

One Vision, One Team, One DeCA!

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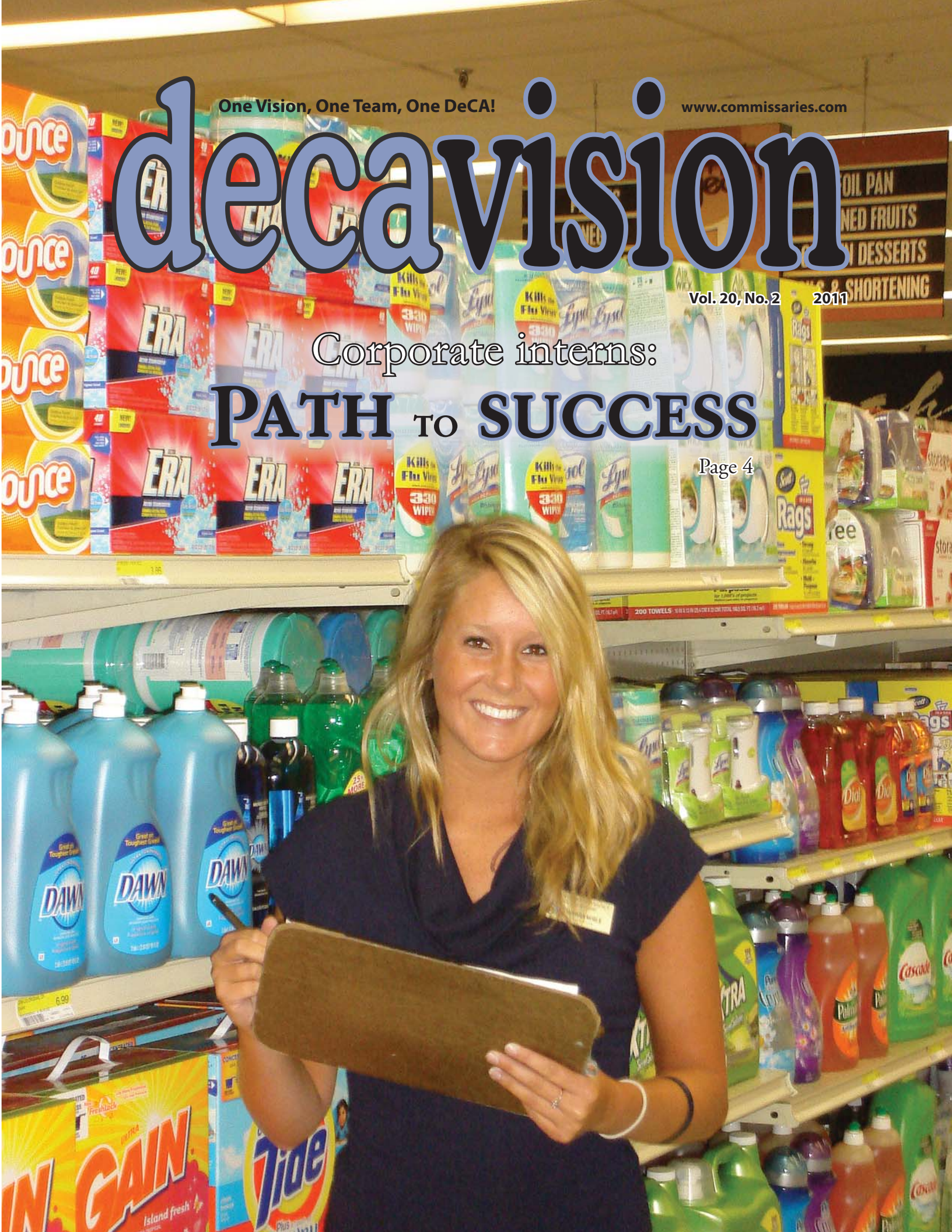
deca vision

Vol. 20, No. 2 2011

Corporate interns:

PATH TO SUCCESS

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deca^{vision}

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One vision:

A model government organization
providing a
valued commissary benefit

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COVER STORY:

At **Norfolk Commissary**, Va., **Shawna Noble** nears completion of the two-year DeCA Corporate Intern Program. The program provides intense, comprehensive training for new leadership around the world. Read more, **Pages 4-17.** DeCA photo: Daniel Bosworth





fromthetop

Preparing future leaders

Ensure you leave legacy of knowledge, experience

Joseph H. Jeu

DeCA director and CEO

was pleased to note that one of the headquarters directorates took time one March afternoon to recognize its individuals who had achieved federal service milestones.

Each person seemed happy and proud to receive the hard-earned certificate and pin, whether marking 10 years of service or 30. At this particular event, most of the employees had achieved 30 years of service, much of that service within military commissary systems.

In contrast to that event, we have “graduate” interns hard at work at their new management duty stations, more dedicated people “in the pipeline” at their training locations, and a brand-new class coming on board in the near future. Some of our interns are as young as their early 20s, and some were recruited into federal service to train for commissary leadership positions.

Whether you have served on Team DeCA for days or decades, the moment will arrive when you depart or retire from this agency and embark on another chapter of your life. Will someone stand trained, experienced and ready to continue your legacy? Have you made sure that your valuable experience and contributions have been recorded and shared to provide a springboard to further success?

Our agency is only as strong as the team members we will leave behind us. I’m confident that together, we will sustain a capable, diverse and engaged civilian workforce, with the ranks of our future leadership growing stronger each day. The path to success requires training and mentoring. It also demands the strength



Mi Anderson, inventory specialist at the Taegu Central Distribution Center, South Korea, meets DeCA Director and CEO Joseph H. Jeu during his recent visit to the agency’s Pacific Theater locations. DeCA photo: Norman Brown

of character to step forward and accept challenges, believe in yourself and your capabilities, and assume your rightful place among the leaders of tomorrow.

All our achievements reflect our noble mission of providing the benefit. Everything we do matters; everything we do has a ripple effect that culminates in one-on-one service for a customer. Will you have what it takes to please that customer today? Will there be someone behind you who learns from your accomplishment? I truly hope your answers are “yes.”

I know that together, we can make the benefit of tomorrow even better than today. ■



coverstory



DeCA Corporate Intern Program

Two-year position provides roadmap for career success

Cherie Huntington
Vision editor

Just like aiming for college, pursuing DeCA's Corporate Intern Program begins with a simple requirement: Apply.

According to **Wagina "Gina" Klimpel**, chief of succession management in workforce development, the agency program currently maintains 34 intern slots, and interested people can apply whenever there are vacancies.

"Vacancies are announced on USA Jobs (<http://www.usajobs.gov>)," Klimpel said. "All you have to do is go to that site, establish a profile and build your resume. Then you'll automatically receive an email whenever there are vacancies."

There's no set date for vacancy announcements, but Klimpel expects some toward the end of this year. The most recent announcement closed in June, and that crop of interns should take its place this fall to embark on the two-year training program.

Though there are no prerequisites for applying for an intern position, Klimpel said there are several important questions to consider.

Are you eligible for promotion to GS-5?

Klimpel explained that interns enter the program in the grade of GS-5, target GS-9, so the first requirement is that the applicant must be eligible for a GS-5 position. After successfully completing the program and graduating, interns are usually promoted to GS-9 at their first management assignment.

Verla Martin, chief of the staffing and classification division for DeCA's Human Resources Directorate, said there are two ways to qualify for a GS-5 intern position:

- You have a bachelor's degree, or higher, with a major field of study in business administration, public administration, agricultural economics, food industry management or other fields related to the retail grocery business.

Or:

- Three years of progressively responsible experience providing understanding of the basic principles of any of the following: merchandising, market research, sales promotion and advertising, or the accounting, administration and distribution of goods and services. Such experience may have been gained in storeworker, sales, clerical or related work that demonstrates a familiarity with food retail operations and the ability to perform commissary intern duties. At least one year of this experience must be equivalent to the GS-4 level or higher.

Such experience may be from administrative, professional, technical, investigative or other responsible work, said Martin. Secretarial, clerical or other responsible experience may be qualifying as long as it provided the knowledge, skills and abilities necessary to perform intern responsibilities. Experience of a general clerical nature, such as typing, filing, routine procedural processing, maintaining records, or other non-specialized tasks, is not creditable.

Are you mobile?

Interns sign a mobility agreement and should expect at least two moves during the two-year program: first to the commissary where they will serve as interns, and next to their first duty station after graduation.

"I've moved 11 times so far," said Klimpel, who has served as a store director, zone manager and a variety of headquarters-level management positions



in her 34-year career. She said the Commissary Career Board determines assignment locations.

Stores that either have interns aboard or recently trained interns include **Marine Corps Base Camp Pendleton** and **Marine Corps Air Station Miramar**, Calif.; **Marine Air Station Cherry Point** and **New River**, and **Fort Bragg South**, N.C.; **Fort Belvoir**, **Joint Base Langley-Eustis**, **Joint Expeditionary Base Little Creek-Fort Story** and **Naval Station Norfolk**, Va.; **Fort Campbell** and **Fort Knox**, Ky.; **Fort Detrick**, Md.; **Fort Drum**, N.Y.; **Fort Gordon** and **Moody Air Force Base**, Ga.; **Joint Base Lewis-McChord**, Wash.; Joint Base San Antonio installations of **Fort Sam Houston** and **Lackland Air Force Base**; and **Hanscom Air Force Base**, Mass. Two military spouse interns stationed overseas are training at **Ramstein Air Base** and **Vogelweh**, Germany.

Other important questions include: Do you have the “three Ds” – dedication, desire and drive? Do you have good people skills and the commitment to being a leader?

The latter questions in particular could serve as “homework” should an applicant be selected for an interview, said Klimpel. “The interviewees should anticipate a face-to-face interview with senior operations experts in DeCA.”

Portrait of an intern

DeCA interns can be internal – current employees, or external – applicants from other agencies or even “off the street” candidates who are new to government service. This year DeCA also rolled out a Military Spouse Intern Program, with five spouses starting their training in January along with internal and external selectees.

Though some interns are in their early 20s and new to DeCA, others are seasoned veterans with a decade or more with the agency. No matter what the age or experience, however, interns benefit from a full gamut of leadership and professional training.

That training includes the following:

- **On-site, on-the-job training:** 80 weeks (see chart, this page)
- **Classroom training**, scheduled by workforce development: 10 weeks (see chart, Page 7)
- **Website training**, available to anyone, anytime: 10 courses, about 27 hours completion time:

Intern ‘Basic Training’	
Department	Duration
Grocery Department	20 weeks
Computer-Assisted Ordering	8 weeks
Quality Assurance Evaluation	8 weeks
Customer Service Department	10 weeks
Meat Department	8 weeks
Produce Department	10 weeks
Management Support Center	8 weeks
Office of the Store Director	8 weeks
Total	80 weeks

https://www.commissaries.com/employees/careers_and_training/center_for_learning/web_based_training.cfm

“It’s a specific training plan, tailored to each individual,” Klimpel said. “Interns experience everything in commissary operations, from driving a forklift and cutting meat, to shadowing the store director and zone manager.”

She added that although the intern program is a well-structured pathway to success, it’s also completely feasible for an ambitious person to work their way from “backroom to boardroom.”

“I wasn’t an intern,” Klimpel said. “I started out as a cashier and pursued a career from there.” In 11 years, she became a store director at **Upper Heyford Commissary**, England. “Everything goes back to the three Ds: dedication, desire and drive. If you’ve got what it takes, the sky’s the limit.”

Check with your supervisor or store management for more information on the corporate intern program. If they don’t have the answers you seek, contact Klimpel at 804-734-8000, ext. 5-2757, or via email at wagina.klimpel@deca.mil. ▢



'Mobility is a must'

DeCA's intern leaders share guidance for success, discuss service challenges

Lisa Mangroo

Fort Knox Commissary, Ky.
(now assistant grocery manager, Wiesbaden Commissary, Germany)

What attributes do you think are most important for success as a DeCA intern?

Self motivation, determination, positive attitude and a good work ethic are essential.

What have you enjoyed most about your time as a DeCA intern?

What are you proudest of?

This internship has provided me with numerous training opportunities. During each training event,

I had the opportunity to meet lots of great people and form lasting relationships. I am proud of being selected as a DeCA intern. There are many DeCA employees very deserving of this great opportunity, and I am proud that I was able to face tough competition and succeed.

What advice would you give a new commissary employee about world-class customer service?

Always remember who our customers are, and world-class customer service should come easily. Our customers have sacrificed much, and they have worked hard to earn their benefit.



Charles Eddy, intern at Fort Sam Houston Commissary, Texas, encourages employees to “educate themselves both personally and within their work areas.” DeCA photo: Chris Milligan



Intern Classroom Training

Course	Duration
New Leader Program Training	10 days
FranklinCovey Leadership Course	1 day
DeCA Accountability Course	5 days
Computer-Assisted Ordering	1.5 days
Quality Assurance Evaluation	1.5 days
Facility Energy Supervision/Quality Surveillance Representative	2 days
Department Management Basic Level/Civil Treatment for Managers	5 days
Department Operations Meat Management	4 days
Department Operations Grocery Management	4 days
Department Operations Produce Management/Produce Quality	4 days
Department Operations Customer Service	4 days
Department Management Food Safety	5 days
Department Operations Bakery-Deli Management (overseas)	3 days
Total	10 weeks

What are practices you follow to keep your energy level high and stay healthy so you can handle this physically demanding career?
I enjoy running during stressful times.

Christopher Williams

Fort Detrick Commissary, Md.

What attributes do you think are most important for success as a DeCA intern?

I believe the most important attributes are having the willingness and desire to learn the intricacies of managing a department and, in some cases, an entire store. I also believe that internal and external customer service is essential to success.

What have you enjoyed most about your time as a DeCA intern? What are you proudest of?

One thing I enjoy most as an intern is the learning process. It's a very humbling experience. I'm most proud of the networking and the relationships with employees and customers that I have obtained.

What advice would you give a new commissary employee about world-class customer service?

Customer service is an art. Customer-employee relations are the backbone of any department. The stronger the bond with the customers, the more likely it is that they will return. It's about bringing them back to the store and sending them home with a smile on their face. A good salesperson can sell anything to anyone, but your approach to customer service is what determines if you will be able to sell that person anything. So remember to take that extra step to ensure their happiness.

What are practices you follow to keep your energy level high and stay healthy so you can handle this physically demanding career?

Maintaining a strict workout regimen and eating a little healthier will help keep my energy levels up and keep me healthy.

Is there anything else you'd like to say to the DeCA workforce?

The most important qualification to becoming a champion is having an intense, burning desire. Having this intense, burning desire to excel ensures





that your department and your store exceed all expectations. So take pride in your work, for it is a reflection of you.

Charles Eddy

Fort Sam Houston Commissary, Texas

What attributes do you think are most important for success as a DeCA intern?

Diligence and patience: Diligence and patience go hand in hand. In our line of work, things may not go as planned or as smoothly as expected. It's the nature of the beast. We have to look at the big picture, think outside of the box and realize that there are many ways to attack an issue. We have to be diligent and continue in our efforts to meet and achieve the goals and suspenses that are placed before us. Patience will enable us to see them develop and evolve.

Knowledge: Perseverance and the ability to learn new things bring about the knowledge needed in an ever-

advancing technical age. The customer's expectations are high, so we must stay nimble and relevant to exceed those expectations. We must continue pursuing emerging innovations and improvements in our industry to provide the best benefit possible.

Mobility: Mobility is a must. In order to advance in our line of work, we must be available for any situation that arises. We are a worldwide organization in a world that changes every day, be it the changing world market, world conflicts or catastrophes. We must be willing and able to go where we are needed.

Sacrifice: I am a married man with children; and in order to enter the internship, I had to commit to a life of mobility. This is a great sacrifice for my family, because I commute from Fort Sam Houston in San Antonio to Bossier City, La., at least once a month just to see my family. We chose this life because of our careers. She is a nurse in a stable atmosphere, sustaining our home; and I share an apartment with a fellow intern in San Antonio. In my heart, my wife has made the greatest sacrifice.



The newest agency interns started their training Jan. 11 and met for training in Sacramento, Calif., in June. Pictured are, front row: Stephen Settles, Miramar Commissary, Calif.; Jennifer Stevens and Carla Balido, Camp Pendleton Commissary, Calif.; Michelle Hewitt-Edmond, Lackland Commissary, Texas; Natalie Paiz and Terry Klementz, McChord Commissary, Wash. Back row: Dwight Brown, Fort Lewis Commissary, Wash. Hewitt-Edmond was selected in the military spouse program, while the others represent internal selections. *Courtesy photo*



**What have you enjoyed most about your time as a DeCA intern?
What are you proudest of?**

I am proud of being able to actually see and learn what the overall commissary role in the military community is all about by being able to serve the finest customers in the world. I have enjoyed being able to interact with DeCA employees from sea to sea. My training has taken me from Fort Lee, Va., to DeCA West headquarters in Sacramento, Calif. Our instructors come from all walks of life and bring a vast amount of knowledge into the classroom.

What advice would you give a new commissary employee about world-class customer service?

We serve the greatest customers throughout the world, and they deserve the very best service we can offer them. Our military members, both past and present, and their families deserve our gratitude and our best because they give and have given their all to make our way of life the best in the world.

What are practices you follow to keep your energy level high and stay healthy so you can handle this physically demanding career?

I eat healthy, home-cooked, Cajun-style meals, courtesy of my wife in Louisiana. My wife is from south Louisiana and is a fabulous cook. Every month, I go home to be with her and my children; and after my visit, I return to Texas where I am stationed.

In order to stay fit, I officiate sports during my time off. Not only is it physically demanding, but it also hones my communication skills. I must be able to allow fair play between two teams within the boundaries of the rules.

Is there anything else you'd like to say to the DeCA workforce?

I would suggest that employees continue to educate themselves both personally and within their work areas. While at work, volunteer to work in another area and learn everything there is about that job. In today's volatile and demanding job market, it is never too late to learn every department in your store or workplace. When not at work, go to school! Don't be left behind because of a limited education. The ability to work anywhere makes you a valued employee and an asset to DeCA. Always remember, knowledge is power.

Megan Hastings

Fort Sam Houston Commissary, Texas

What attributes do you think are most important for success as a DeCA intern?

