

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

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deca**vision**

Vol. 19, No. 3 2010

Special grand opening:

Keesler's miracle

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13 CUSTOMER SERVICE: Marie Bryant, store associate at Norfolk Commissary, Va., keeps the produce department looking sharp for her customers. Read what store directors from around the world think about achieving world-class customer service, Pages 13-19. DeCA photo: Rick Brink

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COVER STORY: Rhonda McCants, store associate at Keesler Commissary, Miss., posts signage in the produce department shortly before the grand opening of the new store. For more on this long-awaited event, see Pages 4-5. DeCA photo: Rick Brink

deca^{vision}

Vol. 19, No. 3 2010

deca^{vision} is an authorized publication for members of the Defense Commissary Agency. It is published by the Office of Communication, DeCA Headquarters, Fort Lee, Va. Contents are not necessarily the official views of, or endorsed by, the U.S. government, the Department of Defense or DeCA. Printing is by offset method; printed circulation: 10,000. Readers may submit articles and photos. Suggestions and criticisms are welcomed. All pictures are DeCA photos unless otherwise identified.

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fromthetop

‘Thanks for the memories’

Looking back with pride at career, special DeCA years

Philip E. Sakowitz Jr.

Retired DeCA director and CEO

We all see those flyers posted in the elevators or shared via e-mail, heralding someone’s retirement and inviting everyone to come to their luncheon and bid them farewell. We look at the person’s picture, and maybe we wonder, “What will she do with all that free time now?” or, “Wow, 40 years – what an achievement!” or even simply, “He sure is a lucky dog!”

Fact is, each of us will be the “lucky dog” someday. And, for me, that day will be June 30.

It will be wonderful to wake up on July 1 with an extra-special reason to celebrate. I’ll be excited to spend more time with family – my wife of 35 years, Marion; our two adult children and their wonderful spouses; our two granddaughters, who are simply the cutest toddlers you can imagine; and a precious grandson, due in August.

I anticipate retirement day with great joy, but I look back with a special joy as well. After these 35 years, 11 jobs and 14 different homes, I can honestly say I’ve never had a bad job. Each one had its own special attributes, and each one taught me something new. Each one brought people into my life I am proud to know. Being director and CEO of DeCA, however, and contributing to this noble profession of delivering the commissary benefit, has to be the high point of a fulfilling career in the service of this nation.

Leading this benchmark organization has been so educational, such fun, and absolutely rewarding. How could it not be, when we’re serving our nation’s heroes, our service members – active-duty, retired, Guard and



Rose Jones, customer service manager, McClellan Commissary, Calif., meets then DeCA Director and CEO Philip E. Sakowitz Jr. during a store tour in January. DeCA photo: Nancy O’Neill

Reserve – and their families? How could it not be, when I’ve had the privilege of traveling around the world to meet so many of you and see the selfless, dedicated work you do? How could it not be, when DeCA represents the gold standard of government agencies – and our people, the gold standard of proud professionals with such heart and such devotion to our customers.

Working with you all has been an honor and a pleasure, and I will never forget you. I have just been the leader who has accepted, on your behalf, the many accolades for your accomplishments. I have been blessed to be associated with all of you.

Thanks to you all for doing your part to make the commissary truly “worth the trip.” ■



The new Keesler Commissary, Miss., anchors a shopping mall that includes the base exchange and pharmacy.

Right, Young McKay, computer-assisted-ordering specialist, posts signs prior to the grand opening. DeCA photos: Rick Brink



Store Director Gordy Harris and Store Administrator Alan Brown discuss last-minute details an hour before the grand opening.



Chris Pittman, lead teller, loads a self-checkout register in preparation for the grand opening's first customers.



coverstory

New commissary replaces what Katrina destroyed

Keesler: 'relief' at last

Rick Brink

DeCA East public affairs officer

DeCA opened its newest commissary April 6 with a grand opening ceremony for a new shopping center with an exchange and pharmacy at Keesler Air Force Base, Miss.

A crowd of about 1,000 patrons welcomed the new store, built with Hurricane Katrina relief funds. The hurricane, which struck in August 2005, wiped out the commissary and Army and Air Force Exchange Service store. Both have since been operating out of temporary facilities.

Philip E. Sakowitz Jr., then DeCA director and CEO, joined AAFES Commander, Army Maj. Gen. Keith Thurgood; Rep. Gene Taylor, 4th Congressional District, Miss.; Air Force Lt. Gen. Richard Newton, deputy chief of staff for manpower and personnel, Headquarters, Air Force; and Air Force Brig. Gen. Ian Dickinson, commander, 81st Training Wing, to give remarks.

"Today is about thanks," Sakowitz told the crowd. "Thanks to everyone who worked to make this

wonderful facility possible. Wait till you get inside. It will warm your heart. Now you get to enjoy shopping in the DeCA's newest store with the convenience of having the exchange and pharmacy under the same roof."

The new store, with 24 checkouts, eight of which are self-checkouts, has more than 50,000 square feet of sales area – triple the sales area of the temporary commissary. It is also slightly larger than the one destroyed by the hurricane flood waters. The entire mall is sited well above the Katrina flood level.

Built with energy-saving and environmentally friendly features, the new store is an expansive, well-lit facility, which will add to shopping enjoyment. It features a deli; bakery; sushi to go and rotisserie chicken; and produce, fresh meat, chill, frozen and grocery sections that include an assortment of more than 24,000 items.

