckloads coming in every two weeks or so to replenish the warehouse.”

Today, Milks sees a state-of-the-art operation where computers track how much a store needs and when they need it to keep shelves stocked when customers shop. There are self-checkouts and electronic shelf labels to help make the customer's shopping experience faster and more efficient.

That automation wasn't available when Milks began his government career in 1977 as a management intern with the Army's Troop Support

Agency. His trek through military commissary operations would end up much longer than his 6-foot-4 frame.

### From intern to management

By 1981, he became an assistant store director at Fort Knox, Ky., and a year later was selected as the store director at Fort Polk, La.

While at TSA, he served in the Pentagon as a management specialist and later as chief of the Subsistence Branch for the Army Office of the Deputy Chief of Staff for Logistics. By 1990, Milks would move on to be TSA's acting director of operations.

### Leadership positions

Once DeCA formed, Milks' career spanned the leadership landscape including the then Western/Pacific Region, first as deputy director of store operations outside the continental United States and later for that region's operations within the states. After tours as deputy director of DeCA East and a homecoming as director of sales, he was selected to the Senior Executive Service in 2007 and subsequently became director of DeCA Europe.

The Virginia native and Virginia Tech alumnus said he's going to take a quick vacation before he starts working. He and his wife, Mary, are looking at either Niagara Falls or Florida.

“It's been a fun ride,” Milks said. “I've always treasured working for the commissary system because I think it's one of the best benefits the military has – one that our service members and their families cherish. I'll take that with me as I leave and, whenever I can, I will keep supporting the benefit.” ■



Thomas E. Milks served on the Jones Commission, 1989-1990, architects of DeCA as the consolidated commissary system. Here some of the members gathered: front row, from left, Milks, Air Force Col. Richard Tessier, Army Lt. Col. E.J. Vincent, Air Force Sgt. Mickalyn Clarke, Army Spc. Lashunder Hodge and James Gildersleeve. Middle row: Marine Corps Lance Cpl. William Root, Vincent Folio, Hugh Frampton, Arlene Ripp, Margaret “Peggy” Young (now a planning specialist in DeCA's Corporate Planning Directorate) and Ron Clark. Back row: Frances Fleming, Tom Rowe and Marvin Beck. *DeCA historical file*



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

**San Diego**

I just wanted to let you know what a kind and helpful cashier **Pat Moneda** is at **San Diego Commissary**. I am 88 years old and go to the commissary every two weeks. Every time Pat is working, I try and get in his line because he is so positive. He is cheerful and seems happy to be doing his job. He makes the end of my shopping trip a joy, and I always leave with a smile. Thank you for hiring such wonderful employees.

*Ellen Sandusky*



**Moneda**



**Matthews**

**Fort Sam Houston**

One Sunday afternoon, I was shopping at **Fort Sam Houston Commissary**, Texas, with three of my children, ages 6 years, 4 years and 4 months. I was in line; the baby was screaming, and I was trying to unload my basket. The cashier, **Cheryl Matthews**, was gracious enough to turn off her light and ask if it was okay for me to use one of the

administrator's rooms to nurse my screaming baby. While doing so, she finished scanning my items and even used the coupons. She was very personable and willing to help in any way possible. After I finished nursing, I forgot a few items and needed to go back. She was so patient and understanding. She went above and beyond to help me that day. I am so grateful that she was working that day. She represented the store in the most professional way possible. I will definitely go back to that store. You should be very proud to have someone to represent your store – or better yet, the agency. EXCELLENT customer service!

*Leketa Cunningham*

**Fort Riley**

I want to tell you how helpful this cashier was at **Fort Riley Commissary**, Kan. I had been purchasing some Women, Infant and Children nutrition program items and had gotten a wrong item. As I was there with my three boys, I was just going to forget about that item. **Anna Nordhues**, sales associate, told me she would not mind running to get it for me, as she knew the brand needed and where it was located. This was not something she had to do; it was just her going the extra mile to make sure that I had the items that I needed. It may not seem like much, but when shopping with three boys, any help I can get is always welcome. Please tell her thank you once again for making my shopping experience more pleasurable – and with a smile on her face.

*Lydia Aviles*



**Nordhues**



**Torres**

**Hohenfels**

I thank **Arland Torres**, storeworker at **Hohenfels Commissary**, Germany, for making my son's birthday party a total success. I had originally ordered a cake elsewhere, but it never arrived. On the day of the party, I asked Mr. Torres at the bakery if he could decorate a cake, and that it was an emergency. He did not hesitate and asked what

I wanted done. I gave him the concept; he went to his car to grab a hat that had the design I wanted. ▶

*(Letters are edited for length and clarity.)*



Twenty minutes later, my cake was done – better than I ever expected. This is true customer service. He helped make my son’s birthday party a total success.  
*Jazmin Cooper*

**Whiteman**

**Janice Williams**, store associate, has always made us feel welcome while visiting **Whiteman Commissary**, Mo. Since the day we arrived on base and made our first trip to the store, her friendly attitude has always been the same. I’ve been in the Air Force for more than 10 years as a prior-enlisted member and can say she is the best commissary associate I’ve met. She definitely is a great asset to the commissary. Today when we entered the store, my daughter was acting up. Mrs. Janice came over to her and, with great kindness, was able to make her stop crying. This act of kindness helped me continue my shopping in the store. Please pass my gratitude to Mrs. Janice for her great customer service and friendliness. It’s people like her who embody the greatness of our Air Force civilian force.  
*2nd Lt. Joe Melendez, U.S. Air Force*



**Williams**

**Edwards**

I received the best service at **Edwards Commissary**, Calif., that I have ever had in any commissary. Meat Manager **David Corbin** took his time to make sure my day was a very good one. He cut 15 rib-eye steaks for me just as I asked – I had a short-notice party, and he quit what he was doing and cut these steaks the size I asked for – but the great thing was that I could hear him singing from the backroom while he worked, which told me he loves his job. Also I asked him for an item in grocery, which he checked and found out it was not carried; so he took me into his office and called a local store, found the item and told me how to get there. I think with his can-do attitude and his love for the job, he is a great employee to have. As I finished my shopping, I noticed him out on the floor, walking and talking to customers, greeting them and offering help, and the whole time he was smiling, singing and whistling. I just wanted to say thank you for his GREAT outlook on his job and for hiring him.  
*Bill Sandy*  
*(Note: David Corbin retired Sept. 30 after 38 years of dedicated service.)*



**Corbin**

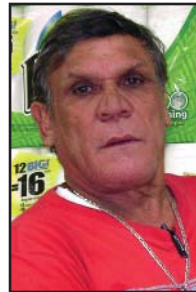


**Evans**

welcome through her line. Over the last two years we’ve been stationed here, she’s one of the nicest ones. I really would like to thank her. Great job, Rochelle!  
*Janice Wright*

**Lakenheath**

**Rochelle Evans** at **Lakenheath Commissary**, England, is one of the kindest cashiers in the store. My husband and I always look for her; she always comes with a warm smile, and she’s good at her job. No matter what time of day we come in the store, she always smiles and makes us feel



**Garcia**

**Fort Buchanan**

**Elias Garcia**, storeworker at **Fort Buchanan Commissary**, Puerto Rico, is very helpful and always gets the merchandise I ask him for. He even recognized me from previous visits. He took time to help me. Thank you!  
*Maritza Soto*

**Yongsan**

**Justin Risher** was checking IDs when I arrived at **Yongsan Commissary**, South Korea. He was greeting customers in such a polite and cheery manner as they entered. It brightened up my whole shopping experience.  
*Margaret Merrill*



**Risher**

**Forest Glen**

**Mariann Padayao**, store associate at **Forest Glen Commissary** (formerly Walter Reed Commissary), Md., is always very helpful to customers. She is not only friendly but decisive, thorough and efficient. This ensures that the customers always receive outstanding service. I have been shopping at commissaries for more than 50 years, and Mariann Padayao is one of your best employees who have ever helped me, and I am one of many. Please thank



**Padayao**

her, as she brings great credit to the armed forces commissary community.  
*William Shay*



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

### **Patrick**

Having been a checkout person, stock person and "various departments person" for some 10 years at a large commercial grocery store gives me an appreciation for the type of people who deserve compliments. Cashier **Andrea Madara** at **Patrick Commissary**, Fla.,



**Madara**

reminds me of a manager overseeing this area as a way of understanding how to better serve the clients. I really don't think that she is a manager; but curiously, she handles herself so well that I really wondered. I particularly like her because she is bright and also an excellent person to ask for help when needed. She is someone special and deserves recognition.

*Maj. Robert Nicholas, U.S. Air Force*

### **Travis**

**Perla Ajero**, store associate at **Travis Commissary**, Calif., checked my ID card and found that it had expired on the first of the month. She is really doing a good job, and I thanked her for being so observant. I had shopped at the base exchange and picked up medications at the base pharmacy before going to the commissary but was not questioned about the expired ID.

*Janice Damstra*

### **Camp Humphreys**

Cashier **Christine Cundall** is the most caring and friendly cashier you have at **Camp Humphreys Commissary**, South Korea, and she goes above and beyond her job. I hope you recognize and appreciate her!

*Darcy Bundren*



**Cundall**



**Ellison**

### **Fort Jackson**

Store Director **Bernard Ellison** went out of his way to help us today at **Fort Jackson Commissary**, S.C. You need more people like him and his staff working for the commissary. There was no chicken on the shelf. Mr. Ellison and I walked back to that department and saw the vendor there. Mr. Ellison said

to me, "I will make sure you get your chicken breast." I told him that we drive two hours one way to shop. As we were leaving, he brought four packs of chicken to us. I sent him an email this afternoon about all the help he gave us. Thank you for a great store director at Fort Jackson.