I consider integrity and flexibility to be the most important attributes for a DeCA intern. Integrity, to me, is a concept of consistent honesty and truthfulness, which is important in building rapport among any staff or organization. Flexibility is



Diana Trotter, now interning at Fort Drum Commissary, N.Y., checks the meat case at Fort Bragg South Commissary, N.C. DeCA photo

necessary to adapt to new changes in conditions, demands and unexpected obstacles to ultimately achieve a resolution. A few methods I have found helpful for developing this competency include attending classes to learn the latest technologies, associating with people who encourage you to try new things, and reading publications to gain insight from varying perspectives.

**What have you enjoyed most about your time as a DeCA intern?
What are you proudest of?**

While working in the produce department at Fort Sam Houston, the manager of the department, Ms. **Jessica Cardoso**, and a few other department employees and I worked together at outreach events on base, such as the Military City Run and the Brooks Army Medical Center 5-kilometer run; we also participated in a community event at the Fort Sam Houston swimming pool. We were each publicly recognized and awarded medals from the commanding general of the Brooks Army Medical Center, but what really meant the most to me was





Ocha Crenshaw, now an intern at New River Commissary, N.C., prepares a veggie tray while assigned to Fort Bragg South Commissary, N.C. DeCA photo

the gratitude shown by the military personnel. It reminds me of why DeCA is here – to serve our nation’s finest.

What are practices you follow to keep your energy level high and stay healthy so you can handle this physically demanding career?

In order to meet the challenges of maintaining a high energy level, I choose to lead a healthy lifestyle at work and at home. Maintaining a healthy diet, along with engaging in physical activities, keeps my energy level high. I consider breakfast to be the most important meal of the day. A fresh-made sandwich or a vegetable sushi roll is always a healthy option for lunch.

Outside of work, I hike, kayak, lift weights and currently train for a half marathon this fall in San Antonio. I also find that volunteering as an event coordinator for the National Multiple Sclerosis Society’s Walk MS 2011 to be very rewarding. Although maintaining an active lifestyle is a part of my everyday routine, I also believe it is imperative

to find time for myself and my family. Keeping a work-life balance is of utmost importance.

Diana Trotter

Fort Drum Commissary, N.Y.

What attributes do you think are most important for success as a DeCA intern?

The most important attributes are diligence, consistency and being an overall team player.

What have you enjoyed most about your time as a DeCA intern?

What are you proudest of?

As an intern, what I enjoyed most is the interaction with our patrons. I’m most proud of how DeCA really makes a strong effort to show our love and support for our troops, military families and retirees – whether it’s by providing on-site sales miles away for people who aren’t able to receive this benefit otherwise, or by delivering superb customer service to show we appreciate them and all they do.

What advice would you give a new commissary employee about world-class customer service?

I would advise them to put themselves in the shoes of the customer every day.

What are practices you follow to keep your energy level high and stay healthy so you can handle this physically demanding career?

The best practice is staying active after work.

Is there anything else you’d like to say to the DeCA workforce?

Continue to strive for excellence.

Delores Livingston

Fort Sam Houston Commissary, Texas

What attributes do you think are most important for success as a DeCA intern?

Being determined and remaining open to new ideas.

What have you enjoyed most about your time as a DeCA intern?

What are you proudest of?

I’ve enjoyed gaining the knowledge of how to become a great leader, and I’m proudest of being selected as a future leader.

What advice would you give a new commissary employee about world-class customer service?

Always treat your customers the way you would like to be treated.

What are practices you follow to keep your energy level high and stay healthy so you can handle this physically demanding career?

I try to never take anything personally – it’s all business. To stay healthy, leave work at work and put your life and family needs first.



Reynaldo Magsalin, now grocery manager at Vicenza Commissary, Italy, served his internship at Moody Commissary, Ga. DeCA photo: Laurence "Mitch" Mitchell

Ocha Crenshaw

New River Commissary, N.C.

What attributes do you think are most important for success as a DeCA intern?

To name a few: determination, resilience, people skills and great communications skills.

What have you enjoyed most about your time as a DeCA intern? What are you proudest of?

I am thoroughly enjoying everything about the intern program, and I feel fortunate to have this opportunity. If I had to choose one thing that I like most about the program, it would be the numerous opportunities given to show leadership, offer creative ideas to improve the store and agency, and to act as a manager.

What advice would you give a new commissary employee about world-class customer service?

I would probably say have pride in what you do, give your all and genuinely care. Give the customers the same service you would expect when entering an establishment.

What are practices you follow to keep your energy level high and stay healthy so you can handle this physically demanding career?

The main things I do are eat healthy and get an ample amount of sleep. I also try to work out

occasionally and do things during my off time that make me happy.

Reynaldo Magsalin

Moody Commissary, Ga.

(now grocery manager, Vicenza Commissary, Italy)

What attributes do you think are most important for success as a DeCA intern?

I was able to receive all the training that I need to understand the overall operation of the commissary. In addition, I experienced working in all the different departments of the store, firsthand.

What have you enjoyed most about your time as a DeCA intern? What are you proudest of?

I met all different types of people from different cultures and backgrounds, which makes my job very rewarding and interesting. Through this experience, I will be able to apply the knowledge I learned, since the commissary is worldwide and deals with customers from various backgrounds. ▷



What advice would you give a new commissary employee about world-class customer service?

I would advise them to provide patrons with the best possible service and even go out of their way to provide assistance. I would tell them that most of our customers are protecting us 24 hours a day, all over the world.

What are practices you follow to keep your energy level high and stay healthy so you can handle this physically demanding career?

I always try to be proactive and solve problems before they occur. I keep in mind that I am serving the best customers in the world, and I'm very proud to be one of them. I always balance my workload with my health habits and ensure that I am exercising daily, which will most likely relieve some of the stress I will encounter.

Is there anything else you'd like to say to the DeCA workforce?

I would like to say that we should treat everybody in the workforce fairly and justly. By doing this, the morale of the workforce will be very high.

Ronald Hurt

Fort Eustis Commissary, Va.

What attributes do you think are the most important for success as a DeCA intern?

The most important attribute to me is to be willing to learn the commissary operation "from the ground up." The job requires physical work as well as having the intellect to be able to learn



Ronald Hurt, intern at Fort Eustis Commissary, Va., says the commissary is one of his top three benefits as a military retiree. DeCA photo: Alzina "Zina" Skinner

the technical aspects required to succeed in the internship.

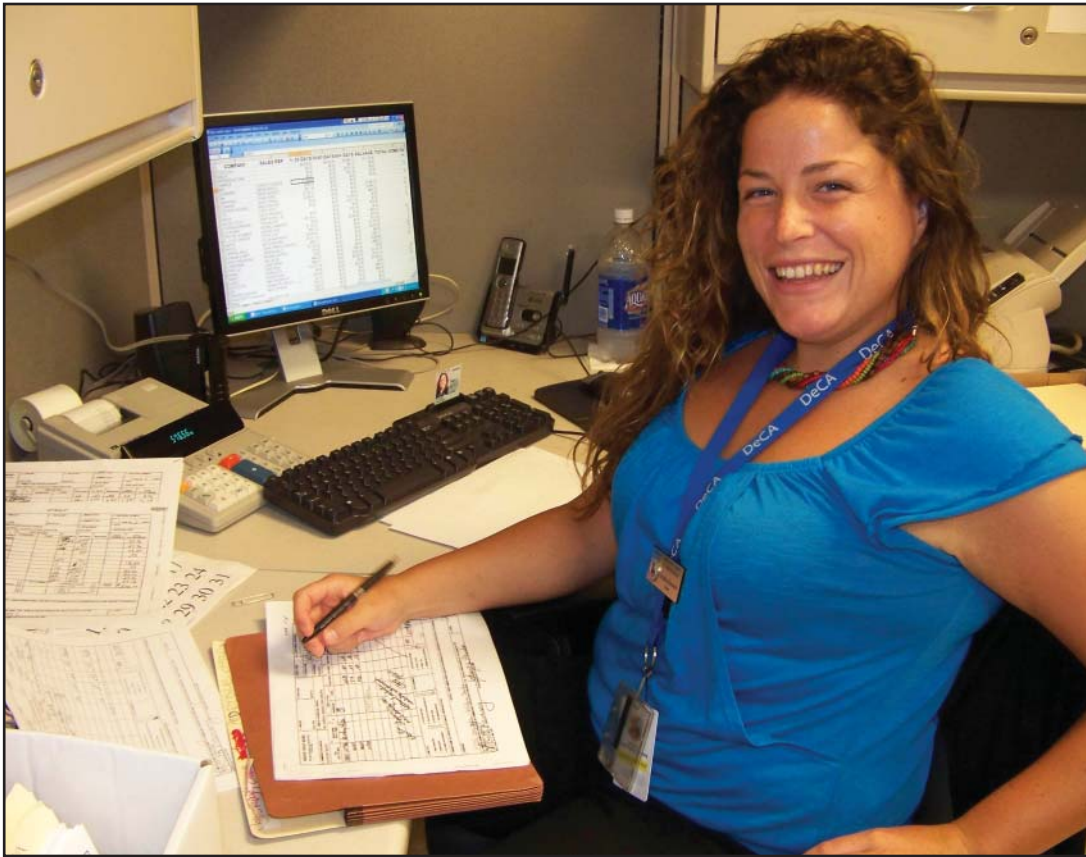
What have you enjoyed most about your time as a DeCA intern? What are you proudest of?

I have enjoyed learning the entire commissary operation thus far. I have learned a vast amount of information in each department since I started

DeCA interns help with 2010 celebration activities for the 10th anniversary of Fort Bragg South Commissary, N.C. With a "Survivor" theme, the store parking lot was decorated to resemble the tribal council area, and two-time "Survivor" winner Sandra Garcia-Twine greeted shoppers and signed autographs. A military wife, she shops regularly at the commissary, even after winning \$2 million on the popular reality show. From left are interns Christine Davinich, Fort Detrick Commissary, Md.; Lindsay Crow, Fort Drum Commissary, N.Y.; Ocha Crenshaw, New River Commissary, N.C.; Garcia-Twine; and twin interns, Shannon Noble, New River Commissary, and Shawna Noble, Norfolk Commissary, Va.

DeCA photo: Rick Brink





Christine Davinich, now an intern at Fort Detrick Commissary, Md., rates a willingness to work and a positive attitude as most important in career success. DeCA photo

as an intern. I am most proud of the hardworking, professional and loyal employees who contribute daily to DeCA. They strive hard every day to provide the best possible service to active-duty members, reserve forces, retirees and their families, providing the best shopping experience in the world.

What advice would you give a new commissary employee about world-class customer service?

My advice would be to take pride in doing a job that is very important to those affiliated with the military. I would stress that we are here as DeCA employees for one reason: to provide the best possible shopping experience to our customers at all times.

What are practices you follow to keep your energy level high and stay healthy so you can handle this physically demanding career?

I get proper rest and eat balanced meals to keep my energy level up. When I am off work, I relax and enjoy my free time away from the job.

Is there anything else you'd like to say to the DeCA workforce?

Being retired military, the commissary benefit is in the top three benefits for me personally. The agency does a great job in bringing in the best items at the lowest possible prices, which is a benefit to military members and their families, as well as retirees. I am proud to be a part of DeCA and look forward to doing my part in helping the agency thrive in the years to come.

Christine Davinich

Fort Detrick Commissary, Md.

What attributes do you think are most important for success as a DeCA intern?

A willingness to work, positive attitude and being able to use the knowledge gained as an intern to help enhance DeCA and provide the best service and goods we can for our military families.

What have you enjoyed most about your time as a DeCA intern?

What are you proudest of?

I enjoy being able to work with the management staff as well as all employees in every department. I am also fortunate enough to be working side-by-side with a great group of interns. I am proudest of our success as a whole when we (interns) were put in charge of South Post's "Survivor" 10th Anniversary Celebration and made it a very successful and eventful day for our troops, their families and all of the employees.

What advice would you give a new commissary employee about world-class customer service?

Regardless of what you think, the customer is always right. Put yourself in the customer's shoes, and understand what they are going through ... and don't forget to smile!





What are practices you follow to keep your energy level high and stay healthy so you can handle this physically demanding career?

One thing that is hard about being an intern is your shifts are always changing. Sleep is a must. I also walk my dog Beans for at least half an hour a day, and since he is a black lab-Great Dane mix, that makes a workout in itself! I also do my best to eat healthy, because I know I feel better the healthier I eat.

Patricia Davis

Fort Gordon Commissary, Ga.
(now grocery manager, Rota Commissary, Spain)

What attributes do you think are most important for success as a DeCA intern?

Humility and a willingness to continually learn, as well as grace to admit when you're wrong.

What have you enjoyed most about your time as a DeCA intern? What are you proudest of?

I've been very fortunate to have met so many interesting people from all facets of DeCA – from the former director and CEO, **Philip Sakowitz**, to a newly hired commissary management specialist intern, **Lindsay Crow**, who has only been with us for the past nine months. My proudest moment with DeCA was being able to share my Polynesian culture at the Fort Gordon Commissary. They allowed me to organize a mini luau luncheon for the store and bring in a Polynesian revue group to perform at our case lot sale.

What advice would you give a new commissary employee about world-class customer service?

I'd advise a new employee that our customers deserve nothing but our best service. I'd advise them not to take anything personally, but to treat everyone with respect. I believe that I try to treat everyone as I'd like to be treated. It's not always easy, but it does get better with practice.

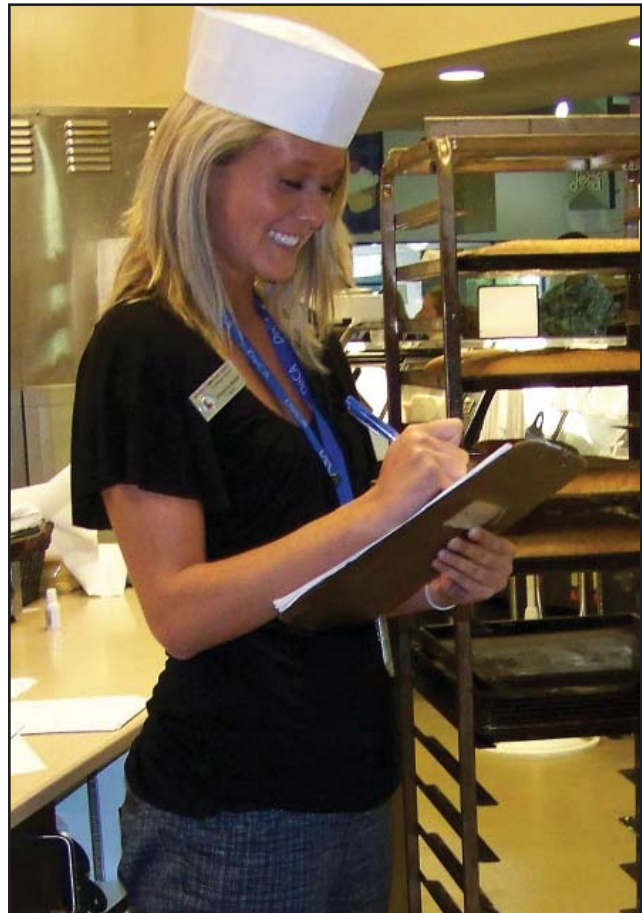
What are practices you follow to keep your energy level high and stay healthy so you can handle this physically demanding career?

For me personally, I rely mainly on my faith. Not saying that I'm perfect – far from it! I try very hard to stay focused on things that are positive

and motivating in my life, leaving little or no time for anything negative or discouraging. As much as possible, I avoid gossipers and busybodies in the workplace. Also, I try to accomplish as many necessary tasks that I can, looking forward to what I love most: spending time with my family and friends away from work.

Is there anything else you'd like to say to the DeCA workforce?

Last November made 15 years that I've been with DeCA. I'd never really envisioned myself in management; I just loved working for DeCA because of the bonds I'd formed with the people I've been fortunate enough to have worked with. My husband has been an active-duty Navy member for almost 20 years and, thankfully, through his career, DeCA has allowed me to move along with him to commissaries near or around the area where he's been relocated. Now he's near the end of his military career; and our children are a little older, seeking their own paths in life. DeCA has allowed me this opportunity to grow even more. For me, a simple country girl from the "Islands," this is a huge accomplishment!



Shannon Noble works as an intern at New River Commissary, N.C., while her twin sister, Shawna, serves as an intern at Norfolk Commissary, Va. DeCA photo



Lawrence Maravilla

Fort Sam Houston Commissary, Texas

What attributes do you think are most important for success as a DeCA intern?

Passion to serve our patrons, and good time management skills. You need to be in touch with your limits and advocate for yourself so you are able to do your job.

What have you enjoyed most about your time as a DeCA intern?

What are you proudest of?

The fact that I can do the job well and get good reviews from my trainers is what I am most proud of.

What advice would you give a new commissary employee about world-class customer service?

Keep an open mind, and listen to your fellow workers and customers.

What are practices you follow to keep your energy level high and stay healthy so you can handle this physically demanding career?

You need to know your limits — know when to take responsibility and when to stand back and learn. Do not take anything personally, and always act professionally.

Is there anything else you'd like to say to the DeCA workforce?

Communication is important. You need to be able to communicate what you need to your co-workers and trainers. You need to be able and willing to adjust to different trainers' teaching styles. Some trainers teach via verbal communication – for taking notes – and others take a more visual approach, showing you then letting you do it.

Shannon Noble

New River Commissary, N.C.

What attributes do you think are most important for success as a DeCA intern?

An eagerness to learn, open mindedness, being a quick learner and enjoyment of taking on new challenges, as well as a desire to excel and advance professionally. Interns are presented with a variety of projects and challenges every day. Having the ability to take on those challenges and present new ideas to management are essential. Learning is the most important task of an intern. An intern must be eager to learn new aspects of each department every second of the day.

What have you enjoyed most about your time as a DeCA intern?

What are you proudest of?