"This is a great day for all of us at Keesler," said Store Director **Gordy Harris**. "Our customers have been very appreciative of what we've been able to offer over the past years, and now they get to enjoy their shopping more because of what we can offer in this great facility." ■



With officials from Army and Air Force Exchange Service (on left) and Defense Commissary Agency (on right) looking on, Air Force Senior Airman Brandon Ailes cuts the ribbon for the shopping mall grand opening April 6 at Keesler Air Force Base, Miss. The mall features the commissary, exchange and base pharmacy conveniently located under one roof.

DeCA photo: Nancy O'Neil



hotsales

Your pet, your family

Commissaries salute military families' love for companion animals

Tammy Moody

Office of Communication

Whether you feel a distinct comfort when Fido greets you at the door with full-body wagging, or laugh hilariously when playing laser light chase with Socks, or marvel at Petey's ability to mimic sounds as he makes you answer a nonringing phone, you believe your furry and feathered friends are family.

DeCA agreed as it launched its "Your Pet, Your Family" campaign March 27, at Randolph Commissary in San Antonio. This campaign recognizes that in many military families, pets are thought of as family members and need as much care as the adults and children in the family.

"Our military community is made up of a variety of people, many of whom treasure the comfort of companion animals in their lives," said then DeCA Director and CEO **Philip E. Sakowitz Jr.** "We want our customers to know that not only do we support them and their family members, but also the pets in their family."

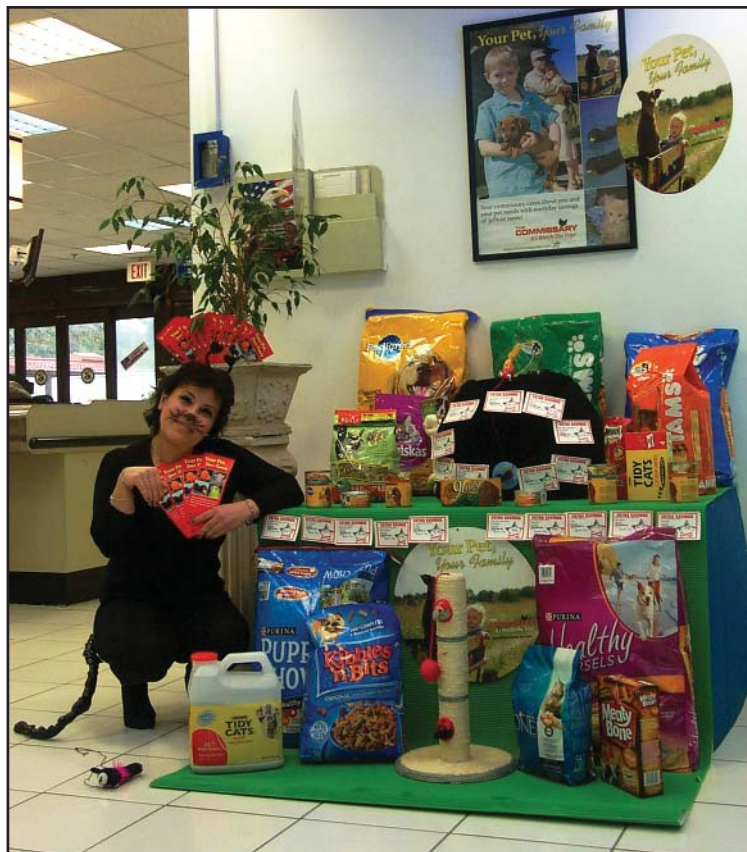


Store Director Ruby Ervin, Randolph Commissary, Texas, presents a ribbon during a pet fair for the kickoff of DeCA's "Your Pet, Your Family" marketing campaign, featuring a variety of contests. DeCA photo: Nancy O'Neil



The pet campaign emphasizes that the 30 percent or more customers save on grocery purchases at their commissary extends to all kinds of pet foods as well. These include the new "fresh refrigerated" items most commissaries carry to the more high-end name brands for pets.

"Pets are wonderful additions to households, as they bring a lot of joy to our lives," said **Linda Callery**, pet category buyer. "They're a great



Support clerk Nadide Yilmaz, Ankara Commissary, Turkey, helps bring the pet marketing campaign to life with her cat costume. DeCA photo: Esra Akin

pet Daze


Presented by Outdoor Recreation, Vet Clinic, Dog Park and DECA

April 24 9:30-11:30am


In front of the Commissary

9:30 Registration begins
10:00 Parade of Pets
10:30 Judging
11:00 Awards

Prizes for "Pet & Owner Look Alike" and "Craziest Pet & Owner Costume".



676-6044



Costume Contest, Pet & Owner Parade Contests! Prizes! Hot Dogs & Drinks! Dog Washing provided by Boy Scouts

Incirlik Commissary, Turkey, joined forces with base organizations to offer a community event with something for everyone, whether two-legged or four-legged, as listed on this poster. DeCA photo



Yolanda Larson, right, grocery manager at Hurlburt Field Commissary, Fla., congratulates a young dog owner on her win in the store's "National Pet Day" dog show. DeCA photo: Carla Balido



Linda Callery

form of companionship for many people, so selecting the right mix of pet products is an essential part of my responsibility for DeCA."

Callery also understands how pets deserve treats now and then, so customers can find a variety of those in commissary pet aisles, as well as pet toys — all at great commissary savings.