*Ralph Jenkins Jr., U.S. Air Force (retired)*

### **McChord**

When I was shopping two weeks ago at **McChord Commissary**, Wash., I forgot to take my receipt. I'd used my debit card, and I really needed a receipt because I needed to get a refund on one item. When I called, teller **Agnes Fegurur** went all-out to help me. It was not easy, but Agnes was so pleasant, and I got what I needed. You sure have



**Fegurur**

a wonderful employee. She went the extra mile and then some to help customers. Job well done.

*Rosa Mattos*

### **West Point**

I would like to thank the staff of the **West Point Commissary**, N.Y., for the support that has been provided to the Military Police Company. Store Director **James Gallagher** was informed of a special event that the company was having in celebration of our regiment's 70<sup>th</sup> birthday. Mr. Gallagher took his time and put us in contact with folks who provided many comforts that made our event a success. The bakery staff also was really helpful. The soldiers want to send a special thanks for the support. You guys rock!

*1st Sgt. Ramon Cruz*

### **Camp Courtney**

My shopping experience at **Camp Courtney Commissary**, Okinawa, has always been delightful. I have been on the island for a year, and I prefer shopping at Courtney over anyplace else. The customer service is always exquisite. Your staff always makes sure that my shopping needs are met, and ▶



they do so in a very friendly manner. This makes me feel like a valued customer. Thank you!

*Victoria Anderson*

### Fort Campbell

Absolute world-class customer service was provided to me by **Ryan Elkey**, store associate at **Fort Campbell Commissary**, Ky. He quickly routed me to the correct register to minimize my time in line. Ryan also counted several items for me, thereby expediting my checkout. Overall, it was a very positive customer service experience. Mr. Elkey is a wonderful store associate, and our commissary is lucky to have him. Keep up the great work!

*Derrick Draper*



**Elkey**

### Vicenza

Every time we enter **Vicenza Commissary**, Italy, and see **Matteo Fraioli**, deli-bakery leader, he is always kind and polite to everyone around him. He is always willing to help and goes above and beyond to make sure you are satisfied. I have asked him on several occasions for different kinds of help, and he has always made sure my family and I were happy and that any question we had, or help we needed, was satisfied. He is one of the best employees the Vicenza Commissary has and is one of the reasons I will continue to shop there. He truly stands out as a great example of what great customer service and job knowledge should be.

*Denise Jolly*

### Norfolk

This is the third time I've had the pleasure of having **Kimberly Starnes** as my cashier at **Norfolk Commissary**, Va. She is friendly, efficient and courteous. Kimberly has made my visits to the commissary very pleasant, even on the days when the line was long. Her knowledge of items that have coupons in the front of the store has saved me money, and I really appreciate every opportunity to save. Kimberly is not only a great ambassador for the commissary, she is also a great ambassador for Naval Station Norfolk.

*Elaine Harrison*



**Starnes**



**Wilhelm**

I would like to compliment the professionalism of your cashier, **Christopher Wilhelm**, at **Heibelberg Commissary**, Germany. He is polite, courteous and very friendly. I am a coupon shopper, and he takes his time to make sure he doesn't miss any. Today, I was purchasing three packages of sanitizing wipes for a rebate. I accidentally grabbed the wrong brand, because they look similar and I was in a hurry. He pointed that out, and I thanked him. That would not have been a good trip if he had rushed through and rung me up. I think he is a great addition to the team.

*Saunya Odwyer*

### Heidelberg

### Davis-Monthan

I was in the **Davis-Monthan Commissary**, Ariz., when the base went on lockdown. I commend the employees for the wonderful job of meeting our needs during what could have been a harrowing ordeal. We were provided bottled water, fresh fruit and snacks, and even cooked hot dogs, courtesy of the vendors. The staff brought out chairs, and one employee even brought me a sweater from the office when I said I was cold. If one had to be locked down, I would have to say that the commissary was a good place to be. The employees made this experience more pleasant than it otherwise might have been.

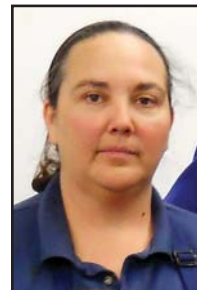
*Evelyn Peffers*

### Fort Polk

Thank you to Store Director **Charles Shropshire**; Store Administrator **Wade Daily**; **Debbie Debose**, bakery department manager; and **Judy Glover**, deli department, at **Fort Polk Commissary**, La. They put on an EXCEPTIONAL tour for our Little Daisy Girl Scouts to learn about how the commissary operates and what goes on behind the scenes. Growing girls into leaders starts with helping them learn about their surroundings and gain exposure



**Daily**



**Dubose**



**Shropshire**



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

to new and exciting things by great mentors like these employees. Thank you for an indescribably fun learning experience that will leave a lasting impression on these little leaders. Great job – a ton of thanks for staying after your regular work day to make this an incredible tour. As always, the commissary ... it's worth the trip!
Anastasia Stipe

Eglin

I contacted Store Director Luana Harris, Eglin Commissary, Fla., to request a special order. While the products were not available for DeCA to order, Ms. Harris was prompt in her responses and very helpful in her descriptions of the special order process. Her customer service was superb!
Mylene Biddle



Harris

Incirlik

My husband's birthday was Oct. 5, and with him being recently stationed at Incirlik Air Base, Turkey, I had no time to send him a package in the mail. I called Incirlik Commissary on Oct. 3 and spoke to Store Manager Rosario Aydil about ordering my husband a batch of cookies and having them sent to his shop. Rosario was very kind and helped me with my order. I want to thank everyone else who participated in the process as well. My husband was very happy to receive the cookies! Thank you so much for making my husband's birthday all the better.
Ashley Morales

Iwakuni

Grocery Manager Phyllis Price, Produce Manager Lyn Cadavos and Store Manager Sharon Thurston are a pleasure to work with at Iwakuni Commissary, Japan. Whenever I want to do a special order, get fruit trays or just want to request an item to be added, these ladies are always there and willing to help. It is refreshing to know that my commissary has such helpful and friendly people



Cadavos



Price



Thurston

to assist the spouse who stays behind when one is deployed. My life is stressful, and it is made easier when I come to the commissary.
Rebecca



Sporrer

she did for me.
Ramona Walther-Cornett

Grafenwoehr

During the hectic confusion of a case lot sale on a payday weekend at Grafenwoehr Commissary, Germany, cashier Doris Sporrer took the time to inform me how I could get more of the product that I wanted for less money than I was about to spend. She was very friendly and helpful, and I appreciated everything



Banks

or I go to her office when I see her there. I asked Ms. Banks a few questions, and she said to just call her Kristi. I thought that was so nice of her, because it made me feel like she was a friend and there to help. She was so helpful in directing me to where my items were in the store; she helped me get the correct items with the coupons I had. She is really nice and treats people very well. You need more people like her.
Carmen Sanchez

Fort Myer

I have been a customer for more than 10 years at Fort Myer and Fort Belvoir commissaries in Virginia, and Bolling Commissary, D.C. I must say that Fort Myer has one of the best workers I've run into in a long time, Kristi Banks, customer service manager. I go to that commissary just looking for her at the customer service counter,



# ♥ ofthebenefit

'Heart of the Benefit' celebrates three outstanding team members with DeCA PASSION for customer service

## Kenny Harris

Andrews Commissary, Md.

### What do you like best about your job as a meatcutter?

In my job, we cut up selections of meat that we call primals – larger, basic sections from which steaks and other subdivisions are cut; and subprimals – smaller cuts of meat from the primal cuts. I work with cuts of beef, pork, lamb and veal. To do my job, I operate a variety of equipment including band saws, meat cleavers, tenderizers, slicers and machines that weigh, wrap, package and label the products we put out for our customers to buy.

I like providing great customer service in a timely manner. I enjoy our customers. The people I work for also recognize my abilities to fix and maintain things, and I've been able to use my skills around the store to help maintain a safe, clean work environment.

### How do you help make the commissary worth the trip?

I play a large role in keeping the meat counters full of properly cut product, and the fresh meat section

Kenny is not only a good meatcutter, he's a handyman extraordinaire, and his work around here goes far to make our store a safer, cleaner environment in which to shop and work. His dedication to the job, willingness to lend a hand and skill with tools not only keep our meat cases full of product, but keep our equipment running and much more. I can't say enough about the important work he accomplishes here at Andrews and how he does it so effectively and efficiently to make our commissary worth the trip.

Tony Andre  
Store director



Kenny Harris DeCA photo: Stephanie Baker

is a big reason many of our customers shop at our commissary. The other tasks I do to keep the store safe and clean also go a long way to make the store an attractive and safe place to shop and work.

### What's your professional history?

I began working for DeCA in 1992 as a meatcutter. I've worked at commissaries at Fort Bragg and Pope Air Force Base, N.C.; Walter Reed Army Medical Center (now U.S. Army Garrison Forest Glen), Fort Belvoir and Fort Myer, Va.; and Navy Support Activity Annapolis, Md. I've been with the Andrews Commissary since 2007. I've always enjoyed being a meatcutter, providing great customer service as my top goal every day.

### Who has had the most influence on your career?

The late **Michelle Mays**, former Fort Myer meat department manager; and my store director, **Tony Andre**, have had the most influence on my career. These two have always been professional; they gave me personal guidance and opportunities to grow by letting me take on tasks that enabled me to use all my skills.





# Marcie Scipio

Fort Riley Commissary, Kan.

## What do you like best about your job as a secretary?

Being a secretary offers me many opportunities to provide customer service to both internal and external customers. Some of the rewards I receive for doing my job are handshakes, thank yous and even hugs. These make my job worthwhile and enjoyable.