As a DeCA intern, I have enjoyed the opportunity to use my creativity and knowledge of the food industry to introduce new ideas and new ways of accomplishing tasks and goals to management in



Shawna Nobel, intern at Norfolk Commissary, Va., says daily exercise helps clear her mind and prepare her for the workday ahead. DeCA photo: Daniel Boswell

every department. Rotating duties throughout every department in the store allows an intern to gain an abundance of knowledge. Every intern is required to work throughout the entire store on a rotational basis, having the responsibility to learn and manage each department as if it is his or her own.

What advice would you give a new commissary employee about world-class customer service?

Always greet the customer and smile. When a customer shops at the commissary, the last thing they want to see is an employee who looks frustrated and unhappy. Seeing an employee smile will only boost the customer's mood. Making the customer's shopping experience as convenient as possible is essential. It is important that if there is a long line at checkout, make sure that all cashiers are politely letting the customer know that they are now ready to check them out, which will, in turn, move the line faster. Checkout is always the last thing that the customer will remember about the commissary; and because of this, it is important that all cashiers treat the customer with respect and thank the customer for shopping at the commissary. ▶



What are practices you follow to keep your energy level high and stay healthy so you can handle this physically demanding career?
I found that it is not only important to eat healthy by eating all of the proper foods, but to also take it to the next step and work out every day as well. Not only does this allow your energy level to stay high, but it also helps relieve stress.

Shawna Noble

Norfolk Commissary, Va.

What attributes do you think are most important for success as a DeCA intern?

Strong people skills, as we are constantly dealing with customers and co-workers with various personalities and behaviors. Understanding and having the ability to cope with various behaviors encourage a positive work environment, as well as a great experience for the patron while shopping at the commissary. Flexibility and an open mind are also important attributes, due to the fact that we are constantly changing departments as well as shifts.

What have you enjoyed most about your time as a DeCA intern?

What are you proudest of?

As a DeCA intern, I have enjoyed the opportunity to learn all aspects of the business. During busy days at the commissary, it is a great feeling to have the ability to assist a department in need using the skills that I have acquired throughout the internship. I am proud to have the opportunity to aid in providing the No. 1 benefit to the families of those who have served and are serving our country. Though I can never pay them back for all that they have done for us, this is a nice start.

What advice would you give a new commissary employee about world-class customer service?

World-class customer service is not just getting the customer in the store and getting them out. It is about making your presence known while the patron is in the commissary, letting them know how we appreciate their business. It's important to greet the customer, help a customer in need and thank them for everything that they do.

What are practices you follow to keep your energy level high and stay healthy so you can handle this physically demanding career?

Some practices I follow include making sure I get enough sleep every night as well as maintaining a healthy diet. I also exercise each day to keep myself physically fit, which also helps clear my mind and prepare me for the upcoming day.

Teresa Hawkins

Fort Campbell Commissary, Ky.

(now store manager, Richards-Gebaur Commissary, Mo.)

What attributes do you think are most important for success as a DeCA intern?

I believe the features I bring that are most important to me are the will to succeed along with the desire to provide quality service to our military men, women, families, retirees and National Guard and Reserve members.

What have you enjoyed most about your time as a DeCA intern?

What are you proudest of?

Learning, and not only in the traditional school setting but also from individuals – their perspective on the operation of their department and its effect on overall commissary operations. I'm proudest of the team that I have worked with.

What advice would you give a new commissary employee about world-class customer service?

Always smile and be willing to listen to what our customers have to say. Treat them as you want to be treated, and remember everyone's a customer.

What are practices you follow to keep your energy level high and stay healthy so you can handle this physically demanding career?

I love sports, so I try to stay active by taking time for myself to enjoy what I like to do.

Is there anything else you'd like to say to the DeCA workforce?

As a DeCA employee, prior family member and military retiree, everything that we do as DeCA employees affects all of us. That's why I'm stepping out and placing myself in the position to help affect change and support the continuation of a successful



Teresa Hawkins successfully completed her internship and now serves as store manager at Richards-Gebaur Commissary, Mo.
DeCA photo



William Hess' intern training has taken him to superstores at Fort Bragg South Commissary, N.C., and Norfolk Commissary, Va. Here he creates edible art for a "pluot" display, a fruit cross between plums and apricots, sometimes called "dinosaur eggs" or "dino plums." DeCA photo

vessel for our soldiers, employees and families to enjoy. You can, too. It's up to you and what you want to do, and the intern program is one way to do it.

William Hess

Norfolk Commissary, Va.

What attributes do you think are most important for success as a DeCA intern?

An intern has to be a good observer and cannot be afraid to ask questions. You have to be devoted to your job – the job never ends. The intern should be able to see the big picture and understand how every employee at every level is important to the success of DeCA.

What have you enjoyed most about your time as a DeCA intern?

What are you proudest of?

I truly have enjoyed all of my time as an intern. Fort Bragg South Commissary, N.C., had its 10th anniversary this past summer. To commemorate that, we had a "Survivor" themed event, which included games and prizes for the soldiers and their families. I volunteered to set up and run the games, which was a great challenge that I enjoyed. My proudest moment came at the end of the day when the prizes were handed out, which really made all of the time and energy that I put into the event worth it.

What advice would you give a new commissary employee about world-class customer service?

Every DeCA employee should take great pride and honor in the customers we serve every day. We are lucky that we have an opportunity to give back to the people and their families who have given so much to protect our country. We truly have the best customers in the world!

What are practices you follow to keep your energy level high and stay healthy so you can handle this physically demanding career?

For me, it is important to leave work at work. If I have a stressful day, I leave the problems at the door and start fresh the next day.

Is there anything else you'd like to say to the DeCA workforce?

Being in the DeCA internship program is an amazing opportunity I wish more employees had a chance to experience. Being able to learn each department really gives you the big picture of how much work it takes to manage and run a commissary. It is amazing how each person at every level affects the commissary. ■



hotsales

Trendsetters

Stores put innovation, inspiration to work to please patrons

A simple idea can reap huge rewards when it comes to boosting sales, improving customer service or inspiring employee excellence. Take a look at a few ideas that could be put to use in your commissary.

Coupon support

ALCONBURY COMMISSARY, England

A family readiness representative and the base nutritionist handed out booklets and provided information to customers for Military Saves Week, which included showing customers how to shop using coupons, information on personal financial management and savings, credit and debt management, and how to prepare nutritious meals for less.

AVIANO COMMISSARY, Italy

The commissary joined the Airman and Family Readiness Center in promoting Military Saves Week throughout the month of February. One event focused on the person or family who saved the most money using coupons. Participants brought all their commissary receipts, and whoever saved the most via coupons received a prize.

SPANGDAHLEM

COMMISSARY, Germany
Joining the Family Readiness Center for the second consecutive year, the store offered a contest – “Saber Saver Challenge” – to encourage customers to clip coupons through February. The winner was a customer who saved 54 percent by using coupons. Her total savings was

\$1,400 over the last month, and she took home a \$50 prize, courtesy of industry partners.

WIESBADEN COMMISSARY, Germany

The store hosts a weekly coupon savings contest. The most recent winner had savings of more than \$200 in coupons. She received a \$25 shopping spree, courtesy of various industry partners.

YOKOSUKA COMMISSARY, Japan

The store and Fleet and Family Support Center teamed up for the “Coupon Saver Challenge” during the Military Saves Campaign. The contest highlighted how much patrons can save on their purchases by using coupons during the week. The customer with the most savings won prizes.



Store Director Matthew Whittaker; Myong Brown, assistant commissary officer; and Kim Sun-Tae, produce manager helped a mom arrange a memorable Valentine’s Day for her soldier daughter at Yongsan Commissary, South Korea. See next page for details. DeCA photo: An Chong-Hwan



Not-so-super bowl

Figures settle in 12th place
in century's top sales days



Elijah Hunter, grocery manager; Courtney Hobbs, store associate; and Michael Davis, meat manager, at Mitchel Field Commissary, N.Y., provide action for the store's Super Bowl soft drink display. DeCA photo: Suzanne "Solange" Westerhaus

1	Super Bowl	Sat, Jan 31, 2009	\$29.5M
2	Super Bowl	Sat, Feb 2, 2008	\$28.6M
3	Thanksgiving	Sat, Nov 17, 2007	\$26.9M
4	Thanksgiving	Sat, Nov 22, 2008	\$26.5M
5	Super Bowl	Sat, Jan 31, 2004	\$26M
6	Super Bowl	Sat, Feb 3, 2007	\$26M
7	Payday	Sat, Nov 1, 2008	\$25.7M
8	Thanksgiving	Sat, Nov 15, 2008	\$25.3M
9	Christmas	Tue, Dec 23, 2008	\$25.3M
10	Thanksgiving	Tue, Dec 23, 2008	\$25.3M
11	July 4	Thu, Jul 3, 2008	\$25M
12	Super Bowl	Sat, Feb 5, 2011	\$25M
13	Payday	Sat, May 2, 2009	\$24.9M
14	Super Bowl	Sat, Feb 2, 2002	\$24.8M
15	Payday	Thu, Dec 30, 2010	\$24.7M

Customer service

VOGELWEH COMMISSARY, Germany

Deli-bakery employee **Kaylene Anderson** aims to please. She assisted with a special request for five cakes to support a promotion ceremony for Vogelweh soldiers serving in Afghanistan. She met the deadline, and the cakes were picked up and flown to the soldiers (*photo, this page*).

YONGSAN COMMISSARY, South Korea

Store Director **Matthew Whittaker** and his staff helped a desperate mom back in the United States arrange a Valentine's Day surprise for her teenage daughter, a soldier assigned to Yongsan, who would soon deploy downrange. After a flurry of phone calls and emails with mom, the commissary was able to get the soldier to the store, saying she had won a prize in a drawing. The gift included flowers, candy and even balloons used for holiday décor. The surprise unrolled perfectly, and the staff sent photos to the happy mom. Whittaker classified the event as "a perfect example of why working in the commissary is so rewarding." (*photo, previous page*)



At Vogelweh Commissary, Germany, deli-bakery employee Kaylene Anderson wows her customers with cakes. DeCA photo: Leslie Brown





Healthy helping hand

CAMP COURTNEY COMMISSARY, Okinawa
Assistant Commissary Officer **Michael Shannon** said the store's "Healthy Shopper of the Week" program "provides encouragement for our customers to shop healthier and a little fun for our small-town commissary." When managers notice a customer with a cart full of items consisting of fruits, vegetables, and fat-free and healthy items, such as whole grains, seafood, dairy and lean meats, they ask the customer if they would pose for a quick a picture with their groceries. Then they post the picture in the produce section.

PATCH BARRACKS COMMISSARY, Germany
Store Director **Jeff Rose** and Assistant Store Director **Marites Pennington** met with a community member who has a child suffering from celiac disease, or gluten intolerance. The customer created a community group for others with this condition. Patch Commissary carries all gluten-free products available on the DeCA Europe stock assortment, and the staff also came up with a new program to offer recipes on a weekly basis, using products offered in the commissary.

PETERSON COMMISSARY, Colo.
The commissary teamed up with the base Health and Wellness Center to highlight healthy food purchases and promote better dietary choices. The base dietitian developed the "HAWC Approved Labeling Program" at the commissary. A bright yellow "HAWC Approved" label can be found on products that have met guidelines to help promote healthy weight and disease prevention.

PORT HUENEME COMMISSARY, Calif.
Store Director **Bill Benner** worked with the commanding officer of Naval Base Ventura County Medical Clinic and the health and wellness department to develop "Health and Wellness" shelf flags that call patrons' attention to healthy items.

SMOKEY POINT COMMISSARY, Wash.
The grocery department educated customers on the American Heart Association's Heart-Check Mark symbol program. Products displaying the heart-check mark symbol meet the American Heart Association's criteria for saturated fat and cholesterol for healthy people over the age of 2. Heart-healthy recipes were also made available to customers. Featured cereal products had a sales increase of 82 percent over the same week last year.

YOKOTA COMMISSARY, Japan
The produce department put a spotlight on the health and wellness benefits of avocados and



Saratoga Springs Commissary, N.Y., compares identical items to remind customers of how much they save by shopping consistently at the commissary. DeCA photo: Douglas Quinn

tomatoes as part of its weekly "Healthy Highlight" program. Each week, a produce item is selected and displayed with easy-to-understand handouts packed full of information describing its health benefits. **Sandy Hunt** from Sarvis set up numerous displays throughout the store that focused on living healthy and being fit. The department also provided a video on health and wellness.

Employee training

FORT DRUM COMMISSARY, N.Y.
All employees attended a three-hour training session provided by commissary management that focused on DeCA's commitment to instilling "PASSION" for the commissary benefit. They also received training on stress management and how to react to unexpected emergencies in the store.

QUANTICO COMMISSARY, Va.
Scott McPherson, meat manager, created "cue cards" for his people as part of his sales initiative. The cards prompt conversation and interaction with patrons. Posted on the doors leading to the sales floor, employees are reminded: "Caution ... Smiles Required Beyond This Point!" Hidden behind the meat case for employees' view are such cues as: "If I can be of any assistance, please let me know," and "Have a nice day. Thank you for shopping with us."



Marketing

LAKEHURST COMMISSARY, N.J.

It's raining at Lakehurst – commissary flyers, that is. The U.S. Army Golden Knights parachute team visited the installation in May, and the commissary seized the opportunity to create and distribute flyers advertising the upcoming “Family Fun Fitness Festival.” Members of the Golden Knights dropped flyers every 45 minutes to the thousands of spectators on hand for the show.

SARATOGA SPRINGS COMMISSARY, N.Y.

Two shopping carts are displayed in the front of the store, filled with identical items carried by the commissary and the biggest local supermarket. The display shows shoppers what they save by shopping at their commissary (*photo, previous page*).

VOGELWEH COMMISSARY, Germany

The commissary started a new marketing strategy by creating weekend sales flyers and emailing them to patrons. An email sign-up sheet posted in front of the commissary gives patrons a chance to sign up to win commissary gift certificates donated by industry partners. Customers were very pleased with the first weekend sales flyer. This program has enabled the commissary staff to set up an email distribution list of more than 500 and counting. Along with the sales flyers, information on commissary sales programs, case lot sales, holiday hours and outreach events is being emailed to patrons.

YONGSAN COMMISSARY, South Korea

Produce manager **Kim Sun-Tae** uses localized signs to attract customers' attention to department specials (*photo, this page*).

Outreach

FAIRCHILD COMMISSARY, Wash.

Store Director **Eric Quantock** worked out a deal to talk to each First Term Airmen's Class about the commissary benefit. A few years ago, the people running the FTAC program decided to drop commissary and exchange representatives to reduce class time. Quantock contacted the new leadership of the program and convinced them to allow him to address each class about the financial benefit of shopping the commissary.

RAMSTEIN COMMISSARY, Germany

The deli's “Create a Meal Program” offers ready-to-eat sides, such as macaroni and cheese, as customers pick up their rotisserie chicken or ribs. Macaroni and cheese sales for three weeks totaled 1,125 units or \$1,235.

SAN DIEGO COMMISSARY

The commissary remains proud of its unusual fitness event hosted in February, a partnership with morale, welfare and recreation. The commanding officer ordered all sailors to conduct physical training at the commissary. The training featured a rock-climbing wall, exercise bikes, a fun run and professional trainers. As many as 250 sailors stopped by for the daily fun (*photos, this page and Page 2*).

VOGELWEH COMMISSARY, Germany

The commissary hosted a “One Stop Shop” night with the U.S. Army Kleber Health Clinic to encourage the Vogelweh community to stay healthy by getting their flu shots. It was such a huge success that coordination for a 2011 event is in the works. More than 450 immunizations were given that night.

WIESBADEN COMMISSARY, Germany

Store Director **Kevin Kegler** has become a celebrity in the Wiesbaden Community. Every Friday, American Forces Network radio broadcasts a special “Price is Right” at the commissary. It gives the store the opportunity to promote its hot chicken and ribs from the deli and “do-it-yourself” salad, reminding customers that their commissary is worth the trip. ■



Yongsan Commissary localizes signs for its specials. DeCA photo



San Diego Commissary hosts a massive physical training event series in February. DeCA photo: William Vick



'Seafood Central'

New Orleans Commissary wows customers with modern features, enlarged sales area



New Orleans Commissary

Rick Brink

DeCA East public affairs officer

Gulf Coast seafood took center stage Feb. 8 as a crowd gathered to welcome DeCA's newest store at Naval Air Station Joint Reserve Base New Orleans.

The grand opening featured a mini seafood festival that highlighted the agency's focus on adding Gulf seafood as a choice for commissary shoppers.

"This mini seafood festival kicks off a government initiative and DeCA's commitment to sell more fresh local seafood and domestic frozen seafood,"

said DeCA Director and CEO **Joseph H. Jeu** to an audience at the grand opening ceremony. "Secretary of the Navy Ray Mabus asked us what could be done to support the economic recovery of this part of our country, and this is just one example of what's being done."

The event marked the opening of the Belle Chasse base's new shopping center, featuring a Navy Exchange and food court along with the commissary. Belle Chasse is located about 20 minutes south of downtown New Orleans.

The commissary's opening day sales of \$82,088 and 1,316 customer transactions were the most one-day results the store has recorded in nearly a decade.



New Orleans Commissary features the agency's newest décor package, including a new, matching cornucopia logo. *DeCA photo: Rick Brink*

Right, Store Director Charlita Covington enjoys seeing customer excitement for their new store. *DeCA photo: Nancy O'Neil*





Live cooking demonstrations of Gulf seafood highlighted the festivities. From shrimp gumbo to oysters Rockefeller, the aromas of freshly cooked seafood greeted shoppers as they approached the store.

Customers had a variety of choices, as other commissary vendors and manufacturers offered free food samples, outside and inside the store. Just inside the entrance, dessert awaited in the form of slices from a huge, lavishly decorated cake and other baked specialties provided by the store's deli-bakery operators.

Shoppers enjoyed the new store that provides more than 24,000 square feet of sales area; nine checkouts and four self-checkouts; full-service meat and produce departments; and a deli-bakery – all in a modern, energy-efficient building.