Shopping at the commissary can also help customers with their battle against fleas and ticks on pets, as DeCA stocks high-end pet health products specially developed to keep bugs away from furry family members. ■



HOT STORE-LEVEL RECORDS

JR Marianas (Andersen AFB), Guam	Feb	Record sales day	\$137,800
Aviano AB, Italy	Mar	Deli record sales	\$92,151
	Apr	Produce record sales day	\$9,604
Bangor ANGB, Maine	Dec	Record New Year's Eve day sales	\$57,901
NBK Bangor, Wash.	Dec	Record sales	\$2.8 million
Cairo, Egypt	Dec	Record sales	\$423,633
Camp Humphreys, South Korea	Dec	All-time record sales	\$774,737
	Jan	Record sales	\$744,516
DeCA Europe, Germany	Dec	All-time record sales	\$42.9 million
	Mar	Record sales	\$38 million
NAF El Centro, Calif.	Jan	Record sales day	\$8,108
	Feb	Record sales non-payday, produce non-payday	\$9,360; \$612
Fort Huachuca, Ariz.	Dec	Record sales	\$2.7 million
Fort McPherson, Ga.	May	Record sales day	\$82,546
Fort Rucker, Ala.	Dec	All-time record sales	\$2.9 million
Hanscom AFB, Mass.	Dec	All-time record sales, record sales day	\$2.2 million; \$177,293
Holloman AFB, N.M.	Dec	Record sales	\$1.3 million
MCB Kaneohe Bay, Hawaii	Dec	Record sales day	\$167,000
RAF Lakenheath, England	Dec	Three-day record sales	\$421,613
JB Langley-Eustis, Va.	Jan	Record sales day, grocery record sales day, produce record sales day	\$358,870; \$300,380; \$30,032
MacDill AFB, Fla.	Feb	Record sales day	\$255,185
Minot AFB, N.D.	Dec	Record sales	\$1.3 million
JB Myer-Henderson Hall, Md.	May	Case lot record sales	\$101,000
Naples, Italy	Dec	Record sales	\$2.1 million
NS Norfolk, Va.	Dec	Record sales, produce record sales day	\$4.5 million; \$17,984
	Jan	Record sales day, produce record sales day	\$263,472; \$21,577
NAS Pensacola, Fla.	Mar	Plant record sales week, plant record sales day	\$3,612; \$819
Ramstein AB, Germany	Dec	Record sales, produce record sales	\$5.4 million; \$397,000
	Jan	Record sales, produce record sales, produce/deli-bakery record sales day	\$4.1 million; \$416,634; \$22,518/\$6,021
	Feb	Record sales	\$4.2 million
	Mar	Record sales, produce/deli-bakery record sales	\$5 million; \$445,560/\$145,270
	Apr	7 th consecutive record sales, produce record sales day	\$5 million; \$25,415
Richards-Gebaur, Mo.	May	Case lot record sales	\$69,695
Robins AFB, Ga.	Dec	All-time record sales, record sales day	\$2.9 million; \$56,430
Rota, Spain	Dec	Record sales	\$1 million
Scott AFB, Ill.	May	Record sales day	\$306,000
Schweinfurt, Germany	Nov	Record sales	\$1 million
	Dec	Record sales	\$1 million
Sigonella, Italy	Dec	Produce record sales	\$4,000
Spangdahlem, Germany	Dec	All-time record sales, record sales day	\$948,000; \$54,000
	Mar	All-time record sales	\$965,628
Vilseck, Germany	Apr	Bakery record sales/record sales day	\$40,000/\$2,676
Vogelweh, Germany	Apr	Produce record sales day	\$13,608 ■



Fairchild Commissary, Wash., savored a banner May case lot sale. The three-day event was Fairchild's most successful case lot sale ever, with sales of \$180,823. DeCA photo: Kenneth Stephens

May's worldwide case lot sale makes history

All-time record sales

For DeCA's biannual worldwide case lot sales, the prevailing attitude seems to be there's nowhere to go but up, up, up.

Sales figures for each event grow ever higher, and May's were no exception, setting an all-time record for the sale at \$18.3 million, up 1.9 percent over last year's bottom line.

"It's a joint effort from the stores, industry and the promotions team," said **Charlie Dowlen**, DeCA's chief of promotions. "Industry makes the offers, the promotions team puts together the packages and the store personnel execute the program. All of us have to work together in harmony to make the case lot sale a success. We are getting great support from everyone and it has resulted in another great sale. With this type of support, I'm optimistic that DeCA can have another great event in September." ■

Right, this family at Bitburg Commissary, Germany, seems happy with the variety of products available at the May case lot sale. DeCA photo: Victor Cotton





Army Master Sgt. Chantay Elliott finds great deals at the case lot sale at Fort Myer Commissary, Va. DeCA photo: Rick Brink



A mega case lot sale calls for a mega case lot sale banner at San Diego Commissary, Calif., seen here with the store staff. DeCA photo



Ord Community Commissary, Calif., helps create a not-to-be-missed community event along with family programs; morale, welfare and recreation; and Army and Air Force Exchange Service. The event featured the May case lot sale, post exchange sidewalk sale, food demos, prizes and music, as well as a two-mile family walk-run. DeCA photo: Alex King



outreachpros

Commissary Awareness Month

Military members don game face in Commissary Commando competition

Tammy Moody
Office of Communication

Commissaries stay busy year-round, but May easily rated as one of the busiest months for commissaries around the world.

During May, DeCA celebrated Commissary Awareness Month with a number of events geared toward introducing as many authorized shoppers as possible to the great savings their commissary offers.

Awareness month events included the annual Commissary Commando competition.

This contest challenges single service member groups from all branches of the armed forces to compete to see who can introduce the most single troops

to their commissary benefit. They do this by engaging them in fun, fact-filled tours and creative competitions like turkey bowling, shopping cart races, eating contests, scavenger hunts and physical fitness challenges. Individual winners of the smaller competitions receive bikes, skateboards, food and other prizes.

Single service member groups can then submit their program ideas, along with the number of troops participating in their tours, to DeCA to compete for cash prizes provided by a coalition of food industry partners who are part of the American Logistics Association's Consumer Awareness Team.