## How do you help make the commissary worth the trip?

I arrange for in-store and out-of-store events to keep the Fort Riley community informed about their commissary. This can take the shape of walking a child by the hand to a cookie-decorating table for a Father's Day event or assembling gift bags for new soldiers with families moving into military housing. Our commissary is nearing the end of a major renovation, and I have been keeping customers abreast of the construction progress by attending functions on the post and showing pictures of the departments as improvements are made.

For our employees, I try to stay organized so I can give a quick response when they ask a question. I try to smile often, which is easy because I like what I do, and I enjoy making other people smile. For our vendors, I do my best to coordinate meetings around their schedules. Secretaries are the oil that keeps the wheels on the "DeCA-mobile" turning smoothly.

## What's your professional history?

I served as a soldier in the U.S. Army for more than 21 years. With the Army, I worked in finance. My career with DeCA began in 2010 as secretary for Fort Riley Commissary.

## What are your professional goals?

Having reached my professional goal as a soldier, I am now concentrating on being the best secretary that I



Marcie Scipio with McGruff the Crime Dog DeCA photo

can be by doing hands-on, learn-as-you-go research and by asking other secretaries. I completed my bachelor's degree before retiring from the Army, and I fully intend to pursue and complete a master's degree in business administration or human resources in the near future.

## Who influenced your career most and how?

During my military career, without question, it was my husband who motivated me the most. He was also on active duty and encouraged me to always give my best and to be satisfied with the results when I did.

In my career at DeCA, I have had many great resources to lean on, including other DeCA secretaries and the Defense Logistics Agency human resources staff. My store director listens to my ideas and suggestions and he encourages me to be creative. And my co-workers give me a sense of belonging. I couldn't ask for a better group of people to work with.

Marcie is passionate about serving our internal and external customers. When she is assigned a task, she uses every resource available to get it done. No job is too big if Marcie is challenged. She makes our shoppers feel like their commissary is worth the trip.

Peter Howell  
Store director





# James McElrath

Central Meat Processing Plant,  
Ramstein Air Base, Germany

## What do you like best about your job as meatcutter worker supervisor?

The first thing is that the **Central Meat Processing Plant** at Ramstein Air Base, Germany, is unique – the only one of its kind in the Department of Defense. We provide a service to all of our customers, internal and external. I also like that I am accountable and responsible for my daily actions as I perform my job, including treating employees and customers with respect, integrity and honesty. I supervise a department that is motivated for excellence and goes the extra mile to satisfy our customers with the best products possible. I enjoy that I get paid to do a job I really love.

## How do you help make the commissary worth the trip?

I make the commissary worth the trip by providing safe and wholesome products at the best price possible. We accomplish this by providing our customers with the products and services that are familiar and valued, representing their choices they would have anywhere else. Our customers rely on us to provide them with what they have back home.

James is the first person checking on everything and everyone. He ensures that all pieces of equipment are working properly; he works with a sense of urgency and always has a smile on his face. If there are problems, he knows who to call to get them taken care of. I know if I'm not there, I don't have to worry, because I can count on him. Because of James McElrath, all of Europe and our deployed troops have fresh beef and pork products to enjoy.

James Tyree  
CMPP manager



James McElrath DeCA photo: Leslie Brown

## What is your professional history?

In 1997, I started as a temporary storeworker at **Lakenheath Commissary** in England. Then in 1998, I became a meatcutter worker there. In 2000, I was promoted to a meatcutter, and then I was management-reassigned to the CMPP in April 2001. In 2007, I received a promotion to meatcutter worker supervisor.

## What are your professional goals?

I want to stay focused and continue to learn about commissary operations. I want to work hard and advance throughout DeCA so I can one day become a store director.

## Who influenced your career most and how?

My parents, of course, but I have to say that every manager I've worked for has had a positive influence on my career, teaching me that hard work and dedication pay off. Even my fellow co-workers have had a positive influence on my career, because we work as a team. Many of them have contributed to my success. But, one person has really had the most influence on my career – Mr. **Corey Deery**, CMPP food safety and quality assurance officer. He teaches me to stay motivated and strive for excellence. There are different things to learn in the meat business, and he leads by example. He displays great leadership qualities, and I really appreciate him. ■



# frontandcenter

## retirements



**Ford (40)**

SHIRLEY BRABBLE, HQ DeCA, Va.  
 RICHARD BRADFIELD, HQ DeCA, Va.  
 RICH CARLYLE, HQ DeCA, Va.  
 LORENZO COLLIER, HQ DeCA, Va.  
 PEGGY FLANDERS, HQ DeCA, Va.  
 \* DAVE FORD, HQ DeCA, Va. (40)  
 CLAUDIE GRANT JR., HQ DeCA, Va.  
 KITTY GRANT, HQ DeCA, Va.  
 JACK GWALTNEY, HQ DeCA, Va.  
 MATTIE JOHNSON, HQ DeCA, Va.  
 \* LINDA LEWIS, HQ DeCA, Va. (43)  
 ANGEL RAMOS, HQ DeCA, Va.  
 JOHN SHAW, March ARB, Calif.  
 CARROLL SHEPHERD, HQ DeCA, Va.  
 LAWRENCE TSUJIGUCHI, Schofield Barracks, Hawaii  
 JOYCE WAGNER, MCAS Yuma, Ariz.



**Lewis (43)**



**Copenhefer (40)**



**Smith (40)**

\* JERRY COPENHEFER, Patrick AFB, Fla.  
 GEORGE CRUZ, Fort Belvoir, Va.  
 JOSEPH DUNN, Fort Stewart, Ga.  
 DAVID FORD, HQ DeCA, Va.  
 \* JOHN LEONARD, Yongsan CDC, South Korea  
 THOMAS LEWIS, JB LEWIS-McChord, Wash.  
 DENNIS SCHUMACHER, Wright-Patterson AFB, Ohio  
 \* SAMMY SMITH, Fort Leonard Wood, Mo.  
 \* CONSTANCE "CONNIE" TALLON, NB San Diego



**Leonard (40)**

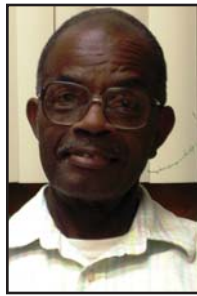


**Tallon (40)**

**30 years**  
 JAMES ADAIR, Selfridge ANGB, Mich.  
 WALTER ALLEN, Walter Reed AMC, Md.  
 DEBORAH ANDERSON, Randolph AFB (JB San Antonio)  
 ADAM ARCOS, Fort Sam Houston (JB San Antonio)  
 REXFORD BRYANT, Camp Lejeune, N.C.  
 LINDA BURKES, Columbus AFB, Miss.  
 YULANDA CANNON, JEB Little Creek-Fort Story, Va.  
 THERESA CARABELLO, Fort Benning, Ga.  
 PENSY CARROLL, Tyndall AFB, Fla.  
 CHOE SANG-HYOK, Yongsan CDC, South Korea  
 JEANMARIE COOK, Edwards AFB, Calif.  
 KIMBERLY COOPER, HQ DeCA, Va.  
 GILBERT CORREA JR., Kirtland AFB, N.M.  
 ARTESIA DEGELE, NAS North Island, Calif.  
 PAUL FABIAN, Lackland AFB (JB San Antonio)  
 CYNTHIA FINCH, Fort Jackson, S.C.  
 BONNIE FORTUNE, Fort Belvoir, Va.  
 JAMES FOY, NSA Mid-South Memphis, Tenn.  
 LANNIE GARDNER, HQ DeCA, Va.  
 CAROL GRIFFITH, HQ DeCA, Va.  
 CHRISTINE GRIFFITY, HQ DeCA, Va.  
 CHARLES HARRELL, Fort Monmouth, N.J.  
 RONNIE HAYS, Patrick AFB, Fla.  
 LESTER HUGHES JR., Redstone Arsenal, Ala.  
 RHONDA JACKSON, HQ DeCA, Va.  
 PATRICIA LAI-LANYON, Schofield Barracks, Hawaii

LINDA MADDOX, NAS Jacksonville, Fla.  
 DIANE MANN, Aberdeen PG, Md.  
 CONSTANCE MARLOWE, JB LEWIS-McChord, Wash.  
 JACK MCGREGOR, McClellan, Calif.  
 MARTHA MILLER, Wright-Patterson AFB, Ohio  
 DESSIE MILLS, HQ DeCA, Va.  
 LINDA MOORE, HQ DeCA, Va.  
 WILBUR MOORE JR., JB Elmendorf-Richardson, Alaska  
 SIDNEY O'NEAL JR., JB Lewis-McCHORD, Wash.  
 TONY ORNELAS, Fort Bliss, Texas  
 KEITH OWENS, HQ DeCA, Va.  
 VIVIAN PALMER, Travis AFB, Calif.  
 OLLIE PRICE, JB Lewis-McCHORD, Wash.  
 MICHAEL RAMSEY, Fort Gordon, Ga.  
 DOUGLAS ROBERTS, Maxwell AFB, Ala.  
 VALERIE ROBILLIA, McClellan, Calif.  
 PATRICIA RODGERS, McClellan, Calif.  
 ROBIN SCHMIDT, Zone 24, Fort Belvoir, Va.  
 JOSEPH SEANEZ, Fort Bliss, Texas  
 THERESA SEWELL, McClellan, Calif.  
 SCOTT SISSON, Lackland AFB (JB San Antonio)  
 ROBERT SMITH, Fort Knox, Ky.  
 TAMMY SPICKLER, Aberdeen PG, Md.  
 HELEN THOMAS, McClellan, Calif.  
 PATRICIA TOURISH, MCAS New River, N.C.  
 PATSY WALL, Fort Hood II, Texas  
 STELLA WHITING, MCB Quantico, Va.  
 ROGER WICKHAM, Fort Wainwright, Alaska  
 JURONALD WILLIAMS, Ord Community, Calif.