“Customers came up to tell me how excited they are about their new store, and it’s so convenient to have the exchange next door,” said Store Director **Charlita Covington**. “This means so much to the military community here, and we’re glad to be able to serve them in such an outstanding facility.” ■



Above, cashier Queta Guidry checks out some of the first shoppers on grand opening day at New Orleans Commissary. DeCA photo: Nancy O’Neill



Left, meatcutter Larry Joseph keeps product well stocked throughout the busy afternoon. DeCA photo: Rick Brink



Europe sees record sales from ‘shutdown’

As concern grew over a possible government shutdown at midnight Friday, April 8, savvy shoppers in Europe decided to take control of the situation and shop early. Unlike stateside bases, overseas locations can be low on off-base shopping options and prohibitively high on cost.

“Customers started streaming into commissaries on Thursday and came in full force on Friday to stock up on groceries,” said DeCA Europe Deputy Director **Cheryl Conner**. “Many commissaries here in Europe saw record sales that day.” (See sales records chart below.)

For Europe, another factor added to the flurry of activity. Many U.S. military units observed a training “down day” that Friday. Stars and Stripes reporters quickly made their way to the **Ramstein** and **Vogelweh** commissaries in Germany to snap photos and interview customers. Meanwhile, commissary employees prepared

for a shopping event like no other in history.

“Friday was the highest single sales day ever for **Hohenfels Commissary**, Germany, with record sales of \$61,768,” said Store Director **Ricky Potteiger**. “It was a day that will not easily be forgotten!”

Hohenfels staff rallied to support sales more than double the amount of a strong day; the meat department logged sales equal to about four days of normal sales.

“Members of the garrison commander’s office stopped by throughout the day to see how things were going,” said Potteiger. “The deputy commander proclaimed the commissary crew ‘is our shining star.’ The garrison commander later sent a letter stating, ‘It takes a team effort, and your team are Hometown Heroes!’”

At Germany’s **Baumholder Commissary**, customers started lining up at 8 a.m., waiting for the store to open at 8:30 a.m.

“We opened early to allow customers to start shopping,” said Store Director **Robert Colella**. “Customer flow was steady all day, with shopping carts filled to the brim. Customers were buying everything in bulk, and baby formulas were swept off the shelves. Customers relayed their appreciation for the support commissary personnel provided by keeping all checkout lanes open and flowing all day long.”

The challenge of stocking shelves continued the next day.

“Employees here did a great job supporting customers and ensuring the store was fully stocked and ready the following morning,” said Store Director **Ron Foster** at **Aviano Commissary**, Italy.

Chièvres Commissary, Belgium, Store Director **Sharryl Whitley** agreed. “The store recovered well and was full on Saturday morning to continue serving the community,” she said. ■

SALES RECORDS

Aviano , Italy	Apr	All-time record sales day	\$113,948
Bamberg , Germany	Apr	Record sales day	\$76,169
Baumholder , Germany	Apr	Record sales day	\$127,904
Chièvres , Belgium	Apr	Record sales day	\$87,514
DeCA East	Dec	Record sales	\$250.8 million
DeCA Europe	Dec	Record sales	\$46.8 million
DeCA West	Dec	Record sales	\$234.4 million
Grafenwoehr , Germany	Apr	Record sales day	\$155,800
Hohenfels , Germany	Apr	All-time record sales day	\$61,768
Kelley Barracks , Germany	Apr	Record sales day	\$19,000
RAF Lakenheath , England	Apr	Record sales day	\$236,902
Patch Barracks , Germany	Apr	Record sales day	\$107,192
Ramstein AB , Germany	Mar	Produce/deli-bakery record sales	\$471,597/\$180,226
	Apr	All-time record sales day	\$305,363
Schinnen , Netherlands	Apr	All-time record sales day	\$40,980
Schweinfurt , Germany	Apr	All-time record sales day	\$84,132
Spangdahlem , Germany	Apr	Record sales day	\$96,516
Vilseck , Germany	Apr	All-time record sales day	\$98,841 ■



getsmart

Working groups review ideas

Kevin L. Robinson

Corporate Communications Directorate

Survey reveals desire for culture changes

You spoke, and we listened.” That’s the message DeCA Director and CEO **Joseph H. JEU** is telling employees as the agency reviews ideas to improve its working culture.

DeCA leaders are poring over recommendations from five working groups tasked to find solutions to areas identified for improvement in the Organizational Assessment Survey for fiscal 2010.

Each idea considered

“We are looking at each idea on its own merit to determine the best way forward to improve our organization,” JEU said. “Our 18,000 employees are committed to delivering a world-class commissary benefit, and we are equally dedicated to improving their working environment.

“Once the ideas are approved and implemented, my goal is to see a difference at DeCA – a cultural change that will take us to the next level of being the best we can be!” he said. “We hope employees will start seeing some things implemented incrementally this summer.”

For five weeks, beginning Aug. 16, 2010, DeCA employees had time to submit their responses to the fiscal 2010 survey, which was conducted by the Office of Personnel Management. The survey concentrated on employee satisfaction in 17 key categories.

Results dipped slightly

Results from the 2010 survey were down slightly from 2008, especially in the following areas: innovation, reward and recognition, fairness and treatment of others, strategic planning and employee involvement.

This decline prompted DeCA to engage working groups to develop ideas for improving those low-scoring areas. From March 1-3, the agency established the following working groups of employees from headquarters, the regions and the stores:

- Innovation, sponsored by **Jay Hudson**, director of performance and policy
- Strategic planning, sponsored by **Vicki Archileti**, director of corporate planning
- Rewards and recognition, sponsored by **Larry Bands**, director of resource management
- Employee involvement, sponsored by **Chris Burns**, director of sales



- Fairness and treatment of others, sponsored by **Kaye Kennedy**, director of human resources

Areas for improvement

When you compare DeCA’s results from 2008 to 2010, the overall score went down, JEU said. “This survey clearly shows the areas we need to prioritize for improvement. Our workforce is our greatest resource, and their response matters when we are diagnosing the health of our organizational heartbeat.”

The Organizational Assessment Survey is designed for participating government agencies and commercial firms to compare their results with each other or with some of the best contemporaries in business, according to the OPM website at <http://www.opm.gov/hr/employ/products/survey/OrgAssessSurvey.asp>.

Many areas measured

In addition to innovation, rewards and recognition, strategic planning, fairness and treatment of others, and employee involvement, the survey also measured training and career development, customer orientation, leadership and quality, communication, use of resources, work environment and quality of life, work and family and personal life, teamwork, job security and commitment to workforce, performance measures, diversity and supervision.

To access the survey results, click on the following link: https://www.commissaries.com/employees/2010_OAS_Survey.ppt. ■



'Corporate culture of accountability'

Kevin L. Robinson

Corporate Communications Directorate

When it comes to accounting for taxpayer funds, DeCA has proven that every dollar counts. For the ninth consecutive year, independent auditors have rated DeCA's financial statements as excellent.

In the accounting world, an excellent rating on the review of a corporate financial statement is called a "clean audit" or an "unqualified opinion." Since 2002, DeCA has been one of four Defense Department agencies to maintain a clean audit opinion. The others are the Military Retirement Fund, Defense Finance and Accounting Service, and Defense Contract Audit Agency.

"As the topic of government spending dominates the headlines these days, this agency has been a leader for fiscal accountability for nearly a decade," said DeCA Director and CEO **Joseph H. Jeu**. "This independent review gives our customers confidence that our financial statements are accurate as reported and accessible for review."

DeCA's financial statements reflect the agency's use of appropriated funds to deliver the commissary benefit. The agency generates nearly \$6 billion in

Agency continues tradition of achieving clean audits

annual sales and receives nearly \$1.3 billion in appropriated funding. During fiscal 2010, DeCA delivered \$2.69 billion in savings to its customers, including more than \$4 million in savings to its Guard and Reserve customers through on-site sales. The agency also invested nearly \$300 million of its surcharge funds toward replacement commissaries or renovations to existing stores and new equipment.

The path toward a clean audit begins and ends with DeCA employees who have dedicated themselves to be "good stewards of taxpayer dollars," said **Larry Bands**, DeCA's chief financial executive.

"This audit touches everyone in DeCA from store level to the highest senior executive," he said. "This level of review says that we account for, record and report the funds received and expended by the agency in support of the commissary benefit."

To prepare for the annual audit, agency accountants collect financial data during quarterly reporting periods. Auditors from KPMG,

an international auditing firm, later review the agency's financial statements along with internal controls over financial processes. They check DeCA's reports for efficiency and accuracy in areas such as time and attendance, annual inventories of resale stocks, equipment inventories, property accountability, and information technology controls over financial systems.

The audit also examines DeCA's financial connection to organizations such as Defense Finance and Accounting Service, Columbus, Ohio. Results can range from "no opinion" to an "adverse opinion" to an "unqualified opinion" – the highest possible ruling.

With the agency already into the third quarter of fiscal 2011, DeCA is well on its way toward achieving favorable audit results for the 10th straight year, thanks to a corporate culture of accountability that permeates its operations from headquarters to the stores, said **Cynthia L. Morgan**, DeCA's director of accounting.

"This type of audit can be challenging, but very rewarding," she added. "It takes a team that is dedicated to getting the job done and that truly believes in the importance of financial integrity to make this happen year after year." ■



This message ... it's hard to beat

Motto receives perfecting 'tweak'

Courtney Rogers

DeCA customer relations specialist

One word can make a huge difference when it comes to the commissary benefit. That's why DeCA has updated its motto to read, "Your Commissary ... It's Worth the Trip!"

New twist, stronger connection

The agency hopes putting a new twist on its old motto will help commissaries worldwide build an even stronger connection with millions of authorized customers. The change is designed to enhance the way commissary customers feel about the value of their benefit with a clear message that confirms their ownership in it, said DeCA Director and CEO **Joseph H. Jeu**.

"It may seem like a small change, but it's a significant one, because it makes our message more versatile," Jeu said. "It allows us to promote all the different ways we work to make the commissary worth the trip for our customers – through superior savings, service, selection and facilities – under the umbrella of a single, more personalized motto."

Employee perspective

Earlier in the year, when DeCA initially looked at ways to improve the motto, commissary employees worldwide were invited to contribute suggestions on how to update or replace it. Commissary employees offer a unique perspective into the benefit, especially since many commissary employees are customers themselves; 62.5 percent of DeCA's employees are military-related.

Employees were eager to contribute, submitting more than 1,000 suggestions in a month's time.

Phased-in motto

When DeCA leadership reviewed the employee submissions, a pattern emerged. Many of the suggestions referred to DeCA's stores as not just "The Commissary," but "Your Commissary" – appealing directly to customers by championing their ownership of the benefit.

DeCA is gradually transitioning to the new motto, using it side-by-side with the previous motto until that motto is phased out. ■



DeCA VISION

A model government organization providing a valued commissary benefit

DeCA MISSION

Deliver a vital benefit of the military pay system that sells grocery items at cost while enhancing quality of life and readiness

- ◆ Enhancing readiness by enabling troops to focus on mission while deployed.
- ◆ Improving retention by providing a "sense of community" for military personnel and their families.
- ◆ Providing a safe, secure shopping environment, both in overseas and stateside locations.
- ◆ Providing American products worldwide while ensuring food safety.

OUR VALUES

We have PASSION for what we do!

We

PURSUE EXCELLENCE

We are

ACCOUNTABLE and FISCALLY RESPONSIBLE

We have a

SENSE OF URGENCY

We

SET HIGH STANDARDS

We value

INNOVATION

We take

OWNERSHIP of our PERFORMANCE

We are

NECESSARY

**One Vision, One Team,
One DeCA!**





**DeCA Director and
Chief Executive Officer
Joseph H. Jeu**

Team DeCA:

You make a difference! It's because of you that we are a valued benefit. You provide our patrons outstanding customer service. Your hard work and dedication has proven that time and time again, the Service members and their families like what we do.

Thank you for serving our military community!

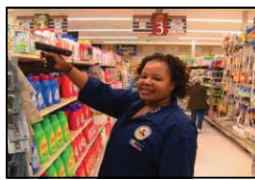
Goal 1—Provide the military community with a great shopping experience.

Goal 1 reflects outstanding customer service, a clean store, a smile, what you do everyday to enhance the shopping experience for the patrons. We are here to meet their needs, enhance value by offering great prices, and provide quality products.



Goal 2—Sustain a capable, diverse, and engaged civilian workforce.

Goal 2 addresses our people, keeping our talent, managing our diverse workforce through development, training, and valuing their support of the Agency mission.



Goal 3—Be a model organization through agility and governance.

Goal 3 concerns how we run the business. We owe it to our stakeholders to be good stewards of taxpayers' dollars. We must make good decisions about our resources and expenditures through process improvements and on-going analysis of our business plans. We strive to be more effective and efficient while supporting our deserving military community.

First place

Statement of assurance serves as 'gold standard'

Kevin L. Robinson

Corporate Communications Directorate

Every day, DeCA employees perform millions of tasks from headquarters to store level to deliver the benefit to its authorized customers. In fiscal 2010, DeCA's statement of assurance – its written confirmation that the agency successfully managed those tasks – was noted among the best in the Department of Defense.

DeCA tied for first place on its fiscal 2010 statement with the U.S. Special Operations Command and the Defense Logistics Agency. This is the fourth time in the last five years that DeCA has achieved a first-place score, previously scoring first in 2006, 2007 and 2009.

"DeCA is privileged to be identified by the OSD comptroller as a leader in reporting and certifying the management of how we go about our business," said **Joseph H. Jeu**, DeCA director and CEO. "We strive every day to maintain a culture of accountability in everything we do to deliver the commissary benefit."

Each year, military activities file a statement of assurance with the Office of Management and Budget by Sept. 1. This document is an agency director's written verification that an organization's internal controls are sound and have no reportable weaknesses.

Internal controls are the organization, policies and procedures an agency uses to perform its mission and maintain performance integrity.

"How our employees perform their jobs carries a great impact on how we do business as an agency," said **Larry Bands**, DeCA's chief financial executive. "Employee attention to detail and being a good steward of taxpayer dollars both influence the day-to-day operation of commissaries and make us a more efficient operation."

DoD presented DeCA's internal control program in its fiscal 2010 reporting guidance as an example for other agencies to emulate. **Billie Sue Goff**, manager for DeCA's internal controls program, was also requested to be a speaker at DoD's Managers Internal Controls Conference in March.

"This agency, along with SOCOM and DLA, has been identified as a 'gold standard' for how a defense organization is supposed to manage its internal control program," Goff said. "And, that is a tribute to our workforce. Every day, worldwide, from headquarters to the stores, we demonstrate our commitment to doing our best for the people who receive the commissary benefit." ■



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

Lajes

I would just like to drop a line saying how much the artistic talents of DeCA employee **Kyle Roland**, storeworker, have enhanced our **Lajes Commissary**, Portugal. The displays he creates using everyday materials are nothing short of amazing. From igloos and fighter jets in the freezer section, to having dragons and gargoyles on Halloween, and Santa's sleigh and reindeer during Christmas, his talents seem unlimited. His latest creation was an optical illusion using 12 packs of various sodas. It looked like a normal stacking of soda cases; but when viewed through a camera, an image of Mario from Nintendo appeared. Please take some time to recognize this talented artist who provides visual enhancements every trip to Lajes Commissary.

Anonymous



Roland

lady came up and wanted some chuck ground into hamburger meat. She was already thanking him for the help he had provided her. Please pass along my sincere appreciation for his service. Along the same note, please pass on my thanks for the fine service I have experienced from all the employees at the Luke Commissary over the past few years.

Senior Master Sgt. Edward Healy, U.S. Air Force

Memphis

Store associate **Candice "Candy" Royse** was so nice at **Memphis Commissary**, Tenn. She helped me with my groceries. I was afraid I was going to go over \$250, and she suggested she could ring up the coupons when we were nearly done. That helped, and I was able to get the few items I thought I might have had to put back. I try not to spend more than \$250 a week. Candice treated me like a person and not a number. Wow! What awesome service. Thank you.

Lt. Col. John and Trina Mills (retired)

Luke

I had the pleasure of meeting with **Hezron James**, meatcutter at **Luke Commissary**, Ariz., today when I wanted a special cut of meat for a dinner I am planning. I needed a roast between 5 and 6 pounds, and James took care of it for me. What really impressed me is he took time to discuss the pros and cons of different cuts used for roasting. Having been a military club manager for several years when I was in the service and an amateur chef for more than 40 years, I am fairly knowledgeable around the kitchen. I knew that everything James was telling me was right on the money, and it seems as if James gives this type of assistance to everyone he comes in contact with. While I was at the counter, another



Meredith

Hickam

Even though **Hickam Commissary**, Hawaii, was sold out of turkeys, I still needed a turkey bag and could not find it. I went to customer service and Assistant Store Director **Jack Meredith** assisted me by walking down the aisle to find it. He took the time to look in the back and in the storeroom to find the bag. Even though the bag cost only \$1.27, he took the time to share some great ideas on how to cook ham with the bag and made me feel like a valued customer. Great customer service on a busy week. I appreciate the above-and-beyond service. Thank you, Team Hickam Commissary.

Veronica Langford

(Letters are edited for length and clarity.)



Dover

I have been using commissaries for more than 50 years, and this is the first time I have ever made a comment. In the past 10 or more years, my wife and I use mostly **Dover Commissary**, Del., and on many occasions have been waited on by cashier **Maria Dickerson**. This is because she encourages customers to use her station. When she waits on you, she personifies professionalism, and this is done with the most cheerful disposition. She is always dressed and made-up professionally and is a credit to my commissary agency. Thank you for having such employees as Mrs. Dickerson. Where do you find them? Her competence and cheerful disposition make it a pleasure to shop at Dover.

Chief Warrant Officer Francis Naughton (retired)



Dickerson



Na

dedicated employee in any store, factory or corporation. If I were an owner of a Fortune 500 company, Na Kyung Won would be my right-hand man. This comment card goes out to all the employees of Camp Stanley Commissary, the best commissary in the world!

Staff Sgt. David Kang

Fort Carson

Kay Sams, meatcutter at **Fort Carson Commissary**, Colo., is a consummate professional who is always willing to go the extra mile to ensure complete customer satisfaction. Smiling, courteous and unfailingly polite, she located a poultry item that was not on the store shelf and personally delivered it to me as I sat in my handicapped electric scooter. Super service. I urge you to recognize this employee's



Sams

contribution to the already fine reputation of your meat department personnel.