Last year, the Single Airman Program at Sheppard Air Force Base, Texas, won the grand prize, and this year the group hoped to top their record 5,261 participants.

Contest results are expected to be announced in September. ■



Marines at Camp Lejeune, N.C., enjoy the commissary's tricycle race, one event in the Commissary Commando competition during Commissary Awareness Month. DeCA photo: Danny Fisher



Ord Community Commissary, Calif., makes the Family Fun Fitness Festival a day to remember with a two-mile run-walk, which started at noon at the store, May 15. The first 225 finishers earned medals. U.S. Army photo: Phillip "Hiro" Chang



DeCA, base activities team up for sales, health events

Family Fun Fitness Festival

Kevin L. Robinson

Office of Communication

Store Director **Cynthia Six**, Parris Island Commissary, S.C., has a thing for losing, and it was celebrated all over the Marine Corps recruit depot recently.

"When I received the e-mail about the 'Family Fun Fitness Festival,' I hit the ground running," she said. "In December, I contacted the installation exchange, gym, physical fitness directors, naval hospital dietitian and anyone who would listen to me."

Six's gung-ho hustle resulted in a depotwide series of weight-challenge events, inspired by



Cynthia Six

NBC's "The Biggest Loser," that began in January and continued into National Physical Fitness Month in May.

Six's fitness splash was part of a tidal wave of activity across the military resale community as commissaries, exchanges, and morale, welfare and recreation activities worldwide came together for the Family Fun Fitness Festival in May, touted as one of the largest partnership efforts in resale history.

The festival was designed to combine commissary case lot sales, exchange sidewalk sales, MWR fitness events, demos, music, free nutritious food samples, prize giveaways, discount coupon offers, health and wellness, outreach, and children's programs.

The event was "a wonderful opportunity for commissaries, exchanges, MWR services and our industry partners to show our customers why visiting their

military communities' facilities is worth the trip," said then DeCA Director and CEO **Philip E. Sakowitz Jr.**

Preparations for the festival began in November 2009. With May being National Physical Fitness Month and commissaries already scheduled to conduct the

first of two worldwide case lot sales during that time, the idea was to maximize the ability of all installation military resale components to offer customers a bonanza of savings and



C. Brad McMinn

health and wellness information, said **C. Brad McMinn**, chief of the perishables division for DeCA's sales directorate.

"This entire effort is about partnership," McMinn said. ■



getsmart

Customer service

Patrons' needs shape work

As a DeCA employee gets ready for work and quickly “checks the look” in the mirror, it doesn’t matter if he or she wears a manager’s blazer, a cashier’s smock, a meatcutter’s apron or a down vest for working in a cooler. According to DeCA Acting Director and CEO **Thomas E. Milks**, they all have at least one thing in common: an intense focus on customer service.

“To effectively focus on our customers, we must continue to develop an understanding that customer needs shape most of the work we do – every day,” said Milks.

Milks said DeCA employees continually ask themselves the questions: “Who are we really working for?” and “Who is our customer?”

“In answering these two salient questions, we strive to achieve customer satisfaction through the use of our informed and dedicated employees,” he said. “The understanding of these questions allows DeCA to expand its customer base while focusing on customer awareness, expectations of specific sales and exceeding service expectations.”

Milks added that last year’s worldwide customer service training continues to pay huge dividends by “unifying best practices that exceed customer expectations and strengthen customer ties.”

The following comments from selected store directors provide insight into front-line customer service and support philosophies and practices. ■



Nga Van Sant, store associate, at Portsmouth Commissary, Va., helps a customer make a meat selection. U.S. Navy photo: Bill Black

Store directors talk customer service:

‘It’s all about attitude’

Have a look at how some store directors around the world make customer service a priority:

What are you doing to enhance customer service?

Store Director Rose Castro, Atsugi Commissary, Japan: We all provide a vital service to our customers, but to ensure that they not only need to come back but want to come back to the commissary, I make it my personal crusade to make each and every one of my patrons feel special and important. It is impossible for me to learn and remember all of them by name, but I try.



Rose Castro

I have been with the commissary for more than two decades, and not to sound immodest, but I have

learned a lot during this time and have a pretty good grasp of what a customer wants. The many years I spent as the customer service manager at **Orote Commissary**, Guam, imbued me with the fundamental principles and knowledge that have become the cornerstone of how I interact with people, both employees and customers.

I do nothing novel or revolutionary, and in its simplest terms, I merely follow the golden rule – treat others as I would like to be treated. It’s all about attitude – positive attitude – always. And, when I’m with a customer, I make that customer feel as if he or she is the most important person to me. I listen to them, no matter how trivial or inconsequential it may seem, for if it’s important to them, it’s important to me. Each customer is different and is treated as an individual. My feelings are sincere, and my customers know this. ▷



I truly enjoy what I do, and I take pleasure in being around people and helping. It just seems natural for me to want to go the extra mile for someone else. It's a tremendous feeling when my customers share their appreciation with me, which helps make this the greatest job for me. I sincerely believe everyone has it in them to be an ambassador of outstanding customer service. There's nothing magical about it, and no special training is required – it's all about attitude.

Store Director Juan Rodriguez, Incirlik Commissary, Turkey: We greet customers by their first names and develop a high level of comfort among our customers. We make them feel that DeCA is a part of their life, and we are here to satisfy their needs.



Juan Rodriguez

Store Director John Zoubra, McGuire Commissary, N.J.: Each newly hired employee is briefed and trained on customer service before they are given the *honor* of interacting with customers. That's how we view service – it's an honor to serve – and we work to ingrain this mindset in employees right from the start. This training prepares them to project an image of maturity and integrity, which imparts credibility and increases customer confidence and satisfaction.