## anniversaries



**Maxwell (45)**

**45 years**  
 \* WILBERT MAXWELL, NAS Pensacola, Fla.  
 \* GARLAND PALMER, Fort Myer, Va.



**Palmer (45)**



**Arakaki (40)**

**40 years**  
 \* KIYOHICO ARAKAKI, Camp Foster, Okinawa

**35 years**  
 ANDREA BLACK, Dover AFB, Del.  
 THOMAS BULLARD, NAS Oceana, Va.  
 JOSE CARAVEO, Fort Bliss, Texas  
 JANICE "JAN" CHAPPELL, HQ DeCA, Va.  
 KAREN CHRISTIANSEN, NAS Miramar, Calif.  
 ANGELO CLEGHORN, HQ DeCA, Va.  
 NOLY DELACRUZ, Schofield Barracks, Hawaii  
 JOYCE FARMER, NSA Mid-South Memphis, Tenn.  
 MARIA GALEY, White Sands MR, N.M.  
 CLAUDIE GRANT JR., HQ DeCA, Va.  
 RICHARD GUICHARD, Hanscom AFB, Mass.  
 ALICE HALL, Barksdale AFB, La.  
 MAUREEN HUTCHINSON, NSB Kings Bay, Ga.  
 MICHAEL JENNINGS, Travis AFB, Calif.  
 KO CHONG-WON, Yongsan CDC, South Korea  
 JEFFERY LILLARD, Arnold AFB, Tenn.  
 CAROL McVAY, Tyndall AFB, Fla.  
 ROBERT MILLER, JB LEWIS-McChord, Wash.  
 MAXIMINO REYES JR., JB Pearl Harbor-HICKAM, Hawaii  
 GAIL MEFFORT, McClellan, Calif.  
 SANDRA O'KEEFE, HQ DeCA, Va.  
 ARTHUR PINEDA, Buckley AFB, Colo.  
 STEPHEN QUILLICI, HQ DeCA, Va.  
 NANCY ROBINSON, McClellan, Calif.  
 DONNA ROMOLTON, Sheppard AFB, Texas  
 SHEILA WALTON, HQ DeCA, Va.  
 NORMAN WOODCOCK, Fort Drum, N.Y.

**25 years**  
 NELLY ALLEN, Fort Huachuca, Ariz.  
 ANGELINA ALISCAD, McClellan, Calif.  
 JOLINE ATER, Fort Hood II, Texas  
 YVONNE AVIE, HQ DeCA, Va.  
 PHYLLIS BIRD, Sheppard AFB, Texas  
 MARGARET BOBAK, Fort Huachuca, Ariz.  
 DEBBIE BROWN, US Air Force Academy, Colo.  
 MARY BROWN, Shaw AFB, S.C.





(25 years)

**BEDDIE BONNER JR.**, JB Charleston (Navy), S.C.  
**YOLANDA BOWDEN**, HQ DeCA, Va.  
**WILLIAM BROWN**, McClellan, Calif.  
**MARY BURK**, Fort Meade, Md.  
**BOBBY BURNS**, JB Elmendorf-Richardson, Alaska  
**CHRISTOPHER BURNS**, HQ DeCA, Va.  
**DORIS CABRAL**, Fort Bragg North, N.C.  
**JOHN CARLTON JR.**, Little Rock AFB, Ark.  
**MARY CHAPMAN**, NSB New London, Conn.  
**BRENDA CHARLES**, NAS Jacksonville, Fla.  
**JOYCE CINELLI**, Fort Meade, Md.  
**VIVIATOR CLARK**, Fort Benning, Ga.  
**DEBORAH COX**, JB Langley-EUSTIS, Va.  
**JOHN CRONEY**, Fort Campbell, Ky.  
**KENNETH CUNNINGHAM**, Dover AFB, Del.  
**CAROLE DAVIS**, Barksdale AFB, La.  
**LOUISA DIXON**, MCB Quantico, Va.  
**CHRIS EGANA**, Anderson AFB (JR Marianas), Guam  
**JOYCE EVANS**, Ord Community, Calif.  
**DANNY FISHER**, Camp Lejeune, N.C.  
**MICHAEL FROIAS**, HQ DeCA, Va.  
**SATETE FUA**, Los Angeles AFB  
**LEONARD FUKUDA**, JB Pearl Harbor-HICKAM, Hawaii

**ERNESTINE GARFIELD**, Fort Bragg North, N.C.  
**CUNNINGHAM GRAVES**, JB Lewis-McCHORD, Wash.  
**DALE GILLILAND**, Little Rock AFB, Ark.  
**DENISE HARPER**, HQ DeCA, Va.  
**JANET HARRIS**, Fort Drum, N.Y.  
**HYOK SUN HENDRIX**, JB Elmendorf-Richardson, Alaska  
**CORDELIA HERNANDEZ**, NAS JRB Fort Worth, Texas  
**SUZANNE HIXSON**, JB Lewis-McCHORD, Wash.  
**JAMES HOBSON**, March ARB, Calif.  
**PEGGY HODGE**, Fort Gordon, Ga.  
**MARIA HOWARD**, HQ DeCA, Va.  
**MARY HUBBARD**, JB McGuire-Dix-Lakehurst, N.J.  
**ELIZABETH JELINEK**, NSE Smokey Point, Wash.  
**SARAH JENNINGS**, Hill AFB, Utah  
**WINNIE JIANG**, DeCA West, Calif.  
**SYLVIA JOHNSON**, NB Norfolk, Va.  
**JEFF KAUFMAN**, Luke AFB, Ariz.  
**STEPHEN KAWASAKI**, Fort Carson, Colo.  
**KENNETH KING**, Sheppard AFB, Texas  
**ANITA LAURY**, HQ DeCA, Pentagon, D.C.  
**CYNTHIA LEONG**, JB PEARL HARBOR-Hickam, Hawaii

**CATHERINE WHARRY**, Fort Bragg North, N.C.  
**BRENDA WHITE**, Fort Huachuca, Ariz.  
**HERMAN WILKINS JR.**, JB McGuire-Dix-Lakehurst, N.J.  
**FELICIA WILLIAMS**, JB McGuire-DIX-Lakehurst, N.J.  
**CARLOS YOUNG**, Walter Reed AMC, Md.  
**DAVID ZIMMERLE**, Camp Pendleton, Calif.

20 years

**JESUS ABAD**, NSE Smokey Point, Wash.  
**FELICIA ALLEN**, NAS Jacksonville, Fla.  
**LERMA ANDERSON**, Fort McPherson, Ga.  
**JULIETTE ARMOR**, Dover AFB, Del.  
**LAVONDA BACON**, Peterson AFB, Colo.  
**VALERIA BAINES**, Fort Bragg South, N.C.  
**ELISA BALANSAY**, NOLF Imperial Beach, Calif.  
**THERESA BATTISTA**, JB McGuire-Dix-Lakehurst, N.J.  
**BILL BELTRAN**, Travis AFB, Calif.  
**OLGA BETHUNE**, Fort Hood I, Texas  
**TIMOTHY BETTINGER**, Wright-Patterson AFB, Ohio  
**SHIRLEY BOYKIN**, JB LANGLEY-Eustis, Va.  
**AGNES BRANCH**, Peterson AFB, Colo.  
**BEEVENELL BROGDON-ROBINSON**, JB Andrews, Md.  
**MARIA BRYANT**, Laughlin AFB, Texas  
**SUNU CARL**, JB PEARL HARBOR-Hickam, Hawaii  
**EUNICE CHERRY**, NSA Annapolis, Md.  
**MARTHA CLARK**, Edwards AFB, Calif.  
**KRISTINE CLINE**, MCB Quantico, Va.  
**MADelyn COLEMAN**, JB LANGLEY-Eustis, Va.  
**KATRINA COLLINS**, Moody AFB, Ga.  
**MARK COUNTRYMAN**, JB McGuire-Dix-Lakehurst, N.J.  
**MARVIN COX**, NSE Smokey Point, Wash.  
**PAMELA DAIL**, HQ Fort Lee, Va.  
**ELLENMARIE DALE**, NBK Bangor, Wash.  
**STEPHAN DAVIS**, HQ DeCA, Va.  
**TELFAR DAVIS**, Fort Benning, Ga.  
**DONNA DELAUTER**, Fort Detrick, Md.  
**VICTORIANO DOMANTAY**, JB PEARL HARBOR-Hickam, Hawaii  
**RAMON DOMULOT**, Travis AFB, Calif.  
**DARRELL DORSEY**, MacDill AFB, Fla.  
**PATRICIA ELLIS**, Cannon AFB, N.M.  
**EARNEST ELLISON**, Fort Sam Houston (JB San Antonio)  
**ERLINDA FARINAS**, Fort Bragg North, N.C.  
**HYONG CHA FRENCH**, Scott AFB, Ill.  
**VENANCIO GALMAN**, JEB Little Creek-Fort Story, Va.  
**ANGELA GARCIA**, Fort Campbell, Ky.  
**NANSUN GARRISON**, NSU Saratoga Springs, N.Y.  
**FRANCES GODWIN**, JB McGuire-Dix-LAKEHURST, N.J.  
**CORWIN GONZALEZ**, Camp Pendleton, Calif.  
**STEPHANIE GUEL**, Fort Myer, Va.  
**MICHAEL GUYTON**, Tyndall AFB, Fla.  
**SENTA HANSON**, HQ DeCA, Va.  
**NORA HARRIS**, JB PEARL HARBOR-Hickam, Hawaii  
**KATHY HAWTHORNE**, HQ DeCA, Va.  
**DEANNA HUFF**, NSB Kings Bay, Ga.  
**STEVENSON HYNSON**, Dover AFB, Del.  
**ARSENIA JACOBO**, Fort Wainwright, Alaska  
**MYRTLE KEITH**, Fort Jackson, S.C.  
**DEVERA KING**, JB Andrews, Md.  
**ANNE LAMPE**, Beale AFB, Calif.  
**GWENDOLYN LONON**, Fort Campbell, Ky.  
**TRINIDAD MACDONALD**, Tinker AFB, Okla.  
**JUNE MALDONADO**, US Air Force Academy, Colo.  
**KENNETH MARR**, HQ DeCA, Va.