Master Sgt. Alan Spector

Hohenfels

I have been at **Hohenfels**, Germany, for five years now, and I have never seen the front entrance to the commissary look so good. It is very inviting and warm looking, and it gives you the sense of being home. I talked with Store Director **Ric Potteiger**, and he informed me that **Tommy Smith**, the front-end manager, was responsible for all the improvements that we've seen the past year to the entrance and front end of the commissary. The display for the Month of the Military Child is just outstanding; it shows the thought and hard work that went into it and how much Mr. Smith cares about the community here at Hohenfels. Also, I recently came to the commissary to do some shopping; and let me tell you, it was a madhouse that day. I thank Mr. Smith and his crew for the wonderful and thoughtful job they did. He and his cashiers were very friendly and helpful during what must have been a very stressful time for them. On behalf of myself and the Hohenfels military community, I would like to thank DeCA for giving us such an outstanding team in Hohenfels Commissary.

Sandy Jones



Smith

San Diego

While shopping at **San Diego Commissary**, **Delia Caroc**, sales store checker, checked my ID card while she was waiting for a self-checkout register to load data. Since I had an error with my checking, the checkout light began to flash; but I cleared the trouble myself with the picture menu. She came to check her call light and found I had corrected the problem, so she cleared the machine and advanced the procedure, allowing me to finish my payment. The efficiency of this lady allowed me to finish in record time, allowing more customers to pass through. My experience was wonderful, and I hope to see more employees like her on my future visits.

John Peterson

Grand Forks

Today I went to **Grand Forks Commissary**, N.D., and found my favorite tea was not in stock. I found a very nice, polite and smiling sales associate, **Ashley Cogil**, to help me request a special order. I now have three cases on order for every week because of her ability to help. She also looked in the back stockroom for me and found three cases, which she brought out to my car. I really do appreciate the service and the helpful attitude I was shown today. Sales associates like Ashley make going to the commissary a very enjoyable experience.

Master Sgt. Norman Becker, U.S. Air Force ■

Camp Stanley

Na Kyung Won, storeworker at **Camp Stanley Commissary**, South Korea, is a very dedicated, motivated and passionate person. He takes his job very seriously and always has a bright smile on his face. He has always been very kind to me; and I see that every time I go, he is always taking the initiative and helping everybody he can. I have never met or seen such a



peoplealways

Produce managers earn 'Top 25' recognition

Nancy O'Neill

DeCA West public affairs officer

Similar to Oscars and Emmys for actors, the produce industry also recognizes its best talent once a year; and in 2011, honored not one, but two DeCA produce managers.

Donald Courtright, from **Beale Commissary**, Calif., and **Jennifer Smith**, from **Camp Pendleton Commissary**, Calif., were chosen from hundreds of nominations by

United Fresh Produce for its list of the Top 25 Retail Produce Managers in the United States and Canada. Smith and Courtright were honored during the association's convention and expo in New Orleans in May.

In addition, Smith was selected as one of five grand-prize winners, a first for DeCA.

"The competition for the Top 25 list is steep," said DeCA Director and CEO **Joseph H. Jeu**. "I am extremely proud of both Jennifer and Donald for achieving this recognition and for the value



Produce Manager Jennifer Smith showcases fresh pineapple at her "Jennifer's Pick of the Week" display at Camp Pendleton Commissary, Calif. Shoppers can't miss the display she uses to help her customers find the day's best value and introduce them to unique produce items. *DeCA photo: Lilia Ibarra*



they bring to our commissary customers every day.”

The evaluation criteria considered excellence in merchandising, special displays and promotions, community service and commitment to total customer satisfaction. Nominations represented managers from 21 different supermarket chains, independent retailers and DeCA.

Smith and Courtright both agree that the high quality standards and best value that commissaries offer its customers are their best assets for running a winning produce department, but both managers do even more to capture the attention and approval of their customers.

“Here at Camp Pendleton, we have really excelled in innovation,” said Smith. “We try new displays, new merchandising techniques and new ways to get our messages across to our customers.”



Smith

Smith. “If they don’t see it, they’ll ask, ‘What does Jennifer have on sale this week?’”

Courtright takes time to visit local farms near Beale Air Force Base in northern California during the growing season, and he has built relationships with the farmers. Some of the farmers come to

A regular display in the Camp Pendleton produce department is “Jennifer’s Pick of the Week,” which started as a way for her to feature in-season fruits and vegetables or a produce item she was able to get with an exceptionally good price.

“Our shoppers look for ‘Jennifer’s Pick of the Week’ as soon as they walk into the produce department,” said



Produce Manager Donald Courtright lets children use crayons to color educational drawings at a “Kids Zone” station in the produce department at Beale Commissary, Calif. He and the produce staff created the area, fully stocked with crayons and coloring books, to encourage growing minds and bodies to linger and learn the importance of eating fresh fruits and vegetables daily. DeCA photo: Joan Meyer



the store to offer samples and talk about their produce.

Courtright credits the relationship he has with the Beale Commissary produce supplier General Produce.

“I can take a peach off a tree at a local farm and sample it one day,” said Courtright. “If it’s right, I tell our produce supplier rep, and she’ll get those peaches for us the very next day.

“We’re fortunate to have General Produce as a business partner,” Courtright added. “They help us put on contests, tours and educational events for children and adults to make shopping fun at Beale Commissary.”



Courtright

A message both Smith and Courtright express strongly is working with and taking care of their produce team. Smith meets regularly with her employees to go over her department’s quality standards and pass out information she gets from the Camp Pendleton Commissary produce supplier, Coast Produce.

“We established 12 quality standards, and we talk about those each week and how to attain them,” said Smith. “Then we go over the growers’ information. I believe it’s important to tell our shoppers why the pineapples are extra sweet this month or how cold weather in Florida has affected the orange crop. I turn the growers’ information into questions and make a game out of it. I quiz the staff, and we all learn together; then we share the information with our customers.”

Courtright says he has been influenced by observing the strong character of his father-in-law, a religious man, who has helped many strangers throughout his life. Courtright employs those same traits in the commissary and believes in treating his employees the way he would like to be treated.

“What I do have control over is how we work together as a staff, which I see as one of my most important roles,” said Courtright. “Learning the trade is easy; it’s the character of the person that makes a good manager.”

The effect that having fun in the workplace can have on a department has not escaped either Smith or Courtright. Beale Commissary offers special sales on “Wacky Wednesdays” and “Thunderous Thursdays.” In June, the Camp Pendleton produce team ran in the Camp Pendleton “Mud Run” dressed as bananas.

This is the fourth consecutive year a military commissary produce manager’s name has appeared on the Top 25 Retail Produce Managers’



Jennifer Smith, produce manager at Camp Pendleton Commissary, Calif., put together a “Grilling with Gratitude” event in June, aimed at something fun and healthy for Father’s Day. Smith was selected as one of five grand prize winners in the United Fresh 2011 Top 25 Retail Produce Managers competition, a DeCA first. DeCA photo: Susie Matteri

list. Previous DeCA winners were **Harry “Spike” Lewis, Luke Commissary, Ariz., 2008; Nan Day, Lemoore Commissary, Calif., 2009; and Juronald Williams, Ord Community Commissary, Calif., 2010. ■**



♥ ofthebenefit

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

Birgit Feltman

Sembach Commissary, Germany

What do you like best about your job as lead sales store checker?

I like to be challenged on a daily basis with my customers, because everybody has their own personality. By responding to each different personality, I'm able to provide better customer service.

How do you help make the commissary worth the trip?

By going that extra step to show our customers we care about their concerns and needs, and that we are here to assist them. I treat my customers the same way I want to be treated in a grocery store.



Birgit Feltman DeCA photo: Leslie Brown

What is your professional history?

I started working for the commissary as a warehouse worker 24 years ago. In 2000, I started as lead sales store checker.

What are your professional goals?

Do the best I can to be an example of dedication and professionalism. In the future, I would like to be a customer service manager.

Who influenced your career most and how?

Over all those years, I had the opportunity to meet a lot of people: managers, supervisors, co-workers and customers. Everyone gave me the chance to learn and develop.

How does this team member employ PASSION in performing the mission every day?

By her radiant personality, attention to detail and superior customer service skills, Birgit shows everyone how she cares about her customers and the store. She's always available and willing to help out. She's on a first-name basis with all of her customers and they are with her.

Curley Morgan
Deputy store director



Joan Meyer

Beale Commissary, Calif.

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

I like that the position is key to store communications. I enjoy the challenge of staying informed on all issues so no one is misinformed, and store operations can continue to run smoothly. I interact daily with internal and external customers who play a vital role in the store's daily operations. I enjoy working with our dedicated store director and value his insight developed from many years of experience.

How do you help make the commissary worth the trip?

I try to always smile and have a positive attitude to welcome our customers. I believe this sets the tone to deliver world-class customer service to those who deserve it most: our military members, retirees and their families. A customer who leaves our store satisfied is a testament to a job done well. I also assist with our Guard and Reserve on-site sale events. I enjoy seeing Guard and Reserve members' exhilaration when the commissary comes to them. Their excitement makes the effort worthwhile.

What is your professional history?

I have worked at Beale Commissary in various positions for more than 17 years, primarily as a cashier and teller. I've been the store secretary



Joan Meyer DeCA photo: Coast Guard Reserve Master Chief Petty Officer Joe Valdez

for the past two years. During this time, I've come to appreciate all the DeCA store secretaries for the many tasks that they do and the professional manner in which they perform.

What are your professional goals?

I want to continue training in new DeCA and Department of Defense programs, so I can be helpful in rolling them out at Beale Commissary. As store secretary, I've had wonderful opportunities to learn new processes and procedures within the administrative office and in the computer room. The training I received at DeCA headquarters on the automated Defense Travel System has been a valuable tool in helping store employees complete travel documents. The travel cell at headquarters is absolutely the best, and their support is world-class.

Who influenced your career most and how?

As an Air Force spouse, I was very familiar with the commissary as a customer. Our Air Force assignments were always interesting; and at each new duty station, I would look for a job. I have worked for the Army and Air Force Exchange and Navy Exchange services; and I held a federal service position during an overseas assignment, so my spouse's military career has had the most influence on me by providing a variety of employment opportunities. I'm happy to be back in my native state, once again call California home and work in the commissary to support the military community that I feel so much a part. Our military members continue to make many sacrifices for our country, and I'm happy to be serving them through DeCA.

Joan Meyer embraces PASSION in every aspect of her life. She takes pride in her work and performs her duties in an outstanding manner. Whether she is performing as a secretary, cashier, teller, temporary duty planner or timekeeper, Joan always does an exceptional job. Her caring attitude and tireless drive to provide top-quality service to our employees, industry partners and customers have been positive influences on driving efficiency and creating esprit de corps in the Beale Commissary.

**Jerry Templado
Store director**





Deborah Bursik

Fort Drum Commissary, N.Y.

What do you like best about your job as supervisory store associate?

I enjoy the interaction with customers — the challenges of providing them with the best possible service. I do this mainly by listening first and then assisting them in any way possible. I also enjoy working side-by-side with my fellow employees.

How do you help make the commissary worth the trip?

I believe I make the commissary worth the trip by providing customers with the best possible customer service. I like to treat each individual customer as if they are the most important part of my job.

What's your professional history?

My professional career with DeCA started in March 1997 at Vogelweh Commissary, Germany. I was a storeworker in the produce department. In 2001 I was accepted in the commissary management specialist intern program. I was



Deborah Bursik DeCA photo: Patty Mushtare

transferred to Fort Drum Commissary in 2001 and given the opportunity to stay as the computer-assisted ordering management specialist in 2002. I worked in the grocery department until August of last year when I became the customer service manager.

What are your professional goals?

My professional career goals are to advance as a manager of each store department and eventually attain the level of store director.

Who has had the most influence on your career?

My husband and children have had the most influence on my career. They have always encouraged me to go after my goals and to always be the best I can be at anything I do. I also include my store director of 10 years, **Bob Smith**, and our store administrator, **Patty Mushtare**. They always lead me in the right direction in the most positive way, and I pass that attitude along to my fellow employees. ■

About a year ago, Ms. Bursik became the Fort Drum Commissary front-end manager. She began to see how she could raise the bar of excellence even higher in this department; it already excelled in many administrative areas. She sought to set higher standards that would make this department a model for DeCA. She established continuity with her leads, which contributed to a stronger sense of service to the patron. She has a bit of the Energizer Bunny in her, and she endeavors to keep the employees in the pursuit of excellence. The fact that she is well-favored by her fellow employees shows the **PASSION** she has for her job. The DeCA team serves with **PASSION**, and Debbie Bursik makes it happen at Fort Drum Commissary.

Robert Smith
Store director



frontandcenter

obituaries

JUAN CHAVARRIA, Altus AFB, Okla. (Feb. 16)
SHINSUKE MATAYOSHI, Okinawa CDC (Jan. 24)
MICHELLE MAYS, JB Myer-Henderson Hall, Va. (March 5)
MARY McCONNELL, Beale AFB, Calif. (Jan. 4)
NANCY RUGANI, HQ DeCA, Va. (April 24)

retirements

Correction: Store Director **KATHY BEATTY**, F.E. Warren Commissary, Wyo., was listed in error as retired in the last issue.

SYLVIA BEST, Hario Village, Japan
RUFINO DECHICO, NB San Diego
MICHAEL ELLSWORTH, USAF Academy, Colo.
ROY GASKINS, Edwards AFB, Calif.
CHIA HERRINGTON, Anchorage Area, Alaska
DIANA HUNTER, Hill AFB, Utah
DIANE IGLESIAS, Andersen AFB (JR Marianas), Guam
RUBEN McNEILL, Fort Wainwright, Alaska
LOUIS MORAN, Peterson AFB, Colo.
RICHARD PATIENCE, Hill AFB, Utah
NUMERIANO REYES, NB San Diego
MARCUS RODRIGUEZ, USAF Academy, Colo.
GEORG STRAUCH, Bitburg AB, Germany
EARNESTINE TAYLOR, Fort Carson, Colo.
FRANKLIN WILLIAMS, Beale AFB, Calif.
YU YONG-KUN, Camp Stanley, South Korea

anniversaries

45 years
JOHN FORTUNA, Schofield Barracks, Hawaii
 * **WAYNE WALK**, Zone 36, USAG Yongsan, South Korea



Walk (45)

40 years
FRANCISCO CORRAL, Fort Bliss, Texas
ALBERTA "BERTIE" EDDY, HQ DeCA, Va.
 * **VINCENT McGALE**, Okinawa CDC
MELITON SONZA, Camp Pendleton, Calif.

35 years
DAVID EISENHAUER, HQ DeCA, Va.
YVONDA FLETCHER, Fort Sam Houston (JB San Antonio)
DIONICIO HERNANDEZ, Ord Community, Calif.
JUERGEN HERSCHBACH, DeCA Europe, Germany
DORIS HOM, McClellan, Calif.
DIETMAR HOSE, Schweinfurt, Germany
GENEVIEVE LARSON, Fort Riley, Kan.
KARL GUNTER LORENZ, Kaiserslautern CDC, Germany
LAURIE MAGARY, DeCA East, NAS Oceana, Va.
MICHAEL MERTZ, Fort Meade, Md.
JOHN NAUGHTON, NSA Annapolis, Md.
HENRY NELSON, NB San Diego
JULIO NIEVES, JB Pearl Harbor-Hickam, Hawaii
CATHERINE ROCHE, Tinker AFB, Okla.
HEINZ STUMPF, Germersheim CDC, Germany



McGale (40)

WILLIAM "BILLY" TATUM, NAS Oceana, Va.
RANDY TELLES, Kirtland AFB, N.M.
ILONKA UHRIG, Kaiserslautern CDC, Germany

30 years
JULIA ACOSTA, JB Pearl Harbor-Hickam, Hawaii
KEVIN ALLEN, Keesler AFB, Miss.
STEVEN APICELLA, NAS Oceana, Va.
CHRISTINE AVILA, JB Elmendorf-Richardson, Alaska
KARLA BALDWIN, Fairchild AFB, Wash.
ANDREW BALLA, Fort Belvoir, Va.
LARRY BENTLEY, NAS Jacksonville, Fla.
SYLVIA BEST, Hario Village, Japan
ANGERLA BLACK, JB Lewis-McChord, Wash.
ARVESTER BROOKS, Vicenza, Italy
BEVERLY CANNADY, HQ DeCA, Va.
PACITA CARTER, McClellan, Calif.
KENNETH CHASTAIN, Zone 30, RAF Lakenheath, England
MICHAEL COX, Nellis AFB, Nev.
SHARON COX, Little Rock AFB, Ark.
CHARLES DOWLEN JR., HQ DeCA, Va.
VICKIE ENGELS, Fort Rucker, Ala.
PAUL FUJISHIGE, MCB Kaneohe Bay, Hawaii
JOHN FULLER, Fairchild AFB, Wash.
TED GARCIA, Baumholder, Germany
KATHERINE GATDULA, NAS Oceana, Va.
PATRICIA GUAJARDO, Lackland AFB (JB San Antonio)
ROBERT HALL, Redstone Arsenal, Ala.
RITA HARRIS, HQ DeCA, Va.
JUANITA HARTLING, HQ DeCA, Va.
ANITA HELF, Germersheim CDC, Germany
CYNTHIA HERNANDEZ, Fort Bragg South, N.C.
CLARENCE HICKS, RAF Croughton, England
LILIANE HOLTZER, Germersheim CDC, Germany



◀ **EASY CHEESY: San Diego Commissary store associate Enrilo "JR" Ugalde Jr. checks out samples of cheddar cheese during the Tillamook Cheese "Loaf Love Tour" in March. The company sends customized micro buses, called Baby Loafs, on the road to deliver cheese samples to shoppers. DeCA photo: Jenny Gonzalez**



(30 years)

JORGE HOVEY, Fort Buchanan, Puerto Rico
JAMES "JAY" HUDSON, HQ DeCA, Va.
JOE-LOUIS JAMPOH, Heidelberg, Germany
DAVID JONES, Fort Bliss, Texas
LOUIS KENNEDY, HQ DeCA, Va.
VOLKER KLEIN, Ramstein CMPP, Germany
JOHN LAVINUS, HQ DeCA, Va.
JANET LAWRENCE, HQ DeCA, Va.
GERALDINE LAY, JB Lewis-McChord, Wash.
GAYLE LOEPP, Selfridge ANGB, Mich.
BARBARA MATTA, Shaw AFB, S.C.
ISAAC McDANIEL, Heidelberg, Germany
DOLORES MOORE, Keesler AFB, Miss.
ELISABETH PETTWAY, DeCA Europe, Germany
BERND SCHNEIDER, Kaiserslautern CDC, Germany
LISA SINCLAIR, MCB Quantico, Va.
DONNA STARKUS-WARD, HQ DeCA, Va.
FREDDIE STOKES, Fort Jackson, S.C.
ARTHUR TELLERS, Incirlik, Turkey
BARBARA VANDOREN, HQ DeCA, Va.
JESSICA WARD, HQ DeCA, Va.
JOHN WILLIAMS, HQ DeCA, Va.
CHRISTIANE WOLL, Kaiserslautern CDC, Germany
FANNIE WOODARD, Offutt AFB, Neb.
YU SANG-YOL, USAG Yongsan, South Korea

25 years

MYRIAM "MIM" ANDERSON, HQ DeCA, Va.
VICTORIA BEST-RUSH, Zone 12, JB Lewis-McChord, Wash.
THOMAS BLACKMON, HQ DeCA, Va.
GEORGIA BOLDEN, Shaw AFB, S.C.
RITA BOONE, Fort Carson, Colo.
ROSE BRADLEY, Travis AFB, Calif.
KAREN BROWN, Robins AFB, Ga.
NORMA BUKOVECKAS, Malmstrom AFB, Mont.
CHAE BURDETT, NSE Smokey Point, Wash.
JOHN BURROWS, Fort Benning, Ga.
MAURICE BUTTS, JEB Little Creek-Fort Story, Va.
TAMER BUYUKSURAL, Incirlik, Turkey
SHIRLEY DENNISON, JB Lewis-McChord, Wash.