John Zoubra

We also drill them on the importance of a positive attitude and we model friendly, upbeat service skills for them to emulate. To reinforce all this, we are quick to publicly recognize and applaud employees who generate positive customer comments.

Store Director Billy Benner, Port Hueneme Commissary, Calif.: If we take anything from the world class customer service concept it should be that customer service is not just a management concept. It is a “yours, mine and ours” concept. Customer service is different for everyone. It is as different for our patrons as it is for us. As a store director, I train my team to learn about their customers. A key part of customer service is communication.



Billy Benner

All too often, we make the mistake of thinking that customer service is a concept and

a management tool. Customer service is in fact an art to be refined, practiced and honed to perfection. Just like fine art, it leaves a lasting and permanent impression on the artist as well the patron. I have trained and practiced with my team in the fine art of world-class customer service. I take extreme pride in the fact that I am surrounded by hard-working artists. Customer service is interacting with our customers, being behind the register or on the floor in the meat, produce or grocery departments. We are all providers and recipients of customer service.

If I were to pinpoint the most positive attribute of this collaboration of artists, it would be that they paint in a rainbow of colors with different brush strokes while painting the same masterpiece, using the blue of teamwork and red of dedication and the white of loyalty. The finished painting is indeed a team portrait of world-class customer service.

Store Director Jack Spence, Whiting Field Commissary, Fla. (now store director, Hurlburt Field Commissary, Fla.): We have to work hard at bringing customers into the store, because there is no housing on base and customers pass by at least two commercial grocery stores on the way to the installation. Customers literally have to make a trip, and so as our marketing message goes, we must make it enormously worthwhile to them to make that trip.

We consider customer service every bit as important, if not more so, than savings. After all, the savings aspect sort of takes care of itself, but the customer service is all on us. So, we see it as a challenge and every day we step up to the plate.

Great customer service at Whiting Field starts with a well-trained, conscientious staff, so we engage in regular training and make it a topic at every staff meeting. Fortunately for us, more than half of our employees are military family members with shopping privileges; it's their benefit, too, and it's this “ownership” that gives them incentive to keep the customers returning.

Additionally, when we hire civilians, I look for people with retail backgrounds so they have experience with customer service. One advantage to being a smaller store, as we are, is that we have the opportunity to really get to know our customers, and we do. We know them by name.



Store Director Kevin Kegler, Wiesbaden Commissary, Germany: The management staff and I keep an open line of communication with our team, having everyone “buy into” the best possible customer service approach. Management must be consistent, firm, fair and approachable.



Kevin Kegler

What initiatives did you implement after the Dale Carnegie training?

Incirlik: Hands-on involvement with our customers, getting to know them on a more personal basis, getting to know their needs, ongoing communication and feedback – asking them what we can do better.

McGuire: We have increased our attention to conflict resolution to eliminate internal discord and strife. If employees are able to handle disagreements among themselves in productive and healthy ways, this sharpens their ability to neutralize conflict with customers. A complaint is just a compliment waiting to happen. A good, customer-oriented employee understands this and intuitively works to turn a negative into a positive. Additionally, a harmonious work climate puts employees at ease and allows them to focus on the customer.

Whiting Field: Special orders are nothing new, but the way we look at them is. We are putting fresh focus on this area of customer service because it is the perfect opportunity to give the customer exactly what he or she wishes to buy, usually at a substantial savings over the commercial stores outside the gate. It just doesn’t get any more personalized than that. So we promote this service to our customers and we work it with enthusiasm and passion. We track product availability and we always keep the customer informed, and they are so appreciative when they get the call that the product is in. This kind of service makes each customer feel like the most important customer in the store, like they have an inside track or “know somebody,” and can snap a finger and get their wishes met. This is the kind of service we strive for at Whiting Field. Every customer is a VIP.

Wiesbaden: It just reinforced and refreshed our mindset to practices we have in place. The training became center subject matter in the store. Many scenarios of actual instances and practices were a hot subject at store level.

What are your customers communicating to you on the subject of customer service?

Incirlik: They have noticed the improvement in communication. They are becoming more open with commissary employees, because they can feel the real desire to help them and are very pleased with the results.

McGuire: Customers are telling me that they like personal attention, such as when a bagger remembers special sacking preferences and obliges the customers’ wishes without being prompted. They like it when cashiers give them their undivided attention; they like to get a prompt response when a manager is paged. They like all the things you and I like when we ourselves are customers.



JoAnn Hillis, management support clerk at Portsmouth Commissary, Va., helps a customer with a frozen food selection. U.S. Navy photo: Bill Black



Customer comments have been positive in recent months. I've had customers seek me out to share positive comments about the good things employees are doing and how they enjoy shopping in the store. Genuine praise and approval from customers are like psychological pay for employees. They love it when customers recognize their hard work and take the time to say so, and customers love it when employees appreciate their business and show it with personal attention. The old saying, "You get more flies with honey than vinegar," holds true for both customer and employee.

Whiting Field: Most of the customer feedback I get involves the complimenting of an employee for helping a customer find a product. We pride ourselves on keeping tabs on customer satisfaction right here in the store, anticipating problems or issues before they occur and working to prevent them, so our customers leave happy and return time and again.

Wiesbaden: As a whole, Wiesbaden customers are very pleased with the exceptional customer service our employees deliver. I receive very favorable comments from the installation commander, soldiers, spouses and family members on a continuous basis.

What are your employees communicating to you on the subject of customer service?

Incirlik: They feel they have personal involvement with our customers; meeting their needs gives them a sense of accomplishment. As a result, they have also developed a better working relationship with their co-workers.