**▲HANG ON TIGHT:** Cathy Smith, front-end supervisor at Oceana Commissary, Va., takes a spin on the Matador Beef Jerky mechanical bull, Aug. 6. The company sponsored a troop donation event, collecting more than 500 packages of jerky to ship to troops in Afghanistan. *Frito-Lay photo: Frank Cospelich*



▲DIORAMA FOR DAIRY MONTH: Eglin Commissary, Fla., salutes the country's national parks with detailed scenes such as this one to promote refrigerated selections during June Dairy Month. DeCA photo: Maggie Hayden

ROSALYN MARSHALL, Fort Gordon, Ga.  
 DORIS MAYNES, JB McGUIRE-Dix-Lakehurst, N.J.  
 UNITEEN McCAIN, MacDill AFB, Fla.  
 JACQUELINE McDUGALD, NS Mayport, Fla.  
 LAMPHONG McMAHON, Fort Gordon, Ga.  
 EUGENE MEACHAM III, NB Norfolk, Va.  
 ERLINDA MEDVEC, NAS Jacksonville, Fla.  
 LINDA MIMS, Ord Community, Calif.  
 JUDY ANN MODEST, NBK Bremerton, Wash.  
 DAWN MONTERO, JB PEARL HARBOR-Hickam, Hawaii  
 DAVID MOSBY, Fort Belvoir, Va.  
 JOAN MEYER, Beale AFB, Calif.  
 MILA NELVIS, JB Anacostia-Bolling, D.C.  
 PRESTON NICHOLS, Fort Sam Houston (JB San Antonio)  
 JAMES NORFLEET, Barksdale AFB, La.  
 MYONG NOVAK, Luke AFB, Ariz.  
 ROXANA OCKENFELS, Fort Myer, Va.  
 EDUARDO PAKINGAN, NAS Pensacola, Fla.  
 JONATHAN PETERSON, JB PEARL HARBOR-Hickam, Hawaii  
 PHYLLIS PHILLIPS, Barksdale AFB, La.  
 MICHAEL PULLEY, HQ DeCA, Va.  
 BARBARA PURNELL, JB LANGLEY-Eustis, Va.  
 CORY REILLY, NAS Fallon, Nev.  
 SAWANGJIT RICHARDSON, Kirtland AFB, N.M.  
 ARNELIA RIVO, Ord Community, Calif.  
 FUJIKO ROGERS, Fort Knox, Ky.

FIESTA SANDIFORD, Fort Gillem, Ga.  
 JOHN SMALLS, Davis-Monthan AFB, Ariz.  
 LINDA SMOLEN, Selfridge ANGB, Mich.  
 CHARLES SOLARZ, MCB Camp Pendleton, Calif.  
 DRAPER SPENCE III, Laughlin AFB, Texas  
 JOHN STALEY, HQ DeCA, Va.  
 MARLENE STEVENS, NSB New London, Conn.  
 KATHERINE STINNEY, Redstone Arsenal, Ala.  
 LAURA STONE, NSA Annapolis, Md.  
 MADELINE STROUD, March ARB, Calif.  
 NORLIE TABAO, JB LEWIS-McChord, Wash.  
 DEBORAH TAXIERA, Fort Bragg North, N.C.  
 MAE TERRELL, Gunter AFB, Ala.  
 SUSAN TURNER, NNSY Portsmouth, Va.  
 ROLAND VANDEGEER, Fort Knox, Ky.  
 MADELENE VISITACION, JB PEARL HARBOR-Hickam, Hawaii  
 NANCY WAGNER, Patrick AFB, Fla.  
 CURTIS WHITE, HQ DeCA, Va.  
 LAWANDA WILLIAMS, US Army Forest Glen, Md.  
 TRACIE WILLIAMS, Fort Benning, Ga.  
 MI HONG WITKOWSKI, MacDill AFB, Fla.  
 MYRNA WOJCIECHOWSKI, NAS Jacksonville, Fla.  
 WILLIAM WORTHMAN, Peterson AFB, Colo.

15 years

CLAYTON ABSHIRE, Fort Bliss, Texas  
 JUDITH ANDERSON, Ellsworth AFB, S.D.

AMELIA AYON, Fort Hood I, Texas  
 CAROL BLANK, NS Great Lakes, Ill.  
 DONNIELL BRADLEY, Fort Belvoir, Va.  
 AGNES BRANCH, Peterson AFB, Colo.  
 ROBERT BUNCH, HQ DeCA, Va.  
 ELISAPETA BURNS, NAS Jacksonville, Fla.  
 KENNETH CAKE, JB Andrews, Md.  
 ANNETTE CERASE, Fort Sam Houston (JB San Antonio)  
 MARY CONNERS, March ARB, Calif.  
 DELMER COOK, Goodfellow AFB, Texas  
 VIRGINIA CORPUZ, Fort Hunter Liggett Calif.  
 JULIA DAVIS, Fort Campbell, Ky.  
 LEROY DAVIS, Robins AFB, Ga.  
 FATIMA DENHAM, Fort Lee, Va.  
 IVONILDA DEOLIVEIRA, Camp Lejeune, N.C.  
 MARY DRAGER, JB McGUIRE-Dix-Lakehurst, N.J.  
 CRYSTAL DUDLEY, HQ DeCA, Va.  
 PAMELA DUNCAN, Richards-Gebaur, Mo.  
 JULIETA EASTMAN, Fort Gillem, Ga.  
 MARILYN ELLER, JB Langley-EUSTIS, Va.  
 JOHN ELLIOTT, JB LEWIS-McChord, Wash.  
 JOVITA EVANGELISTA, Travis AFB, Calif.  
 MARY FOSTER, Mountain Home AFB, Idaho  
 LINDA GEINZER, Robins AFB, Ga.  
 DEBORAH GREEN, Gunter AFB, Ala.  
 PAUL HAINSWORTH, Fairchild AFB, Wash.  
 LEEANN HALSEY, Nellis AFB, Nev.





**(15 years)**

**ALBERTO IRIZARRY-RIVERA**, Fort Buchanan, Puerto Rico  
**TANYA JACKSON**, Fort Carson, Colo.  
**GLORIA JAMES**, JB Lewis-McCHORD, Wash.  
**RONALD JOHNSON**, Scott AFB, Ill.  
**LEONARD JUNGMAN**, Goodfellow AFB, Texas  
**TRACEY KITZLER**, Eglin AFB, Fla.  
**PATRICIA KMUCHA**, Seymour Johnson AFB, N.C.  
**VERNON KNIBBS**, Tinker AFB, Okla.  
**VINCENT KRASAUSKAS**, Buckley AFB, Colo.  
**CHARLENE LAMAR**, USMA West Point, N.Y.  
**JOHN LEWIS**, Aberdeen Proving Ground, Md.  
**DONNA LUTTGE**, Fort Wainwright, Alaska  
**KAREN LYNCH**, MacDill AFB, Fla.  
**WILLIAM McCASKILL**, Altus AFB, Okla.  
**SONIA MICHEL**, HQ DeCA, Va.  
**FRANCINE MILLER**, Dyess AFB, Texas  
**EUSTICE MITCHELL**, HQ DeCA, Va.  
**JEAN OLIBRICE**, Lackland AFB (JB San Antonio)  
**MARGARET O'ROURKE**, MCAS Cherry Point, N.C.  
**THERESA PAGE**, NSE Smokey Point, Wash.  
**JAVONDA PARKER**, NSB New London, Conn.  
**JACQUELYN PENDLETON**, NAS Pensacola, Fla.

**MICHAEL PETTITT**, Fort Lee, Va.  
**ANNA PIZANA**, Fort Sam Houston (JB San Antonio)  
**ROBERT PURCELL**, JB Elmendorf-Richardson, Alaska  
**MARIA RIVERA**, Fort Buchanan, Puerto Rico  
**ROLDANO RIVERA**, Patrick AFB, Fla.  
**MILLY ROWELL**, Camp Lejeune, N.C.  
**OKESENE SAIA**, Ord Community, Calif.  
**MARISEL SANCHEZ**, Fort Buchanan, Puerto Rico  
**ELIZABETH SANCHEZ-FIGUEROA**, Fort Buchanan, Puerto Rico  
**KELLY SCHOOT**, HQ DeCA, Va.  
**VALENCIA SCOTT**, Warren AFB, Wyo.  
**LLOYD SCHRAGE**, Scott AFB, Ill.  
**WILLIAM SHERMAN**, HQ DeCA, Va.  
**JOEL SMALL**, HQ DeCA, Va.  
**MAXINE SMITH**, Fort Gillem, Ga.  
**ROXANNE SPENCER**, Fort Leavenworth, Kan.  
**ANNJEANETTE STEFFEN**, Grand Forks AFB, N.D.  
**MILTON SUTLIFF**, Tinker AFB, Okla.  
**CAROL SUTTON**, Beale AFB, Calif.  
**JEFFREY SUTTON**, CE Kelly, Pa.  
**ELSA TACRAS**, Schofield Barracks, Hawaii

**ELSIE TALIMAN**, NB San Diego  
**CHRIS TANN**, Moody AFB, Ga.  
**NOLASCO TEMPLADO**, Beale AFB, Calif.  
**DOUGLAS THOMAS**, HQ DeCA, Va.  
**LARRY THOMPSON**, Kirtland AFB, N.M.  
**DALE WALLIS**, JB Pearl Harbor-HICKAM, Hawaii  
**SHARON WARNER**, Redstone Arsenal, Ala.  
**CINDY WILLIAMS**, NAS Oceana, Va.  
**HERBERT WINCHESTER JR.**, HQ DeCA, Va.  
**CHARITO WOLF**, Fort Sam Houston (JB San Antonio)

**10 years**

**ROLANDO AGUILERA**, NOLF Imperial Beach, Calif.  
**CORA AMES**, NB San Diego  
**SHIRLEY ARNOLD-ALEXANDER**, NSB Kings Bay, Ga.  
**ELEANOR ATKIN**, Fort Wainwright, Alaska  
**MIRAMAR BIBAL**, Fort Irwin, Calif.  
**ANNETTE BLACK**, MCB Quantico, Va.  
**MINDY BLUMENREICH**, Fort Carson, Colo.  
**STEPHANIE BOULDIN**, HQ DeCA, Va.  
**DORIS BOYD**, Barksdale AFB, La.