RENA DIAL, HQ DeCA, Va.
SERDAR DOGANGIR, Izmir, Turkey
MARDELL DUNN, Fort Sam Houston (JB San Antonio)
SHARON EDENS, Travis AFB, Calif.
PEGGY FLANDERS, HQ DeCA, Va.
RAUL FLORES, Fort Bliss, Texas
RUBY FOWLER, Fort Wainwright, Alaska
GARY FRANKOVICH, HQ DeCA, Va.
SHERRI LYNN FROIAS, HQ DeCA, Va.
CARMEN GARRIDO, NS Orote Point, Guam
CORNELIA GLASER, Bitburg AB, Germany
HAN CHON-SOK, Taegu CDC, South Korea
SANDRA HARRELL, JEB Little Creek-Fort Story, Va.
TERESA HAWKINS, Fort Campbell, Ky.
HEIDI HOFFMAN, Germersheim CDC, Germany
HWANG HAE-YONG, Taegu CDC, South Korea
DOROTHY JONES, Keesler AFB, Miss.
ALI KILIC, Kaiserslautern CDC, Germany
LOUWENA KONG, Fort Hood II, Texas
WOLFGANG LANG, DeCA Europe, Germany
RAPHAELLA LEMON, Patch Barracks, Germany
ROLAND LUGO, Fort Sam Houston (JB San Antonio)
WILFREDO MADERA, HQ DeCA, Va.
BETTY MAKELL, Fort Meade, Md.
SYLVIA McFADDEN, Fort Jackson, S.C.
SANDRA McGEE, McConnell AFB, Kan.
MARVIN MIURA, MCB Kaneohe Bay, Hawaii
MARIA GRAZIA MONACO, Naples, Italy
ARLENE MONSON, Buckley AFB, Colo.
DAVID MOORE, Robins AFB, Ga.
ANNA NARDO, Aviano, Italy
JOE NATAL, Fort Sam Houston (JB San Antonio)
CLYDE NOLEN JR., Fort Sill, Okla.
ROBERT OATES JR., Fort Huachuca, Ariz.
BRENDA OVERTON, Fort Stewart, Ga.
SEBRINA OWENS, HQ DeCA, Va.
GIUSEPPE PALMERI, Sigonella, Italy
STEPHANIE PARKS, Fort Bragg North, N.C.
NATASCIA PARONUZZI-TICCO, Aviano, Italy
KAREN PEARSON, NBK Bangor, Wash.

STEPHANIE RICHARDSON, Harrison Village, Ind.
ROBERT ROBIN, HQ DeCA, Va.
RANDAL ROBINSON, Shaw AFB, S.C.
ANTHONY ROWELL, Hanscom AFB, Mass.
JANIE RUHL, Moody AFB, Ga.
SELAMI SAHBAZ, Incirlik, Turkey
JAMES SCHARP, HQ DeCA, Va.
STEFAN SCHUESSLER, Baumholder, Germany
BRENDA SCOTT, Peterson AFB, Colo.
CHARLOTTE SEALS, Redstone Arsenal, Ala.
KIM SHORT, HQ DeCA, Va.
ANDREA SMITH, HQ DeCA, Va.
GLORIA TIBAYAN, NAS Miramar, Calif.
CAROL VINCENT, Randolph AFB (JB San Antonio)
BENITA WIGFALL, HQ DeCA, Va.
MARY WILLIAMS, Zone 25, Fort Meade, Md.
WILLIAM WOOD, HQ DeCA, Va.
WILLIE YARBROUGH, JB Andrews, Md.

20 years

TINY ABSHER, Robins AFB, Ga.
ADELAIDE "KIM" ACEVEDO, Kirtland AFB, N.M.
RANDY ADAMS, Buckley AFB, Colo.
DAVID ALTON, DeCA Europe, Germany
BRENDA ANGELL, Davis-Monthan AFB, Ariz.
PAUL BARICEV, Keesler AFB, Miss.
DOLORES BARRINER, Fort Leonard Wood, Mo.
CLYDE BEASLEY, Vilseck, Germany
LINDEN BELL, Fort Jackson, S.C.
KAY BENHAM, Aberdeen PG, Md.
BRIDGET BENNETT, HQ DeCA, Va.
NEVZAT BINICI, Izmir, Turkey
KATHLEEN BLANCHETTE, NB San Diego
NETTIE BLOODSAW, JB Andrews, Md.
THOMAS BRATCHER, MCB Cherry Point, N.C.
ARCHIE BROUSSARD, Cannon AFB, N.M.
GWENDOLYN BUTLER, HQ DeCA, Va.
LINDA CALLERY, HQ DeCA, Va.
CHRISTINE CAMPBELL-ROBBINS, MCB Quantico, Va.
YOLANDA CARDONA, Fort Drum, N.Y.
NENITA CHALAKEE, Keesler AFB, Miss.
MAL CHIZEK, JB Lewis-McChord, Wash.

► SPRING HAS SPRUNG: Jacksonville Commissary, Fla., offers customers a refreshing, healthy alternative to baskets of candy in this spring display. DeCA photo: Nancy Gardia





◀ **WHO LET THE DOGS IN:** Pearl Harbor Commissary, Hawaii, could have customers doing a double take with life-size pooches guarding their Milk-Bone treats in this mass display. S&K Sales photo: Karen George

UNHA CHON, JB Lewis-McChord, Wash.
 CHARLES COHAN, Fairchild AFB, Wash.
 KAREN COLLINS, Luke AFB, Ariz.
 MARY COOK, Fort Carson, Colo.
 AMELIA CORBETT, NAS Oceana, Va.
 JESSE CORONADO, Vandenberg AFB, Calif.
 CHRISTOPHER LEE COTTON, Ansbach, Germany
 JANICE DAVIS, JB Elmendorf-Richardson, Alaska
 KATHLEEN DAVIS, Fort Belvoir, Va.
 IMMACOLATA DE ROSA, Naples, Italy
 TONIO DE ROSA, Naples, Italy
 LEO DOBASH, Offutt AFB, Neb.
 BARBARA DOMALAVAGE, NAS Whiting Field, Fla.
 JANISE DOZIER, Shaw AFB, S.C.
 LEON EDDIE, NSA New Orleans, La.
 TAM EMBRICK, Fort Hood II, Texas
 JOSEPH FORANT, NSB New London, Conn.
 GIUSEPPE FROSINA, Naples, Italy
 ROSE GARRISON, JB Charleston (Navy), S.C.
 DARRIN GIBBONS, HQ DeCA, Va.
 BEATE GIEMSA, Vogelweh, Germany
 ALFREDA GILBERT, Fort Hood I, Texas
 DIANE GREGORY, Eielson AFB, Alaska
 DENISE HANEY, JB Elmendorf-Richardson, Alaska
 RENEE HARRIS, Redstone Arsenal, Ala.
 TRINA HAWKINS, March ARB, Calif.
 JANICE HERRINGTON, Holloman AFB, N.M.
 DONNA HIGGINS, HQ DeCA, Va.
 DALE HOUSEWORTH, Fort Stewart, Ga.
 DAN HOWARD, Tyndall AFB, Fla.
 NATHANIEL HUDDY JR., Schofield Barracks, Hawaii
 LILIA IBARRA, Camp Pendleton, Calif.
 LINDA ISSAC, JB Lewis-McChord, Wash.
 BERNADETTE JONES, Fort Lee, Va.
 DEBRA JONES, Walter Reed AMC, Md.
 JULIE JONES, RAF Fairford, England
 LISA JONES, HQ DeCA, Va.
 YASIN KARACAN, Incirlik, Turkey
 DIONNE KURIA, HQ DeCA, Va.
 NANCY LEMASTER, Fort Hood I, Texas
 MANUEL LOURENCO, Lajes Field, Portugal
 TRINA LOVELESS, Barksdale AFB, La.
 CRAIG MALLET, Keesler AFB, Miss.
 FRANCES MAGOON, Port Hueneme, Calif.
 TARAMATIE MANGROO, Fort Campbell, Ky.
 JOSUE MARTINEZ, Peterson AFB, Colo.
 ROBIN MAURER, Fort Jackson, S.C.

RHONDA McDOUGAL, HQ DeCA, Va.
 WILLIE McFADDEN, Fort Meade, Md.
 ELIZABETH MINEO, MacDill AFB, Fla.
 MARGO MONTAGUE, Scott AFB, Ill.
 RICHARD MOORE, NAS Pensacola, Fla.
 VALERIE NELSON, JB Elmendorf-Richardson, Alaska
 LAURA PARENT, Osan AB, South Korea
 BARBARA PARKER, HQ DeCA, Va.
 MARY PARKER, NAS Oceana, Va.
 TERESITA PFISTER, Buckley AFB, Colo.
 BARBARA PHILLIP, Randolph AFB (JB San Antonio)
 PAULO PICANCO, Lajes Field, Portugal
 ROSAL PRICE, Davis-Monthan AFB, Ariz.
 LEOPOLDO RAMOS, NSE Smokey Point, Wash.
 LINDA REYNOLDS-SLAUGHTER, Camp Pendleton, Calif.
 ANDREA ROSSI, Livorno-Camp Darby, Italy
 RANDIE SCHABENER, HQ DeCA, Va.
 DEBRIA SCRUGGS, Redstone Arsenal, Ala.
 GWENDOLYNNE SEIGMAN, Altus AFB, Okla.
 CAROL SINCLAIR, NAS Whidbey Island, Wash.
 ALEXANDER TAYLOR, JB Andrews, Md.
 KIRYE TIRADO, Mitchel Field, N.Y.
 STEPHANIE WACHTER, Harrison Village, Ind.
 GLORIA WEATHERSBY, Fort Huachuca, Ariz.
 ANNEMARIE WELLS, NCB Gulfport, Miss.
 CONSUELO WELLS, Scott AFB, Ill.
 CORDELIA WELLS, Randolph AFB (JB San Antonio)
 CELIA WILLIAMS, Nellis AFB, Nev.
 JANET WILLIAMS, Gunter AFB, Ala.
 KAHSAI WOLDAI, Kaiserslautern CDC, Germany
 WILLIAM WOOD, HQ DeCA, Va.
 GLORY WRIGHT, Maxwell AFB, Ala.
 YUN NAM-CHOL, Camp Humphreys, South Korea
 DONETTA ZIGLER, JB Andrews, Md.

15 years
 ALLEN ARNOLD, Buckley AFB, Colo.
 THEODORE AWANA, JEB Little Creek-Fort Story, Va.
 RODNEY BAGARINO, Moffett Field, Calif.
 NILDA BANKS, March ARB, Calif.
 MILA BEAVER, NAS Whidbey Island, Wash.
 SHERYL BLACK, Fort Myer, Va.
 LINELL BEDFORD, Laughlin AFB, Texas
 ALEX BROWN, NS Great Lakes, Ill.
 CLAUDE BROWN JR., MacDill AFB, Fla.
 LARRY BROWNING, JB Andrews, Md.
 JUDY ANN BUTTON, Hanscom AFB, Mass.
 DOUGLAS CALHOUN, Fort Knox, Ky.

LUIS CASILLAS, Fort Buchanan, Puerto Rico
 JOSEPH CHANEY, Fort Hood I, Texas
 CHIN CHANG, Fort Belvoir, Va.
 DOLORES DATAN, NAS Patuxent River, Md.
 MARSHA DAVIS, JB Andrews, Md.
 KIMBERLEY DELAGE, NAS Jacksonville, Fla.
 DELLA DITMYER, Fort Hood I, Va.
 MOISSES ESTRADA, HQ DeCA, Va.
 LESLIE FORD, MCB Quantico, Va.
 JESSIE GALANG, NBK Bremerton, Wash.
 SUN HUI GIACOBBE, Lackland AFB (JB San Antonio)
 OVIDIO GONZALEZ JR., Sheppard AFB, Texas
 MARY GORENTZ, Randolph AFB (JB San Antonio)
 FRANCES GREGORY, Little Rock AFB, Ark.
 FRANK GROCHOWSKI, Lackland AFB (JB San Antonio)
 LETICIA GUZMAN, Randolph AFB (JB San Antonio)
 CATHY HAMMER, JB Elmendorf-Richardson, Alaska
 HAN KI-WON, Osan AB, South Korea
 WALTER HARRISON, Camp Pendleton, Calif.
 EDWARD HAWKINS, Holloman AFB, N.M.
 CARMEN ISABELLE, JB Langley-Eustis, Va.
 JOANNE JACKSON, JB Langley-Eustis, Va.
 MARGIE JACKSON, Goodfellow AFB, Texas
 MARTIN JACKSON, Fort Sam Houston (JB San Antonio)
 DWAYNE JOHNSON, NS Great Lakes, Ill.
 JOHN LEEK, Moffett FAF, Calif.
 ROLAND LUGO, Fort Sam Houston (JB San Antonio)
 MARGARET MARTINEZ, Lackland AFB (JB San Antonio)
 SUK McDERMOTT, MacDill AFB, Fla.
 CYNTHIA MEADE, Fort Bragg South, N.C.
 LEONORA MILLS, NSB Kings Bay, Ga.
 GINA MORTON, Fort Hood I, Texas
 MARY MYLES, Barksdale AFB, La.
 WUU NEALIS, Travis AFB, Calif.
 JACQUELINE OPITZ, Kirtland AFB, N.M.
 BEVERLY OWENS-MARSHALL, Fort Wainwright, Alaska
 LESLIE PARKS, Fort Carson, Texas
 CARLOS PEREZ, Laughlin AFB, Texas
 ALFREDO PORTO, NOLF Imperial Beach, Calif.
 CARLOS RABASSA, JB Pearl Harbor-Hickam, Hawaii
 DONALD REDMON JR., Davis-Monthan AFB, Ariz.
 LISA ROPER, Fort Hood I, Texas





(15 years)

NANCY RUSH, NAS JRB Fort Worth, Texas
CONNIE SAILES, JEB Little Creek-Fort Story, Va.
SANDRA SPIRES, Randolph AFB (JB San Antonio)
KENNETH STEPHENS, Fairchild AFB, Wash.
LORI STEVENS, Altus AFB, Okla.
KATHY TORRES, Fort Bragg North, N.C.
MARY VANMETER, Fort Knox, Ky.
LARRY VAZQUEZ, Fort Buchanan, Puerto Rico
KELLY WAHLER, Fort Benning, Ga.
PAMELA WALKER, NAS Jacksonville, Fla.
RHONDA WHITE, NAS Jacksonville, Fla.
MARCUS WILLIAMS, NS Great Lakes, Ill.
RUFUS WILSON, Fort Drum, N.Y.
TERESA WYATT, NAS JRB Fort Worth, Texas
BETTY YUSAITIS, Fort Belvoir, Va.