Wiesbaden: The employees understand the importance of being the best of the best in customer service. All stores have products to offer; Wiesbaden offers products along with a smile.

What would you, as a manager, like to see next in the form of training for the agency?

Incirlik: I would like to see people from different stores exchange ideas — share best practices — to learn from each other.

McGuire: We have so many talented employees who have great potential for future leadership positions within our agency, but most classes are presently designed for management. I would like to see classes for meat, produce, grocery, CARTS — the Commissary Advanced Resale Transaction System, front end, back office work — accounting — and computer-assisted ordering that are one- or two-week sessions specifically designed for store associates to gain both operational and apprentice-type management instruction to prepare them for entry-level, lead, supervisory or management positions. Upon completion of designated criteria, graduating store associates could apply for a newly specialized future leadership career recruiting pool that would qualify them to bridge the gap into management. Such an idea would give stores flexibility to



Cecylia Simons, student store associate at McClellan Commissary, Calif., greets her customers with a smile. *DeCA photo: Nancy O'Neil*



develop talent within the store and assist management in preparing and filling entry-level positions that are already challenging due to Office of Personnel Management regulations.

Whiting Field: Two of the most important skills to have when you're working with the public are diplomacy and tact; they are also, unfortunately, the two skills that always seem to be the hardest to use when someone is berating you. So, I'd like to suggest Dale Carnegie's course called "How to Communicate with Diplomacy and Tact." Three course objectives that seem especially relevant to our jobs are: 1. Control your "hot buttons" so that you respond instead of react, 2. Deal assertively and diplomatically with difficult people, and 3. Maintain your composure when criticized. Even the most "put together" and professional employee can lose his or her temper with a difficult customer, so I think this training would be meaningful and productive for everyone.

Wiesbaden: I think customer service training is a daily event. If we wait for formal training sessions, we have missed the boat. I would like to see in-depth manager training on customer service, employee interaction and supervisor-employee communication skills.

What suggestions have employees given on future WCCS training initiatives?

Incirlik: They would like to be involved in and benefit from the experiences and ideas of fellow employees from other stores.

McGuire: My observation has been that employees are more engaged and have become more receptive to customer needs, while listening to what the customer is communicating. While the Dale Carnegie training was a terrific first step, employees have expressed a desire for more total store training. I would suggest the Franklin Covey courses "Great Teams" and "Clarifying Your



Store associate Natina Shaw and sales store checkers Maria Cabrera and Vanessa Ruiz, MacDill Commissary, Fla., enjoy the customer excitement at the U.S. Southern Command on-site sale in Miami, April 13-16. Sales totaled nearly \$170,000. DeCA photo

Team's Purpose and Aligning Systems" would perhaps be beneficial for all.

Whiting Field: They want to be able to serve our customers without sacrificing their dignity or "losing face" with their co-workers. They want examples of "what to say and how to say it" in their everyday interactions with customers. They want to be confident but not intimidating or put off in their service, and they want to be recognized for their work. I think nonmanagerial employees in general would like training that promotes fundamental management principles, such as: 1. Praise in public, punish in private, 2. Get to know your staff, and 3. Be loyal, honest and straightforward. This is what I mean by empowering your employees. If you as a manager look out for their best interests, the employees will look out for the customers.

Wiesbaden: More frequent training and continue keeping an open line of communication available to all.

List suggestions for WCCS success:

Incirlik: Create happiness for others. Expect ingratitude. Put enthusiasm in your work.





Come on in

Store Manager Frank Hart, Kelley Barracks Commissary, Germany, helps with the April 30 ribbon-cutting in celebration of a reset and renovation. Ceremony participants included Col. Richard Pastore Jr., U.S. Army Garrison Stuttgart commander; Command Sgt. Maj. Anthony Bryant, Stuttgart senior enlisted advisor; Michael Dowling, DeCA Europe director; Col. Cheryl Harris, U.S. Africa Command assistant chief of staff; Sgt. Maj. Linda Ricker, DeCA Europe senior enlisted advisor; and Barbara Sannino, Zone 31 manager. U.S. Army photo

Customer service ... *(continued from previous page)*

McGuire: We train staff on service and interpersonal skills, with a special focus on defusing conflict. We show public appreciation for employees who earn customer compliments. The management staff and I model the behavior we expect from employees. We work on staying conscious of our attitudes and how they affect our ability to serve our customers. We operate on the belief that it's an honor to serve the customer.

Whiting Field: We know our customers by name, quirks of personality and shopping likes and dislikes. We hire military dependents because they have "ownership" of the commissary benefit and are part of the military community we serve, which gives them a special empathy for — and

understanding of — our customers. We hire civilians who have retail experience, which means we benefit from the customer service training they gained with commercial enterprise. We never forget that the customer can easily stop at a commercial store outside of the gate; we are humbled by this and never take our customers for granted.

Wiesbaden: Be a positive spokesperson for DeCA and the community. We have close ties with the newspaper and American Forces Network TV and radio. We air weekly and monthly segments on AFN about case lot sales, special events, information and changes or upgrades in the store. ■



Team atmosphere

High employee morale enhances customer service at Wiesbaden Commissary

Karl Weisel and Darline Goyea
U.S. Army Garrison Wiesbaden

"The commissary – it's worth the trip."
That's what
Store Director

Kevin Kegler, Wiesbaden Commissary, Germany, tells patrons during regular courtesy tours.

The tours, which last about 45 minutes, offer an inside look at the men and women behind the scenes and all of the elements required to operate a store the size of Wiesbaden Commissary.

Kegler, who began his career with DeCA as an on-call stocker, said he enjoys giving the tours for all ages.