## SALES RECORDS

Andersen AFB, Guam	Sep	Case lot record sales day	\$167,408
Ansbach, Germany	Jul	Coupon redemption record day	1,922 coupons
Buckley AFB, Colo.	May	Sushi record sales day	\$783
Camp Courtney, Okinawa	Aug	Produce record sales day	\$8,141
Camp Foster, Okinawa	Apr	Record sales day	\$13,730
Camp Pendleton, Calif.	May	3-day record case lot sales	\$1 million
Fort Carson, Colo.	May	2-day record sales	\$441,624
Fort Riley, Kan.	Jul	Grocery, meat, produce, store record sales	\$18,197/\$13,266/\$154,227/\$185,690
Fort Stewart, Ga.	May	Record sales day	\$225,322
Keesler AFB, Miss.	Sep	Record sales day	\$202,100
Kelley Barracks, Germany	Apr	Record sales	\$258,551
	May	Record sales	\$273,464
Minot AFB, N.D.	Apr	Record sales	\$1.3 million
MCAS Miramar, Calif.	Sep	Grocery record sales day	\$161,618
Patch Barracks, Germany	Sep	Grocery record sales day, meat/produce record sales	\$79,755, \$7,486/\$11,029
JB Pearl Harbor-Hickam, Hawaii	Jul	Produce record sales (see Page 48)	\$1 million
Ramstein AB, Germany	Apr	Produce record sales	\$533,498
Rota, Spain	Jun	4 <sup>th</sup> consecutive month, record sales	\$1 million
NB San Diego	May	Consecutive record sales days	\$450,712/\$450,000
	May	Produce record sales	\$782,638
NSU Saratoga Springs, N.Y.	Aug	All-time record sales	\$5 million
Signonella, Italy	Apr	Record sales	\$1 million
Spangdahlem, Germany	Sep	Produce record sales day	\$7,684
Vance AFB, Okla.	Jun	Produce record sales day	\$3,190
Vicenza, Italy	Apr	Record sales	\$1.3 million
	Sep	Record sales day, all-time 2 <sup>nd</sup> highest	\$83,579
Vilseck, Germany	Jun	Record transactions day	2,251
	Jul	Bakery record sales day	\$2,691
Vogelweh, Germany	Apr/Aug	Deli-bakery record sales	\$100,030/\$111,253
Wiesbaden, Germany	Apr	Produce/meat record sales	\$185,936/165,041 ■



▲ **MIGHTY MASTERPIECE:** Nearly 3,000 bottles of Gatorade, turned end up, create a mural that includes a school house and signs telling kids “it’s so cool to go back to school” at Camp Pendleton Commissary, Calif. Officials report that customers are awed by the display. *Dunham & Smith photo: James Adams*

DEANNA BRAGG, Wright-Patterson AFB, Ohio  
 PATRICIA BRISBY, Fort Riley, Kan.  
 DARYL BUGARIN, MCAS Yuma, Ariz.  
 LORRIE BUTLER, NAS New Orleans, La.  
 WILLIAM BUTLER, JB Elmendorf-Richardson, Alaska  
 PENNY CALLISON, Rock Island Arsenal, Ill.  
 AMELIA CAMACHO, NB San Diego  
 MARGARET CAMACHO, Dugway PG, Utah  
 JOSHUA CAMPBELL, Fort Wainwright, Alaska  
 EDERLINDA CANILLAS, Nellis AFB, Nev.  
 GLORIA CARLEY, Davis-Monthan AFB, Ariz.  
 GINA CICCONE, Hill AFB, Utah  
 VELMA CLANTON, Fort Stewart, Ga.  
 SUZANNE COOPER, Tyndall AFB, Fla.  
 JOSEVICENTE CORNEL, NOLF Imperial Beach, Calif.  
 LUIS CRESPO, Fort Buchanan, Puerto Rico  
 MARILYN CROSS, NAS North Island, Calif.  
 CATHERINE CROWDER, Hunter AAF, Ga.  
 PEDRO DELACRUZ, NS Mayport, Fla.  
 TANA DIAL, Peterson AFB, Colo.  
 HELENITA DIZON, Andersen AFB, JR Marianas, Guam  
 JAN DOMINGUEZ, Ellsworth AFB, S.D.  
 ALICE EBRON, JB LANGLEY-Eustis, Va.  
 CHRISTINA ELDERED, Offutt AFB, Neb.  
 MARIE FABILA, NAS Patuxent River, Md.  
 AGNES FEGURGUR, JB Lewis-McCHORD, Wash.  
 RICHARD “RICK” FLOREK, HQ DeCA, Va.  
 RITA FLOREZ, Lackland AFB (JB San Antonio)  
 CHUN FRITH, Fort Sam Houston (JB San Antonio)  
 CARL FURR, NB San Diego  
 STEPHANIE GADSON, Fort Jackson, S.C.  
 SUSAN GANNON, Luke AFB, Ariz.  
 CAMERON GARRETT, NSA Mid-South  
 Memphis, Tenn.

RONALD GERMAIN, Camp Pendleton, Calif.  
 HAN HYO-CHONG, Yongsan CDC, South Korea  
 LORI HARRIS, Rock Island Arsenal, Ill.  
 SANDRA HARSHAW, NSA Mid-South  
 Memphis, Tenn.  
 TODD HEASLEY, Fort Drum, N.Y.  
 DONNA HEMBREE, Sheppard AFB, Texas  
 SUSANA HENRIQUEZ, Fort Sam Houston (JB San Antonio)  
 CHUN HUANG, JB Pearl Harbor-HICKAM, Hawaii  
 WENDY HUNDLEY, HQ DeCA, Va.  
 LORI JACKSON, HQ DeCA, Va.  
 SHEILA JACOBS, Fort Belvoir, Va.  
 NICHELE JAMES, Fort Stewart, Ga.  
 CYNTHIA JOHLL, Scott AFB, Ill.  
 ALPHONSO JOHNSON, HQ DeCA, Va.  
 BEATRIZ JOHNSON, Fort Bliss, Texas  
 SABRINA JOHNSON, Mitchel Field, N.Y.  
 JANICE KINSLEY, Nellis AFB, Nev.  
 KIYO KOYEN, Hill AFB, Utah  
 JOSE LAGAC, NOLF Imperial Beach, Calif.  
 KATRENIA LANKFORD, Keesler AFB, Miss.  
 LORETTA LEAMONS, Luke AFB, Ariz.  
 YVONNE LEGRAND, JB FORT LEWIS-McChord, Wash.  
 LUANN LEMLEY, Wright-Patterson AFB, Ohio  
 LARRY LUALLEN, Eglin AFB, Fla.  
 ANTHONY MARTIN, Fort Belvoir, Va.  
 BEVERLY MARTIN, Selfridge ANGB, Mich.  
 DYSEBEL MASSENGALE, NAS Whidbey Island, Wash.  
 REBA MAXWELL, Fort Riley, Kan.  
 LAWRENCE McCORMACK, Eglin AFB, Fla.  
 VIVIAN McCRAY, Hunter AAF, Ga.  
 JANEJIT McGUIRE, Fort Meade, Md.  
 DONNA McKINNEY, MacDill AFB, Fla.