10 years

DENISE ATKINS, NBK Bremerton, Wash.
AMY AVIDES, Fort Irwin, Calif.
JEFFREY BAILEY, Fort Bliss, Texas
MICHAEL BAKER, NAS Lemoore, Calif.
FRANK BANKS, HQ DeCA, Va.
SONIA BARBER, MCB Quantico, Va.
RAMONA BARBOSA, MCAS Yuma, Ariz.
MARK BARCINAS, NS Orote Point, Guam
BILL BARKER, Fort Campbell, Ky.
ANDREA BARNES, Davis-Monthan AFB, Ariz.
CHOM BARRETT, Offutt AFB, Neb.
JUNG BATTAD, Tinker AFB, Okla.
DONALD BEEKMAN, Fort Huachuca, Ariz.
ARNEL BESANA, NBK Bremerton, Wash.
CHRISTINE BISH, C.E. Kelly, Pa.
ANTHONY BRIGGS, Fort Carson, Colo.
ELSTER BROOKS JR., Moody AFB, Ga.
ANNE BROWN, JB McGuire-Dix-Lakehurst, N.J.
RICHARD BUTLER, Camp Pendleton, Calif.
MELESHIA CALAHAN, Fort Stewart, Ga.
MEDINA CALANTOC, NB San Diego
DANIEL CANHAM, HQ DeCA, Va.
TERESITA CHAPPLE, NB San Diego
TINA CHAVARRIA, NS Newport, R.I.
LARRY CHEEK, Fort Carson, Colo.
JIA CLINE, JB Myer-Henderson Hall, Va.
TROY COLLINS, Fort Belvoir, Va.
DAN COREY, Holloman AFB, N.M.
LINDA DUCKWORTH, Robins AFB, Ga.
EDWIN EALA, JB Pearl Harbor-Hickam, Hawaii
JAMAR EUBANKS, MacDill AFB, Fla.
LAJUANA EVANS, JB Andrews, Md.
DEBRA FISCHER, Patrick AFB, Fla.
JENNIFER FRANCIS, Cannon AFB, N.M.
MARIA GALARZA, Lackland AFB (JB San Antonio)
JAN GILBERT, Patrick AFB, Fla.
YOLANDA GRADY, Tinker AFB, Okla.
KENNETH HATFIELD, USCG ISC Kodiak, Alaska
BEATRIZ HO, McClellan, Calif.
CHRISTINA HOGAN, Fort Polk, La.
GLORIA HUDSON, NAS JRB Fort Worth, Texas
PANSY IBANEZ, Walter Reed AMC, Md.
BRENDA INDOVINO, Moody AFB, Ga.
TWILA IRVINE, Maxwell AFB, Ala.
RICKY JACK, JB Elmendorf-Richardson, Alaska
JUDY JACKSON, Fort Leonard Wood, Mo.
DEBORAH JARAMILLO, Hill AFB, Utah
DEBRA JASPER, Fort Meade, Md.
BEATRICE JEFFREYS, White Sands MR, N.M.
OLGA KEEHU, Fort Bliss, Texas
ROSARY LEAMING, JB Pearl Harbor-Hickam, Hawaii

CYNTHIA LIEPOLD, White Sands MR, N.M.
LETECIA LLANOS, Camp Pendleton, Calif.
CRESTITA LOPEZ, NS Orote Point, Guam
CARMEN MANIULIT, JB Pearl Harbor-Hickam, Hawaii
ROBERT McKEE, Kirtland AFB, N.M.

IONA MELEISEA, JB Pearl Harbor-Hickam, Hawaii
DIANE MENO, Wright-Patterson AFB, Ohio
DEBBIE MILLER, NS Mayport, Fla.
EUSTIS MITCHELL, HQ DeCA, Va.
ALLEN MOATS, NIOC Sugar Grove, W.Va.
DELILAH MOSIER, JB Charleston (Navy), S.C.
PHILIP MULLIGAN, Patrick AFB, Fla.
MARIA NUNEZ, Fort Campbell, Ky.
AMY PERKINSON, HQ DeCA, Va.
CECILIA PETERSON, NAS Whidbey Island, Wash.
MICHAEL PFISTER, HQ DeCA, Va.
ANTOINETTE PROWLS, NAS Jacksonville, Fla.
KILISHA REED, NS Newport, R.I.
CATHY RENSHAW, JB Lewis-McChord, Wash.
FILIMON REYES, Fort Sam Houston (JB San Antonio)
MELINDA SANCHEZ, Fort Campbell, Ky.
IDA SAPIA, JB Langley-Eustis, Va.
JAMES SLOAN, NS Great Lakes, Ill.
SATURNINA SMITH, Travis AFB, Calif.
SOHU STARKEY, Travis AFB, Calif.
KAMEIKA STORY, March ARB, Calif.
CLEOLA TARDIF, Scott AFB, Ill.
SIAMALU TAUTOFI, JB Pearl Harbor-Hickam, Hawaii
KATHRYN TOLLIVER, HQ DeCA, Va.
MARILYN TRUESDALE, Redstone Arsenal, Ala.
NILDA VALENTINE, Redstone Arsenal, Ala.
JON WAHLBERG, HQ DeCA, Va.
APRIL WARREN, JB Langley-Eustis, Va.
CRYSTAL WILSON, NSA Annapolis, Md.
JENESE WASHINGTON, Fort Huachuca, Ariz.
CAROLINE "CARRIE" WILLIAMS, HQ DeCA, Va.
ORLANDO WILLIAMS, USAF Academy, Colo.
EDWIN YE, Fort Hamilton, N.Y.
YU YONG-KUN, Camp Stanley, South Korea

5 years

BRITTNE' GREENWOOD, Kirtland AFB, N.M.

top employees

Employee of the Year 2010

* **RICHARD DUNCANSON**, FA Sasebo, Japan
GISELE ELISARA, NAS Whidbey Island, Wash.
* **RISA HIGA**, Sagami-hara, Japan
* **BRIAN MORIMIYA**, Osan CDC, South Korea
MELISSA SKINNER, Vandenberg AFB, Calif.



Duncanson



Higa



Morimiya



Stovall



Toguchi

* **QUINTON STOVALL**, Hario Village, Japan
* **HITOSHI TOGUCHI**, Camp Foster, Okinawa

Safety Award 2011

CHRISTIE MARTINSEN, Beale AFB, Calif.
MARY MCCONNELL, Beale AFB, Calif.
VICTOR SAUCEDO, Vance AFB, Okla.

Safety Award 2010

BRIAN MORIMIYA, Osan CDC, South Korea

*Employees of the Quarter
2nd Quarter 2011*

HEIDI ANTWORTH, Bangor ANGB, Maine
CHONG SON-KON, Osan AB, South Korea
JOSE GALVAN, San Onofre, Calif.
KAREN VALENZO, NB San Diego

1st Quarter 2011

AN IN-SU, Yongsan CDC, South Korea
HEATHER CORBIN, Fort Huachuca, Ariz.
JAMES GARVIN, JB Charleston (Air Force), S.C.
LATOYA GAUT, McConnell AFB, Kan.
RICH HADDEN, Malmstrom AFB, Mont.
RANDALL HAMM, Fairchild AFB, Wash.
ORLANDO IBARRA, San Onofre, Calif.
IVY JEMISON, JB Charleston (Air Force), S.C.
SANDER JONES, Yongsan CDC, South Korea
SHIGEKO KAMATANI, NFA Yokosuka, Japan
NOZOMU KAZAMA, Sagami-hara, Japan
KIM CHONG-IL, USAG Yongsan, South Korea
VERONICA LUKE, McConnell AFB, Kan.
MARIA MANINGAS, NAWA China Lake, Calif.
LAVARIUS MOORE, JB Charleston (Air Force), S.C.

CARMEN NAUTA, Los Angeles AFB
AMBER OLAND, Beale AFB, Calif.
JOSE ORNELAS, NB San Diego
CHARLES PACE JR., MCLB Barstow, Calif.
PAULO ALEXANDER PICANCO, Lajes Field, Portugal

AMY JO RAMSEY, Davis-Monthan AFB, Ariz.
VICTOR SAUCEDO, Vance AFB, Okla.
JOHN SLAYMAKER, Anchorage Area, Alaska
SONG HAE-CHUN, Camp Casey, South Korea
TAKAHIRO SUZUKI, Misawa AB, Japan
SUE THOMPSON, Camp Stanley, South Korea
A.J. VILAR, JB Charleston (Air Force), S.C.
SHERRI WALDEN, JB Charleston (Air Force), S.C.
MADALYN WHITE, Camp Red Cloud, South Korea
WOO JUNG-MIN, Hannam Village, South Korea
YIM NAM-CHAE, Osan CDC, South Korea
YUN HWA-SIK, Osan CDC, South Korea

Cashier of the Quarter

YU NAKASONE, Camp Foster, Okinawa

1st Quarter Safety Award

CAMI-MICHELLE SPICER, Malmstrom AFB, Mont.



▲ **FINAL FOUR FEVER:** Eglin Commissary, Fla., plays to their customers' excitement for the "Final Four" NCAA men's basketball championship with this mass display featuring players made of cases of soda. *DeCA photo: Maggie Hayden*

4th Quarter 2010

TERESA COOPER, Mountain Home AFB, Idaho
RICHARD DUNCANSON, FA Sasebo, Japan
AMIE MORGAN, Vandenberg AFB, Calif.
NOREEN OLDREAD, JB Charleston (Air Force), S.C.
QUINTON STOVALL, Hario Village, Japan

Employees of the Month

April 2011

TYLOR SMITH, Kadena AB, Okinawa

April Cashier of the Month

MIYUKI KISHIMOTO, Camp Foster, Okinawa

March 2011

PATRICK TRUMPETT, MCB Quantico, Va.

February 2011

SARAH JANE AGANON, FA Sasebo, Japan
MUNEKAZU ARATA, Camp Foster, Okinawa
VINCENT BAZA, Guam CDC
ALEJANDRA BOWERS, MCAS Iwakuni, Japan
CHARLES BRESSIE, Guam CDC
THOMAS CHAMBERLAIN, Guam CDC
CHOE SA-KUK, Hannam Village, South Korea
CHONG MYONG-CHOL, Yongsan CDC, South Korea
CHONG PYONG-HWA, USAG Yongsan, South Korea
JENNA CLEVINGER, Camp Red Cloud, South Korea
HENRY FLORES, Guam CDC
CHRISTENE GARTIN, Osan AB, South Korea
KATSUMI GIMA, Okinawa CDC
MARY HAGGLUND, Edwards AFB, Calif.
ANNE HALFORD, Guam CDC
ED HAWKINS, Holloman AFB, N.M.
JAMES HAYES, JB Pearl Harbor-Hickam, Hawaii

TOMOKATSU ICHIDA, Iwakuni CDC, Japan
SHINTETSU ISA, Camp Foster, Okinawa
KUNIHARU ISHIHARA, Camp Foster, Okinawa
MASATO KATSUKI, Sagami-hara, Japan
KIM MI-CHIN, Osan AB, South Korea
NAOKI KINJO, Okinawa CDC
HIROYUKI KIYUNA, Kadena AB, Okinawa
CARMELA KOR, NAF Yokosuka, Japan
KUM HONG-SOP, Osan CDC, South Korea
SUEKO MATAYOSHI, Okinawa CDC
NICOLE MATTIS, Camp Foster, Okinawa
MICHAEL MAXWELL, Kanto Plain CDC, Japan
MICHIYO McCLELLAN, NAF Atsugi, Japan
HEIDLYN MONSALUD, Hario Village, Japan
NA KYONG-WON, Camp Stanley, South Korea
MASANA O NAKADA, Camp Foster, Okinawa
IRMA PEREZ, Yokota AB, Japan
DREW PERSON, Kanto Plain CDC, Japan
SHARON RAYMOND, Camp Humphreys, South Korea
JOHNATHAN ROWLING, NBK Bremerton, Wash.
JULIE RUSCH, Yongsan CDC, South Korea
ISAMU SAKUMOTO, Okinawa CDC
DAVID SEELEY, Camp Zama, Japan
FRANKLIN SILVA, Guam CDC
ANNETTE SLONAKER, Vandenberg AFB, Calif.
ELSIE TAMAYO-GARCIA, Guam CDC
VERONICA TOLBERT, Camp Casey, South Korea
HIDEMITSU UEZU, Camp Foster, Okinawa
KUNIHICO URA, Camp Courtney, Okinawa
HITOSHI YAMAGUCHI, Misawa AB, Japan
YI UI-YONG, Osan CDC, South Korea
YI YUN-MI, Osan AB, South Korea

February Cashier of the Month

CLARA BOWMAN, NAF Atsugi, Japan
KEIKO MIZUKAMI, NAF Atsugi, Japan

January 2011

MASAMITSU ARAKAKI, Camp Foster, Okinawa
MICHAEL ARANA, Holloman AFB, N.M.

GLENN BRANDON, Osan CDC, South Korea
TAKASHI CHINEN, Okinawa CDC
CHOE PYONG-KANG, Osan AB, South Korea
CHONG SON-KON, Osan AB, South Korea
KENTON CONNER, Iwakuni CDC, Japan
RION COY, NFA Yokosuka, Japan
KWANKAEW DANIELS, MCAS Iwakuni, Japan
RICHARD DUNCANSON, FA Sasebo, Japan
IN O FILIPOWSKI, Yongsan CDC, South Korea
CHELSEA GOMEZ, Vandenberg AFB, Calif.
SHANE GUERRERO, NAF Atsugi, Japan
SATOE HIRATA, Camp Courtney, Okinawa
EIZO IKEHARA, Okinawa CDC
KUNIHARU ISHIHARA, Camp Foster, Okinawa
DAMIEN JOSEPH, Kanto Plain CDC, Japan
KIM AE-SOP, Kunsan AB, South Korea
KIM CHIN-KUK, USAG Yongsan, South Korea
KIM HYE-RI, Osan CDC, South Korea
KIM SOUL-HUI, Yongsan CDC, South Korea
JURI KOUDA, Camp Zama, Japan
DAMON MADDOX, Kanto Plain CDC, Japan
SHAINA MATEO, NBK Bremerton, Wash.
MASAKATSU MIYAGI, Okinawa CDC
KANAKO NAGADO, Camp Foster, Okinawa
SHINJI NAGATA, Hario Village, Japan
TOSHIKO NORO, Misawa AB, Japan
SUSAN RICKER, Hannam Village, South Korea
TAKASHI SADOYAMA, Kadena AB, Okinawa
YUTO SHINJO, Camp Kinser, Okinawa
SONG HAE-CHUN, Camp Casey, South Korea
IZUMI TAKAHASHI, Sagami-hara, Japan
YOSHIKO TERUYA, Yokota AB, Japan
SUE THOMPSON, Camp Stanley, South Korea
YOLANDA TUIDOR, Camp Foster, Okinawa
MADALYN WHITE, Camp Red Cloud, South Korea
NORIAKI YAMAMOTO, Camp Kure, Japan
HIROTOSHI YASUI, Okinawa CDC





▲ ICING ARTISTRY: Deli-Bakery Manager Arland Torres from Hohenfels Commissary, Germany, practices making icing borders during a cake-decorating class held April 26-29 at Vogelweh Commissary, Germany. DeCA photo: Leslie Brown

January Cashier of the Month
RION COY, NFA Yokosuka, Japan

- December 2010*
AN CHONG-HWAN, USAG Yongsan, South Korea
AN IN-SU, Yongsan CDC, South Korea
JAY-ELVIN CALBES, NBK Bremerton, Wash.
CHONG SON-KON, Osan AB, South Korea
JUDY FORD, Holloman AFB, N.M.
NELSON JOHNSON, Camp Humphreys, South Korea
SANDERS JONES, Yongsan CDC, South Korea
KIL NAM-SU, Osan AB, South Korea
KIM CHUNG-HWAN, Hannam Village, South Korea
KIM HON-CHU, Kunsan AB, South Korea
KIM MI-CHIN, Osan AB, South Korea
CATHERINE MORGAN, Vandenberg AFB, Calif.
PAE YONG-CHOL, Osan CDC, South Korea
PAK SANG-GU, Osan CDC, South Korea
SUE THOMPSON, Camp Stanley, South Korea
VERONICA TOLBERT, Camp Casey, South Korea
MADALYN WHITE, Camp Red Cloud, South Korea
YIM CHONG-NAK, Osan AB, South Korea

December Cashier of the Month
RION COY, NFA Yokosuka, Japan
HITOMI SAKIHARA, Camp Foster, Okinawa

pro honors

Alberto-Culver World's Largest Display
DeCA West: JB LEWIS-McChord, Wash.; NB SAN DIEGO

Coca-Cola Christmas Display
DeCA East: NAS PENSACOLA, Fla.
DeCA West: NBK BREMERTON, JB Lewis-McCHORD, Wash.

Coleson's Catch Display
DeCA East: ZONE 23
DeCA West: ZONE 33; ANDERSEN AFB, Guam; CAMP KINSER, Okinawa; CAMP PENDLETON, JB PEARL HARBOR-Hickam, Calif.; DAVIS-MONTHAN AFB, Ariz.; MISAWA AB, Japan; USAG YONGSAN, South Korea

Colgate-Palmolive Starlight Display
DeCA Europe: RAF MILDENHALL, England
DeCA West: FORT HOOD I, FORT HOOD II, Texas; MARCH ARB, Calif.

ConAgra Big Game Display
DeCA East: EGLIN AFB, Fla.; JEB LITTLE CREEK-Fort Story, NS NORFOLK, Va.; NAS PATUXENT RIVER, Md.
DeCA Europe: SPANGDAHLEM AB, Germany
DeCA West: BEALE AFB, McCLELLAN, ORD COMMUNITY, TRAVIS AFB, Calif.; NAS CORPUS CHRISTI, FORT HOOD II, FORT SAM HOUSTON, RANDOLPH AFB (JB San Antonio); MCB KANEOHE BAY, JB PEARL HARBOR-Hickam, Hawaii; McCONNELL AFB, Kan.; OSAN AB, TAEGU CAMP WALKER, USAG YONGSAN, South Korea; NFA YOKOSUKA, Japan

ConAgra Truckload Display
DeCA East: FORT BELVOIR, NS NORFOLK, Va.; FORT GORDON, Ga.; NAS PATUXENT RIVER, Md.



▲ **ZOOM ZOOM:** Barksdale Commissary, La., displays tires from Army and Air Force Exchange Service in its Gatorade display.
DeCA photo: Patricia Wilde

DeCA Europe: GRAFENWOEHR, Germany
DeCA West: CAMP PENDLETON, NAS LEMOORE, Calif.; JB LEWIS-McChord, Wash.; KADENA AB, Okinawa; MCB KANEOHE BAY, Hawaii; MOUNTAIN HOME AFB, Idaho; USAG YONGSAN, South Korea

Eastern Apple Display
DeCA East: FORT BELVOIR, Va.; NSU SARATOGA SPRINGS, N.Y.; SCOTT AFB, Ill.

Frito-Lay Super Bowl Display
DeCA East: ZONE 1
DeCA West: USAG YONGSAN, South Korea

Gatorade Growth Incentive Award
DeCA West: FORT SAM HOUSTON (JB San Antonio)

General Mills Cinco de Mayo Display
DeCA East: BANGOR ANGB, Maine

General Mills 3rd Annual Golden G
DeCA West: OSAN AB, South Korea

General Mills Just Add Milk
DeCA West: NB SAN DIEGO, honorable mention

General Mills Sandsational Display
DeCA East: MacDILL AFB, Fla.; JB McGUIRE-Lakehurst-Dix, N.J.; ROCK ISLAND ARSENAL, Ill.
DeCA West: CAMP PENDLETON, NB SAN DIEGO; FAIRCHILD AFB, JB LEWIS-McChord, Wash.