"It's a team atmosphere," said Kegler, explaining that every employee receives cross training for three months in each department. "This helps provide continuity and expertise across the store. Our No. 1 goal is customer service, and doing this ensures that goal."

The work of maintaining such a well-functioning machine could not be done without the dedicated efforts of the 85 U.S. and local national employees who work full- and part-time behind the scenes and out on the sales floor.

During tours, patrons get a chance to see the inner workings of the busy store, one of Europe's largest. They are



Wiesbaden Commissary, Germany. *U.S. Army photo: Karl Weisel*

shown the various departments including produce, dairy, meats and the bakery and given some background facts such as that the store receives 130 to 140 pallets of merchandise weekly. This merchandise is ordered, processed and stocked daily before the store opens its doors at 8 a.m.

Kegler explained that customer suggestions are appreciated, and ideas for improvement are always welcome. Among changes in the past couple of years have been more opportunities for self-checkout and a greatly expanded delicatessen and bakery section.

Another more recent change was moving the salad bar from the bakery area to the front of the store near the produce department. This has proven popular with commissary patrons, he said.

Employee morale plays a major role in the success of the working environment and customer

satisfaction at the commissary, Kegler said, explaining that employee get-togethers such as trips and Organization Day help build that morale. While the event offers a day of good times together aimed at nurturing teamwork and esprit de corps, it also features vital training such as safety highlights.

When you have employees who have worked at the commissary for more than 30 years, it's obvious that people have a fondness and stake in the organization, Kegler said. ■



Your human resources team: Here to serve

Nancy Gorski
DeCA manager

Just a year ago, the Defense Logistics Agency in Columbus, Ohio, assumed full responsibility for human resources staffing, benefits, permanent change of station and processing functions for DeCA employees located in the continental United States.

The following represent a sampling of frequently asked questions asked of the DLA human resources staff by DeCA employees.

Management FAQs

Must I follow the “Rule of Three” – interviewing the top three candidates on a nonmerit (external hire) certificate, or “cert”?
Yes, this is a process mandated by the Office of Personnel Management and issued guidance. If someone declines, you have the option to add the next person on the list to make a new group of three.

How long do I have to wait for another cert if I don't select anyone?

Generally, if a certificate is returned unused, the position may not be reannounced for 30 days. Exception may be granted by the human resources service provider – DLA for stateside positions – when adequate justification is provided in writing by the selecting official.

What information needs to be on the SF-87 fingerprint card?

All information should be typed or neatly handwritten. Illegible information will lead to processing delays or fingerprint rejection. In the block entitled “Department, Bureau and Duty Station (City

and State),” the Submitting Office Number, Security Office Identifier, Intragovernmental Payment and Collections system and store name must be entered for the fingerprints to be processed by OPM. This information should be entered as:

SON: 910A

SOI: DD96 for special agreement check, new

hires; DD96 for SF-85

investigations (nonsensitive), current employees; or DD02 for SF-85P investigations (noncritical sensitive), current employees.

IPAC: DoD-DeCA

YOUR STORE NAME



Nancy Gorski

Employee FAQs

When can I change my Federal Employees Health Benefits election?

During the annual open season, mid-November through mid-December, you may change plans, options or type of enrollment – “Self Only” vs. “Self and Family.”

You also may make a change upon experiencing a FEHB-specific “Qualifying Life Event.” The QLE determines what type of enrollment change is permitted.

You should complete an SF-2809 Health Benefits Election Form and fax it to the Benefits Team at 614-693-1676, or send via e-mail to DHRC-D.DeCAHR.Benefits@dla.mil. Employees can also access the Employee Benefits Information System at <http://www.hr.dla.mil>.

Open season changes take effect the first day of the first full pay period that begins in January of the following year. An enrollment change based on a QLE is generally effective the first day of the first pay period that begins after the request is received.

When can I change my Federal Employees Group Life Insurance election?

Opportunities to change coverage are limited. Unless you assigned your coverage, you can reduce or cancel your coverage at any time. The action takes effect the end of the pay period in which you submitted your request.

You can choose new or increased coverage during an open season, when you experience a Qualifying Life Event or by providing satisfactory medical evidence of insurability.

If you didn't assign your coverage, you can make changes to your FEGLI as described above. There is only one government-wide life insurance plan.

Complete an SF-2817 Life Insurance Election Form and fax it to the Benefits Team at 614-693-1676 or e-mail to DHRC-D.DecahR.Benefits@dla.mil. You can also access the Employee Benefits Information System at <http://www.hr.dla.mil>.

How do I get a copy of my SF-50 Notification of Personnel Action, benefits elections or beneficiary forms from my Electronic Official Personnel File?

Go to the DLA Human Resources website at <http://www.hr.dla.mil>. From the main screen, click Automated Tools, then EOPF and then the DLA EOPF link. SF-50s can also be obtained through MyBiz. Access instructions are posted on OneNet under Resource Center – Employee Toolbox and then MyBiz.

How do I get a retirement application?

Headquarters employees should contact Michelle O'Connor; DeCA East, Glenna Brenner; and DeCA West, Anita Fisher. All can be reached by calling toll-free 1-866-378-1171 or 614-692-0233, or via e-mail at DHRC-D.DeCAHR.Benefits@dla.mil. ■



peoplealways

Accommodating disabilities: Talent search includes all

A wheelchair appears to be no hindrance for a DeCA employee using a handheld terminal to scan prices in the cereal aisle. Another's hearing aids can't be seen as he helps a customer place a special order. Still another employee uses a laminated checklist to follow each step of delivery in-check, since she has a mental disability that affects her memory capabilities.

All different, yet all alike in that DeCA welcomes their skills and accommodates their disabilities in the workplace.