LIOASHA MILES, HQ DeCA, Va.  
 EDDIE MILLER JR., Twentynine Palms, Calif.  
 YUN SUN MILLER, JB Myer-Henderson Hall, Va.  
 KELLY MINER, NAS Pensacola, Fla.  
 LISABETH MINER, NAS Pensacola, Fla.  
 TINA MITCHELL, Fort Gordon, Ga.  
 KEVIN MURRAY, Lackland AFB (JB San Antonio)  
 PI-HSIA MUZQUIZ, MCB Camp Pendleton, Calif.  
 MYRNA MYERS, Camp Lejeune, N.C.  
 CHARLES HASCHKE, Wright-Patterson AFB, Ohio  
 CHRISTOPHER MANN, Travis AFB, Calif.  
 NIKKIE MORRISON, NSB New London, Conn.  
 MARIA NICKELS, NAS North Island, Calif.  
 TYRONDA NICKENS, JB Myer-Henderson Hall, Va.  
 SONNY OBANA, JB Elmendorf-Richardson, Alaska  
 CHRISTINA ORTEGA, Fort Rucker, Ala.  
 SEAN ORTON, NNSY Portsmouth, Va.  
 WILMA PALOMA, NOLF Imperial Beach, Calif.  
 BROOKE PFISTER, HQ DeCA, Va.  
 CECILIA PLASCENCIA, JB Elmendorf-Richardson, Alaska  
 EMERLINDA POTTER, MCB Quantico, Va.  
 ANTHONY RAMOS, JB McGUIRE-Dix-Lakehurst, N.J.  
 LISA RAY, JB LANGLEY-Eustis, Va.  
 INGRID RHEAUME, Patrick AFB, Fla.  
 ESTER RIOS, Luke AFB, Ariz.  
 RON ROBERTS, Travis AFB, Calif.  
 TRISTA ROBINSON, HQ DeCA, Va.  
 RAMONA RODDY, JB LANGLEY-Eustis, Va.  
 MARGARITA RODRIGUEZ, Fort Hamilton, N.Y.  
 YONG SALVI, Hanscom AFB, Mass.  
 MARY SANCHEZ, Hanscom AFB, Mass.  
 MONICA SHELTON, US Army Forest Glen, Md.  
 SANCHEZ SILVESTRE, NAS JRB Fort Worth, Texas  
 SATURNINA SMITH, Travis AFB, Calif.  
 MARSHA STAFFORD, Randolph AFB (JB San Antonio)  
 SOHUI STARKEY, Travis AFB, Calif.  
 EARL STARLING, Redstone Arsenal, Ala.  
 SARAH STEWART, Barksdale AFB, La.  
 CARMENCITA STROM, NSWC Crane, Ind.  
 JIMMY STUART, JB FORT LEWIS-McChord, Wash.  
 MARY TAYLOR, Shaw AFB, S.C.  
 DANNY THOMPSON, Seymour Johnson AFB, N.C.  
 SHIRLEY THOMPSON, NSB New London, Conn.  
 ROSLYN TINDALL-SMITH, JB Charleston (Navy), S.C.  
 ANITA TORRES, Davis-Monthan AFB, Ariz.  
 ERIKA URBANCHOCK, Selfridge ANGB, Mich.  
 ANDREA WALKER, NAS JRB Fort Worth, Texas  
 JOHN WALKER, Seymour Johnson AFB, N.C.  
 DEBRA WANZER, Vance AFB, Okla.  
 ROSEMARIE WATERS, Little Rock AFB, Ark.  
 SOK WEATHERFORD, Fort Meade, Md.  
 TONI WILKINS, Barksdale AFB, La.  
 NYDIA WILKINSON, Lackland AFB (JB San Antonio)  
 CARL WILLIAMS, Scott AFB, Ill.  
 SHANNON WOODRING, Hill AFB, Utah  
 DAVID YORK, NAS Fallon, Nev.  
 MARIA YOUS, Fort Carson, Colo.





# top employees



Arana



Gonzales



Higa



Kim



Mead



Oakley



Son



Song

### Employee of the Year 2011

- \* MICHAEL ARANA, Holloman AFB, N.M.
- \* DEBORAH GONZALES, NFA Yokosuka, Japan
- \* JOJI HIGA, Okinawa CDC
- \* KIM CHUNG-HWAN, Hannam Village, South Korea
- \* HYANG MEAD, Camp Red Cloud, South Korea
- \* REDELL OAKLEY, Ord Community, Calif.
- \* SON SUNG-HYON, Camp Stanley, South Korea
- \* SONG HAE-CHUN, Camp Casey, South Korea

### Employees of the Quarter

#### 4th Quarter 2011

- AMBER OLAND, Beale AFB, Calif.
- KAYLA PARKER, MCB San Onofre, Calif.
- MIKE SMITH, NAWA China Lake, Calif.
- MARY STONE, March ARB, Calif.

#### 4th Quarter Safety Employee

- ANTHONY LUTZ, Beale AFB, Calif.

#### 3rd Quarter 2011

- AHN JUN-SHIK, Yongsan CDC, South Korea
- JOETTE ARMITAGE, McConnell AFB, Kan.
- JONATHAN BENEVENTE, FA Sasebo, Japan
- JOSEPH BROWN, Anchorage Area, Alaska
- DAVID BRUCE, Malmstrom AFB, Mont.
- LEE BURHAN, Davis-Monthan AFB, Ariz.
- CHO CHIN-WON, Hannam Village, South Korea
- LORI DISHON, McConnell AFB, Kan.
- SANDRA DRAKE, McConnell AFB, Kan.
- JOHN GAY, McConnell AFB, Kan.
- JOHN HAYS, Fairchild AFB, Wash.
- DENISE KARPHERZ, Fort Leavenworth, Kan.
- KIM CHONG-IL, USAG Yongsan, South Korea
- KIM NAK-KYUN, Osan CDC, South Korea
- NAOKI KINJO, Okinawa CDC
- CHRISTINA LEATHERMAN, McConnell AFB, Kan.
- LAWRENCE MAES, MCLB Barstow, Calif.
- MIKE MCKOWN, MCB San Onofre, Calif.
- JONATHAN MCGUNNIGLE, Iwakuni CDC, Japan
- KARL MENDOZA, Whidbey Island, Wash.
- HEIDILYN MONSALUD, Hario Village, Japan
- ROBERT MORGAN, McConnell AFB, Kan.
- KIYOMI NAKAZATO, Okinawa CDC
- REDELL OAKLEY, Ord Community, Calif.
- CHUNG ONSTAD, Camp Casey, South Korea
- YOSHINO OSHIRO, Okinawa CDC
- PAK SANG-KU, Osan CDC, South Korea
- PARK HYUN-YI, Camp Stanley, South Korea
- YONG PHILLIPS, Taegu-Camp Walker, South Korea
- LINDA RADLOFF, Goodfellow AFB, Texas
- BOBBY SHULL, McConnell AFB, Kan.
- SO YONG-SIK, Camp Red Cloud, South Korea
- HYANG STANKO, Nellis AFB, Nev.
- MARY STONE, March ARB, Calif.
- HAYATO TAIRA, Okinawa CDC
- CURTIS TOWSLEY, Fort Huachuca, Ariz.
- U TAE-WON, Yongsan CDC, South Korea
- CAROLYN UNRUH, Vance AFB, Okla.
- MELITA WALKER, McConnell AFB, Kan.
- VICTORIA WILSON, McConnell AFB, Kan.
- HUA WORDEN, Randolph AFB, JB San Antonio
- CARL YOUNG, NAF Yokosuka, Japan
- YUN HWA-SIK, Osan CDC, South Korea

#### 3rd Quarter Safety Employee

- PATRICIA HOUGHTALING, Vance AFB, Okla.
- JUSTIN HUMPHREYS, Goodfellow AFB, Texas
- YIM NAM-CHAE, Osan CDC, South Korea

### 2nd Quarter 2011

- JANICE DAVIS, U.S. Air Force Academy, Colo.
- CHRISTOPHER MORIN, Twentynine Palms, Calif.
- PETER PFLUEGER, Bitburg, Germany
- CHRISTIAN VRSNIK, Nellis AFB, Nev.

### Employees of the Month

#### September 2011

- MARCIE REYELTS, Richards-Gebaur, Mo.

#### August 2011

- LARRY BROOKS, Iwakuni CDC, Japan
- APRIL BROWN, Fort Sill, Okla.
- MARIETTA COLE, Fort Sill, Okla.
- BEN CORBIN, Edwards AFB, Calif.
- LAU CORNWELL, Yokota AB, Japan
- KIYOTAKA GUSHI, Okinawa CDC
- HISAYUKI IMASHIRO, Kanto Plain CDC, Japan
- YOSHIKAZU INAFUKU, Camp Foster, Okinawa
- YUKIKO ISHIKAWA, Camp Foster, Okinawa
- ATSUSHI KIMURA, Camp Zama, Japan
- MASARU KURATA, Camp Courtney, Okinawa
- MIA KUSAKA, Camp Kure, Japan
- GEOFFREY MORRIS, NAF Yokosuka, Japan
- TADAYOSHI MURA, Okinawa CDC
- ESTELLA MURILLO, Fort Hunter Liggett, Calif.
- TAKEMI NAKAMURA, Camp Kinser, Okinawa
- TOSHIKO NORO, Misawa AB, Japan
- AKANE OKANO, Sagami, Japan
- ELIZABETH RAMSEY, FA Sasebo, Japan
- JOSE SANTANA, Fort Sill, Okla.
- NANCY SARATAN, Hario Village, Japan
- BUNEI SHIMABUKU, Kadena AB, Okinawa
- TATSUYA SHIMAJIRI, Camp Foster, Okinawa
- KENJI SUMI, Misawa AB, Japan
- SEIKO TOGUCHI, Camp Foster, Okinawa
- RIKA TOKUZATO, Okinawa CDC
- ALFRED TURNER, Kanto Plain CDC, Japan
- NAOMASU URASAKI, Camp Foster, Okinawa
- LISA USSERY, Fort Sill, Okla.
- CAMILO VILLENA, NAF Atsugi, Japan
- JAMES WEST, Fort Sill, Okla.
- MIKA YAMAMOTO, MCAS Iwakuni, Japan
- HIROTOSHI YASUI, Okinawa CDC

#### August Cashier of the Month

- MATTHEW COLE, Fort Hunter Liggett, Calif.