General Mills Top Event Performer
DeCA West: NB SAN DIEGO

Heinz Super Bowl Snacks Display
DeCA East: NAS JACKSONVILLE, Fla.

Ito En Tea's Tea Display
DeCA West: YOKOTA AB, Japan

Keekler NASCAR Display
DeCA West: FORT BLISS, Texas; OSAN AB, South Korea

Kellogg's Fit For Life Display
DeCA West: FORT SAM HOUSTON (JB San Antonio)
DeCA East: NAS JACKSONVILLE, NAS WHITING FIELD, Fla.; NSB KINGS BAY, Ga.; WRIGHT-PATTERSON AFB, Ohio

Kellogg's NASCAR Display
DeCA East: FORT CAMPBELL, Ky.
DeCA West: CAMP COURTNEY, CAMP KINSER, Okinawa; EDWARDS AFB, NAF EL CENTRO, NB SAN DIEGO; MCB KANEOHE BAY, Hawaii

Kraft Excellence in Execution
DeCA East: ZONE 1; FORT KNOX, Ky.; FORT POLK, La.; HURLBURT FIELD, Fla.; KEESLER AFB, Miss.

DeCA West: ZONE 12; ZONE 13; PETERSON AFB, Colo.; SCHOFIELD BARRACKS, Hawaii

La Choy Chinese New Year Display
DeCA West: ORD COMMUNITY, Calif.

Marzetti-New York National Apple Display
DeCA East: NAS JACKSONVILLE, Fla.; WRIGHT-PATTERSON AFB, Ohio
DeCA West: OFFUTT AFB, Neb.; DYESS AFB, Texas; HOLLOMAN AFB, N.M.; PETERSON AFB, Colo.

MDBS Deli-Bakery Champion Cut
DeCA West: VANDENBERG AFB, Calif.

Monster Energy Drink 'Monster Mash' Display
DeCA Europe: BITBURG, Germany

Nestlé-Purina Kid Car Contest
DeCA West: OSAN AB, South Korea

Oberto World's Largest Display
DeCA West: JB LEWIS-McChord, Wash.

P&G Special Olympics Display
DeCA East: BANGOR ANGB, Maine; JB Anacostia-BOLLING, D.C.; COLUMBUS AFB, Miss.; NAS JACKSONVILLE, Fla.; JB McGUIRE-LAKEHURST-Fort Dix, N.J.; NS NEWPORT, R.I.; NSU SARATOGA SPRINGS, N.Y.





DeCA West: ANDERSEN AFB, OROTE POINT, Guam; NBK BANGOR, Wash.; NAS CORPUS CHRISTI, DYESS AFB, GOODFELLOW AFB, LACKLAND AFB (JB San Antonio), LAUGHLIN AFB, Texas; F.E. WARREN AFB, Wyo.

Wonderful Pistachio Display

DeCA East: JB MYER-Henderson Hall, MCB QUANTICO, Va.; NS NEWPORT, R.I.
DeCA West: NBK BREMERTON, NSE SMOKEY POINT, Wash.; DYESS AFB, GOODFELLOW AFB, Texas; NAS NORTH ISLAND, SAN ONOFRE, TRAVIS AFB, Calif.

Progresso Warming Up America

DeCA East: COLUMBUS AFB, Miss.; FORT HAMILTON (photo, Page 45), NSU SARATOGA SPRINGS, N.Y.; HANSCOM AFB, Mass.; MacDILL AFB, Fla.; JB McGUIRE-Lakehurst-Dix, N.J.

Purina Dog Food Display-Sales

DeCA Europe: KELLEY BARRACKS, Germany

Quaker/Tropicana "Fuel It Forward" Display

DeCA East: FORT BELVOIR, MCB QUANTICO, Va.; FORT BENNING, Ga.; FORT DETRICK, Md.
DeCA Europe: RAF LAKENHEATH, England
DeCA West: CAMP PENDLETON, Calif.

Reckitt Benckiser Club Pack Sales

DeCA East: FORT CAMPBELL, Ky.; SCOTT AFB, Ill.

Shinka Poinsettia Contest

DeCA West: CAMP COURTNEY, Okinawa; MISAWA AB, YOKOTA AB, Japan

Smucker's Mission Breakfast Display

DeCA East: FORT BELVOIR, Va.; HANSCOM AFB, Mass.; JB McGUIRE-LAKEHURST-Fort Dix, N.J.; LITTLE ROCK AFB, Ark.; SCOTT AFB, Ill.
DeCA West: CAMP CASEY, South Korea; JB PEARL HARBOR-Hickam, Hawaii

Sonya Apple Display

DeCA West: MCB CAMP PENDLETON, MCAS MIRAMAR (photo, below), NAS NORTH ISLAND, NB SAN DIEGO

StarKist Charlie Display

DeCA West: TAEGU CAMP WALKER, South Korea

Star Ranch Angus Award

DeCA East: KEESLER AFB, Miss.
DeCA West: FORT RILEY, Kan.; NS GREAT LAKES, Ill.

Tombstone Super Bowl Pizza Contest

DeCA West: FORT RILEY, Kan.

Unilever Focus on Fitness Display

DeCA East: DOVER AFB, Del.; NAS JACKSONVILLE, Fla.; JB McGUIRE-Lakehurst-Dix, N.J.
DeCA West: FORT CARSON, Colo.; FORT SAM HOUSTON (JB San Antonio), LAUGHLIN AFB, Texas; TWENTYNINE PALMS, Calif.

Unilever Italian-American Display

DeCA East: LITTLE ROCK AFB, Ark.
DeCA West: MCB CAMP PENDLETON, NB SAN DIEGO; McCONNELL AFB, Kan.; OSAN AB, South Korea

Unilever Mom's Taste of Home

DeCA West: OSAN AB, South Korea

Organizational honors

JB ANDREWS, Md., "Foundation of Excellence" award from Overseas Services Corporation for excellence in delivering the benefit.
ANSBACH, Germany, certificate of appreciation from 5th Battalion, 158th Aviation Regiment for dedication and support to deployed soldiers and their families.
NBK BANGOR, Wash., letter of appreciation and commander's coin from installation commander for outstanding support.
BAUMHOLDER, Germany, certificate of appreciation from 170th Infantry Brigade Combat Team commander for support to soldiers and their family members during Afghanistan deployment.
BITBURG AB, Germany, DeCA Europe Energy Efficiency Award for significant savings from consolidating storage areas and turning off unused parts of refrigeration walk-in units.
CAMP HUMPHREYS, South Korea, Commander's Safety Award.
CAIRO, certificate and letter of appreciation from senior military leadership as thanks for extraordinary crisis support, Jan. 25-Feb. 18.

DeCA EUROPE, Germany, presented plaque as best DeCA region, fiscal 2010, by National Industries of the Blind.

NBK BREMERTON, Wash., letter of appreciation and commander's coin from installation commander for exceptional support and leadership.

DECA HQ, Va., Lean Six Sigma program green belt certificates to **Jason Haase, Rebecca Haase, Ideth Latimer, Larry Peck, Arlene Ripp** and **Peggy Young;** Command Cyber Readiness Inspection earned "excellent" rating.

DeCA WEST, Calif., overseas product support won Surface Deployment and Distribution Command Shipper Award, super large shipper category.

DUGWAY PG, Utah, recognized by National Industries of the Blind for increased sales in fiscal 2010.

HARRISON VILLAGE, Ind., employees for Goodwill Industries of Central Indiana recognized for 25 years with self-stocking contract, the organization's longest working relationship with a commissary.

INCIRLIK, Turkey, honorable mention for best large store from National Industries of the Blind for outstanding program support.

KELLEY BARRACKS, Germany, certificate of appreciation on behalf of outgoing commander of U.S. Africa Command for outstanding customer service.

LAJES FIELD, Portugal, commissary's "Cannon Ball Bowling Team" moved into top 25 in base Commander's Cup; **Kerry Mason** and **Paulo Picanco** selected as "Warriors of the Week" by wing commander for outstanding mission support.



Mason

Picanco

RAF LAKENHEATH, England, certificates of appreciation to Store Director **Karen Chaney** and Assistant Store Administrator **Vicki Walker,** on behalf of mission support group commander for continued participation in Operational Readiness Inspection and NATO evaluation for which the wing received an outstanding rating, first in 20 years.

LIVORNO, Camp Darby, Italy, **Paolo Lemmi** and **Michael Anicete Ryan DeJesus** played for base team in basketball tournament play, "Second2None," winning gold medal.

LOS ANGELES, letter of appreciation from director, 61st Space and Missile Systems Center Launch and Range Systems Directorate, for outstanding support of welcome home event.
LUKE AFB, Ariz., commander's coin from 56th Force Support Squadron for excellence in service to community and cooperative effort with base services during "CrossFit" workout program.



► **SWEET WIN:** This prize-winning display helps Miramar Commissary introduce its customers to a sweet new apple, Sonya, derived from the Red Delicious and Gala varieties. *DeCA photo*



McCHORD AFB, Wash., plaque from First Sergeants Council for support of Operation Turkey Drop and Operation Ham.

NS NEWPORT, R.I., award from National Industries for the Blind for sales increase.

ORD COMMUNITY, Calif., "Partner in Excellence Award" from National Industries for the Blind.

RICHARDS-GEBAUR, Mo., honored by National Industries for the Blind for support of "AbilityOne" program.

NNSY PORTSMOUTH, Va., honored as "Best of the Best" by Hampton Roads American Logistics Association for outstanding support.

SCOTT AFB, Ill., "Partner in Excellence Award" from National Industries; commissary received overall score of 100 percent from Food Facility Evaluation for being one of the installation's cleanest food facilities.

VICENZA, Italy, commander's coins from U.S. Army Africa commander to Store Director **Laurence Mitchell**, Store Manager **Al Brooks**, Store Administrator **Wayne Lintz** and bakery-deli work leader **Matteo Fraioli** for outstanding support.

USAG WIESBADEN, Germany, certificate of appreciation from commander and command sergeant major, 2nd Signal Brigade, for support to Family Readiness Group and for contributions to morale of soldiers, family members and civilians.

Individual honors

LYNDA BAKER, supply technician, JB Charleston (Air Force), S.C., helped raise several hundred dollars for Muscular Dystrophy Association in "prisoner for ransom" event

TYLER CANDEE, student hire, USAG Yongsan, South Korea, earned "gold star" for outstanding customer service.

TERESA DE JESUS, store director, Lajes Field, Portugal, DV coin from U.S. Consulate General to Portugal, for outstanding community support.

DANIELLE DISHON, store associate, McConnell AFB, Kan., nursing technician certificate, Wichita Technical Institute, Wichita, Kan., honor roll and perfect attendance.

BARBARA HENDERSON, customer service supervisor, Davis-Monthan AFB, Ariz., "Patriot Award" from Employer Support of the Guard and Reserve, nominated by **Jamin "JR" Ruff**, store associate for support of his National Guard service.

RON LEWIS, assistant grocery manager, JB Myer-Henderson Hall, Va., received "Foundation of Excellence Award" from Overseas Service Corporation for excellence in delivering the benefit.

ROCKY McCOLLUM, store associate, USAF Academy, Colo., received outstanding performer award from 10th Air Base Wing commander for quick action in antiterrorism exercise, "Security Now."

JAMES MARTIN, assistant grocery manager, Patch Barracks, Germany, award-winning suggestion submitted to IDEAS program, to add e-mail address line to DeCA customer suggestion form, "Your Action Line."

ANNA RIMPSEY, supply technician, Fort Hood II, Texas, letter of recognition from III Corps for dedication and support to military community during "Hood Howdy" for newcomers.

KYLE ROLAND, storeworker, Lajes Field, Portugal, awarded plaque for winning base-wide "Mustache Madness Contest."

VELMA SILER, store director, NAS Corpus Christi, recognized as one of five NAS



▲ **'SOUPER' SCENE: Fort Hamilton Commissary, N.Y., celebrates display honors for this Brooklyn Bridge created with Progresso Soup. DeCA photo: Joy Gonzalez**

Civilian Women of the Year by base senior leadership, in honor of Women's History Month.

JOHN WILLIAMS, acting director, HQ DeCA Workforce Development, spring semester master's program dean's list, Ashford University Center for External Studies, Clinton, Iowa.

YI CHI-YON, storeworker, Camp Humphreys Commissary, South Korea, degree in tourism-leisure management, Kyong Hee Cyber University, Seoul, South Korea.

DELORIS HILL, store administrator, Fort Hamilton, N.Y., to store director, Ankara, Turkey
LEONORA MARTINEZ, produce manager, NS Orote Point, Guam, to store manager, FA Sasebo, Japan

LAVIDA NETHERCUTT, store administrator to store director, Columbus AFB, Miss.

MANUEL OTHON, store administrator, Sheppard AFB, Texas, to store director, Little Rock AFB, Ark.

SAMUEL SOMERVILLE, store administrator, Fort Polk, La., to store director, NAS Meridian, Miss.

ARTHUR TELLERS, store director, Ankara, Turkey, to store director, Incirlik AB, Turkey

CYNTHIA WEBER, store manager, Fort Lee, Va., to store director, RAF Alconbury, England

WILLARD WHITWORTH, store administrator to store director, Seymour Johnson AFB, N.C. ■

on the move

RAUL ABREGO, deputy store director to store director, Moffett FAF, Calif.

PAULA BENNETT, store director, RAF Alconbury, England, to store director, Spangdahlem AB, Germany



DeCA's new senior enlisted leader

Cherie Huntington
Vision editor

Though Army Private 1st Class **John M. Gaines Jr.** worked at the Fort Campbell Commissary, Ky., on his first enlistment nearly 30 years ago, he preferred fast food to the wholesome “groceries” he stocked.

He had no inkling of how important his unused commissary benefit would become. And, he never dreamed that someday he would serve as DeCA's senior enlisted advisor.



Gaines

Now a command sergeant major in this worldwide agency with nearly 250 stores, Gaines tells about a recent conversation he had with a Fort Campbell soldier.

Boost to family budget

“A young staff sergeant with a new baby on the way and two other children told me his family really depends on the commissary to help meet their budget,” Gaines said. “He told me he took his shopping list and compared commissary prices to grocery stores off base, and the commissary won every time – even with the surcharge.”

As for Gaines, he said once he married and started a family, he left his fast food days behind as money got tighter.

“I found incredible savings at the commissary,” he said. “Before, I hadn't understood what the commissary benefit offered. Now I see that it's our job as leaders to educate our junior people so they use their benefit.

“And once they use the commissary, the benefit becomes one of the reasons why our young service members decide to remain in uniform – I know it was for me when I reenlisted.”

More 'discretionary income'

New service members may be away from home for the first time, he said, and they might not realize the important role the commissary plays in morale and managing personal finances. “Money saved from commissary shopping delivers more discretionary income. That's money you get to keep to spend or to save as you please. It's more than \$1,500 a year for a single member, nearly \$3,000 for a couple. For a couple with a child, the savings approach \$3,500 annually, and more than \$4,400 for a family of four,” Gaines said.

Gaines impressed by commissaries' workforce

Nowadays, commissary shopping figures into financial management guidance provided by military services, as well as in benefit information provided in basic military training and technical schools. For Gaines, it's an easy sell.

“Commissaries today are so much more than just grocery stores,” he said. “There's more personal service. You go shopping for a barbecue and you can find out what cut of meat works best for your plans – maybe get something cut especially for you and learn how to prepare it or what you might serve with it. There are classes on healthy cooking for dorm dwellers, nutritional tours and even healthy eating activities for children.”

Speak up

Gaines said he's proud and humbled to serve in his new position, which entails advising the DeCA director on enlisted service members' needs related to the commissary benefit and serving as agency liaison with the senior enlisted leadership of the armed services.

He encourages customers to share their compliments and suggestions via the agency's “Your Action Line” program. Each store keeps action line cards available for shoppers, or they can submit them online at <http://www.commissaries.com>.

“People generally tend to believe their input gets lost and there's no action taken, but that's not the case here,” he said. “It's important to push your comments forward, because someone else might have the same thoughts and questions. DeCA strives for excellence to deliver the best service possible, around the world, and to do that requires listening to our customers.”

'We're a team'

Gaines' travels already have shown him that the drive for excellence extends to “where the rubber meets the road” at store level.

“The dedicated folks in DeCA want to do great things for service members, providing outstanding customer service at all echelons,” he said. “I see employees culling produce, stocking shelves and cleaning; and I realize that's their way of contributing to the military services of our nation. We're a team, and we want to know what we can do to make your commissary worth the trip.” ■

Career brief:

Command Sgt. Maj. John M. Gaines Jr.

Army Command Sgt. Maj. **John M. Gaines Jr.** came to DeCA after serving in the Pentagon as command sergeant major for the Installation Management Command. He also concurrently served as the senior enlisted advisor to the Assistant Chief of Staff for Installation Management.

- **Joined U.S. Army in 1981**

- **Career assignments include:**

Fort Dix, N.J.;

Fort Campbell, Ky., three tours;

El Gorah, Egypt;

Aschaffenberg, Germany;

Fort Polk, La.;

Schofield Barracks, Hawaii;

Fort Drum, N.Y.;

Haiti;

Dexheim, Germany;

Bosnia;

Fort Bliss, Texas;

Schinnen, the Netherlands;

U.S. Army Garrison Benelux, Belgium; and

Heidelberg, Germany.

- **Major deployments:**

Haiti for Operation Uphold Democracy in 1994,

Bosnia for Operation Joint Endeavor as member of implementation force in 1996, and

Kuwait as task force sergeant major supporting operations Iraqi Freedom and Enduring Freedom in 2010. ■



From far left, Command Sgt. Maj. John M. Gaines Jr., center, meets an Army family at the New Orleans Commissary grand opening in February; and cashier Kim Mi chin, Osan Commissary, and Julie Rusch, materiel handler, Yongsan Central Distribution Center, South Korea, during the director's visit to DeCA's Pacific Theater in May.

DeCA photos

NEW ORLEANS: Wanda Jackson, cashier at New Orleans Commissary, checks out the steady flow of customers shopping on grand opening day at the new store. See story, Pages 22-23. DeCA photo: Rick Brink