#### July 2011

- MASAMITSU ARAKAKI, Camp Foster, Okinawa
- ROBERT ARMEL, Okinawa CDC
- HARRY BROOKS, Kanto Plain CDC, Japan
- ARLIS BURDINE, Vandenberg AFB, Calif.
- RIZALINE CALVO, Kadena AB, Okinawa
- LOVELINE DURKEE, FA Sasebo, Japan
- YOLANDA GOMEZ, MCAS Iwakuni, Japan
- JOJI HIGA, Okinawa CDC
- HONG KWON-HUI, Camp Casey, South Korea
- DONATHAN HUGHES, NAF Atsugi, Japan
- KIM AE-SOP, Kunsan AB, South Korea
- SOPHIA KIM, Yongsan CDC, South Korea
- KIM YONG-KUK, USAG Yongsan, South Korea
- SHINSUKE KITA, Camp Kinser, Okinawa
- TAKESHI KUROKAWA, NAF Yokosuka, Japan
- MIA KUSAKA, Camp Kure, Japan
- MOTOKI KOMESU, Camp Courtney, Okinawa
- TADASHI MATSUMOTO, Iwakuni CDC, Japan
- LUPE MIRANDA, Kanto Plain CDC, Japan
- HIROMITSU MIYAGI, Camp Foster, Okinawa
- BRIAN MORIMIYA, Osan CDC, South Korea
- TAKUYA MUTO, Okinawa CDC
- PAK CHONG-TAEK, Osan AB, South Korea
- SUN PARK, Camp Red Cloud, South Korea
- SUSAN RICKER, Hannam Village, South Korea





**▲YABBA DABBA DINOLICIOUS:** McGuire Commissary, N.J., enlists the help of Fred Flintstone and Barney Rubble to attract customers to a bounty of pluots. A pluot is a cross hybrid of plum and apricot. The produce department used 500 cases of pluots for this display, which helped generate an additional \$10,000 in sales. *DeCA photo: John Zoubra*

**KYOKO SASAKI**, Sagami-hara, Japan  
**SON SUNG-HYON**, Camp Stanley, South Korea  
**SONG CHANG-HO**, Yongsan CDC, South Korea  
**NORIYUKI SUZUKI**, Yokota AB, Japan  
**HIROAKI SUWA**, Misawa AB, Japan  
**KIYOKO TOKESHI**, Camp Foster, Okinawa  
**RIKA TOKUZATO**, Okinawa CDC  
**NAOMASA URASAKI**, Camp Foster, Okinawa  
**GABRIEL WEBB**, Camp Zama, Japan  
**YI SU-SON**, Camp Humphreys, South Korea  
**YIM NAM-CHAE**, Osan CDC, South Korea  
**ERIC YORK**, Hario Village, Japan

*July Cashier of the Month*

**ANDREA KEETON**, NAF Yokosuka, Japan  
**MIYUKI KISHIMOTO**, Camp Foster, Okinawa  
*(photo, Page 18)*  
**SHAINA MATEO**, NBK Bremerton, Wash.

*June 2011*

**CHO CHIN-WON**, Hannam Village, South Korea  
**CHOE SONG-TAE**, USAG Yongsan, South Korea  
**JOHN CRAWFORD**, Yongsan CDC, South Korea

**CHRISTINE CUNDALL**, Camp Humphreys, South Korea

**HAN SOK-TAE**, Yongsan CDC, South Korea  
**KIM HON-CHU**, Kunsan AB, South Korea  
**KIM JONG-UK**, Osan CDC, South Korea  
**JENNIFER SAWYERS**, Camp Stanley, South Korea  
**SO YONG-SIK**, Camp Red Cloud, South Korea  
**VERONICA TOLBERT**, Camp Casey, South Korea  
**MICHELLE URICK**, Holloman AFB, N.M.  
**YIM YONG-SU**, Osan AB, South Korea  
**YOO ON-KYONG**, Osan CDC, South Korea

*June Cashier of the Month*

**ANDREA KEETON**, NAF Yokosuka, Japan  
**JOHNATHAN ROWLING**, NBK Bremerton, Wash.

*May 2011*

**JULIE BARCIANS**, Vandenberg AFB, Calif.

**pro honors**

**Cherry Display**

**Pacific:** JB Lewis-McCHORD, Wash.

**Coastal Pacific Display**

**West:** NAS NORTH ISLAND, Calif.

**Coke Summer Grilling Display**

**East:** JB LANGLEY-Eustis, Va.

**ConAgra Fall Football Display**

**West:** ALTUS AFB, FORT SILL, TINKER AFB, Okla.

**ConAgra Get Out and Grill Display**

**Central:** FORT CAMPBELL, Ky.; LITTLE ROCK AFB, Ark.; MAXWELL AFB, Ala.

**East:** FORT BRAGG SOUTH, N.C.; FORT HAMILTON, USMA WEST POINT, N.Y.; JEB LITTLE CREEK-Fort Story, Va.

**Europe:** GRAFENWOEHR, Germany; VICENZA, Italy





**Pacific:** KADENA AB, Okinawa; MCB KANEHOE BAY, Hawaii; TAEGU CAMP WALKER, USAG YONGSAN, South Korea  
**West:** FORT HOOD II, Texas; FORT LEAVENWORTH, Kan.; LACKLAND AFB (JB San Antonio); TINKER AFB, Okla.

**ConAgra Truckload Display**  
**West:** FORT LEAVENWORTH, Kan.; NAS NORTH ISLAND, Calif.

**Elite Foods Sales Contest**  
**East:** ARDEC PICATINNY ARSENAL, N.J.  
**West:** TRAVIS AFB, Calif.

**General Mills Warming Up America**  
**Europe:** ANSBACH, HEIDELBERG, Germany

**Heinz 15<sup>th</sup> Annual Golden Ketchup**  
**Pacific:** CAMP HUMPHRIES, KUNSAN, OSAN AB, TAEGU CAMP WALKER, South Korea

**Hershey's Fisher House Display**  
**Europe:** RAMSTEIN AB, Germany  
**West:** HILL AFB, Utah

**Hershey's Pure Summer Display**  
**Central:** NAS JACKSONVILLE, Fla.

**Kraft Excellence in Execution**  
**Central:** ARNOLD AFB, Tenn.; FORT CAMPBELL, Ky.; FORT STEWART, Ga.; NAS JACKSONVILLE, Fla.; NAS JRB NEW ORLEANS, La.  
**East:** FORT BRAGG NORTH, N.C.

**Mango Display**  
**Central:** NAS JACKSONVILLE, Fla.; WHITEMAN AFB, Mo.

**Pluots Display**  
**Pacific:** JB PEARL HARBOR-Hickam, Hawaii

**Progresso Soup Display**  
**East:** NSU SARATOGA SPRINGS, N.Y.

**Purina Display**  
**Europe:** VICENZA, Italy  
**Pacific:** CAMP KINSER, Okinawa

**Purina Merchandising Contest**  
**Pacific:** CAMP FOSTER, Okinawa

**Quaker/Tropicana Breakfast Bundling Display**  
**Europe:** VINCENZA, Italy  
**West:** KUNSAN AB, South Korea

**Quaker Build Your Amazing Breakfast Experience**  
**Central:** LITTLE ROCK AFB, Ark. (photo, below)  
**Europe:** ANKARA, Turkey

**Red Blossom Strawberry Display**  
**Pacific:** NSE SMOKEY POINT, Wash.

**Snapple Creative Display**  
**West:** DAVIS-MONTHAN, Ariz.; VANCE AFB, Okla.

**17<sup>th</sup> Annual Starkist Charlie Tuna Awards**  
**Europe:** KELLEY BARRACKS, Germany

**Organizational honors**  
**CAMP PENDLETON**, Calif., plaques to **Jennifer Smith**, produce manager, and **Susie Matteri**, Coast Produce, from Marine Corps Semper Fit Program for providing fresh fruits and vegetables for health-related-events and classes.  
**DOVER AFB**, Del., selected as finalist for third time in four years for Commander-In-Chief's Installation Excellence Award for involvement with USO, Feeds Feed Families and Friends of the Fallen, including industry participation.

**HILL AFB**, Utah, coin and certificate of appreciation from commander of the 75<sup>th</sup> Medical Group for support of deployed airmen.

**LIVORNO CAMP DARBY**, Italy, certificate of appreciation from Army Community Service for outstanding support of their 46<sup>th</sup> birthday celebration. Deli employees **Vaselli Antonella**, **Navarra Francesca**, **Parenti Francesca** and **Brunella Serafini**, award from installation commander for exceptional performance of duty in supporting community from January through September.

**LOS ANGELES AFB**, Store Director **Alfredo Alferez** and Grocery Manager **Benjamin Lockhart**, certificates of appreciation from mayor of Carson, Calif., for exceptional dedication and support during July's Veterans Job and Health Fair.

**ZONE 37, MEDITERRANEAN ZONE**, plaque from National Industries of the Blind for best DeCA Europe zone supporting AbilityOne products and services.

**WHITEMAN AFB**, Mo., commissary staff and vendors participated in POW/MIA Remembrance Day activities; led by store administrator, six employees ran 24-hour Remembrance Run.

**Individual honors**

**CHI HUNG-MAN**, storeworker foreman, certificate of appreciation from Army chaplain for outstanding support to U.S. Army religious support program.

**KIM PAULSON**, front-end manager, Grand Forks AFB, N.D., certificate of excellence from Grand Forks County office for Women, Infants and Children nutrition program for "exemplifying the highest standard of service" in the WIC program. ■



▲ **BANANA BOUNTY:** Little Rock Commissary, Ark., "goes bananas" with this winning display in the Quaker "Build Your Breakfast" merchandising contest. DeCA photo: Manuel Orthon III



**PICTURE OF SUCCESS:** Anthony Green, store associate at McGuire Commissary, N.J., achieves his second win as DeCA's Disabled Employee of the Year (see story, Page 23), first winning in 2007. He also represented the agency for Department of Defense honors in December 2011. DeCA photo: John Zoubra



ORGANIC PRODUCE

**PRODUCE CHAMPIONS:** Pearl Harbor Commissary, Hawaii, shattered a DeCA record in July 2011, surpassing \$1 million in produce sales. Pictured are, front: Crystal Arruda, produce manager; and Monique Gruber, store associate. Center: Beecher Delacuesta, store associate; Marcelino Millare, storeworker leader; Vincent Okimoto, store associate; and Store Director Eyvinne Umamoto. Back: Brandon Nakamura, merchandiser, Armstrong Produce Co. DeCA photo: Nancy O'Neill