“DeCA management proactively accommodates employees with disabilities,” said **Claudie Grant Jr.**, diversity manager for the equal employment opportunity office. “They look at their needs on a case-by-case basis.”

Such accommodation provides the ladder to success for individuals with targeted disabilities, or IWTDs, who represent 1 percent of DeCA's

workforce, with a mandate of 2 percent set by the Department of Defense. Targeted disabilities include – but are not limited to – hearing or vision impairments, missing extremities, and partial or complete paralysis. They also include conditions such as convulsions, mental retardation, mental or emotional illness, and severe distortion of the limbs or spine.

Tools for success

Grant explained that EEO interfaces with the Computer-Electronic Accommodation Program, a DoD organization that secures computer and electronic assistance technology for employees with disabilities. Some of DeCA's many accommodations have included:

- For deaf employees, the agency can provide written instructions, special telephones, and interpreters during special events;
- Blind employees may need computer magnification devices or reader service assistance and
- Employees with mental challenges could benefit from a mentor to help them become accustomed to routine workplace stress.

Hiring process

Store directors have access to a number of resources to help in the hiring process, or more specifically, the “finding” process, which may seem like an insurmountable challenge.

“There are several sources that are helpful in identifying people for possible employment,” said Grant. “These include state vocational rehabilitation agencies, ARC (a community-based organization for people with intellectual and developmental disabilities), Department of Veterans Affairs, VA hospital centers, veterans organizations and disability advocacy groups.”

And, that's not all: Grant provides technical assistance to DeCA hiring authorities in identifying qualified individuals with targeted disabilities, contacting state and national organizations. “Technical assistance is provided on a one-on-one basis,” he said.

The following pages highlight a few success stories from store directors who embarked on a talent search and found welcome additions to their staffs. Do you have a success story to share? Forward your narratives to your zone manager and region public affairs officer for possible inclusion in a future issue of Vision. ■

Phillip Gregg, store associate at Fort Sill, Okla., overcame a severe brain injury, earning his bachelor's degree in elementary education. Gregg represented DeCA last year for Department of Defense disabled employee honors. U.S. Army photo: Jeffrey Crawley





Reaching out: Local organizations valuable in finding, hiring disabled employees

Rick Brink

DeCA East public affairs officer

Store Director **Lisa Serrano, Dover Commissary, Del.**, started at the top by contacting the New Jersey Vocational Rehabilitation Services office when she hired two employees with targeted disabilities at **Fort Monmouth Commissary, N.J.**, where she previously served as store director. She was quickly directed to a local nonprofit organization that provided invaluable help.



Lisa Serrano

“I can’t say enough about how The Arc of Monmouth County helped us – not only in locating suitable employees, but also coaching them throughout the initial hiring process and providing transportation to and from work,” said Serrano, who became store director of Dover Commissary, Del., in August 2009.

According to its website, The Arc is the world’s largest community-based organization of and for people with intellectual and developmental disabilities. It provides services and support for families and individuals and has more than 140,000 members affiliated through more than 730 state and local chapters across the nation.

Serrano said she worked closely with The Arc team to identify appropriate jobs within the store. They interviewed possible candidates and eventually selected the most qualified. The Arc team accompanied the employees through their

in-processing and required training and provided coaching throughout the process.

“We hired **Joseph Carbin-Sievers** and **Marybeth Dennehy** to work in the produce department. They stock, cull and provide customer service and, when needed, work in the grocery or dairy departments,” Serrano said. “No special accommodations were necessary, and they’ve both proven to be valuable members of our workforce.”

It’s been more than a year since they were hired, and Serrano said Carbin-Sievers and Dennehy have had a positive influence on the workforce. She said it has raised the level of teamwork as well as a feeling of professional pride among store associates, knowing their jobs benefit individuals, their families and the local community.

Serrano described the hiring process at Monmouth as a great success and recommends that other store directors check into The Arc to see if it’s in their area. At Dover, Serrano is working with a local organization, AHEDD, and the Delaware Health and Social Services for the Visually Impaired, discovering how processes and services can differ from place to place.

You can visit The Arc’s website to locate local chapters: <http://www.thearc.org/NetCommunity/Page.aspx?pid=1386>. ■

Joseph Carbin-Sievers and Marybeth Dennehy remain valued members of the Dover Commissary staff.

*U.S. Army photo:
Michael Allison*





Ready, willing, able

Disabled employees find niche at commissary

Timothy Rider

Fort Monmouth public affairs

Spend 10 minutes touring the commissary with Store Director **Redo Nolletti**, **Fort Monmouth Commissary**, Md., and you will never see a supermarket the same way again.

He freely shares “insider” knowledge of arrangements and displays. He explains how arrangements for local deliveries differ from stocking other areas of the store. He points out obscure but sure signs of quality of the meats on display. He talks very rapidly about vendors and end caps, pointing left and right in a blur of activity.

But when Nolletti gets to the produce section, he slows down and smiles like a proud papa beaming over a favored child. “Look at that,” he says grandly.

Most assuredly, the stacks are militarily aligned. The greens are the greenest green, just like the yellows and oranges. Vegetables look deliciously moist.

The reason? Nolletti sings the praises of two employees, saying that in performing some tasks, they are simply the best. “Their value is high. They will do it day in and day out.”

Shining stars

“These two employees are a tangible contributing factor to ensure the high quality of the products displayed and the excellent customer services provided,” Nolletti said of **Marybeth Dennehy** and **Joseph Carbon-Seiver**, who have both worked there three days a week since March 2009. They



Redo Nolletti

keep display cases clean, rotate out old and new produce, check for expired dates and help customers find items. Dennehy and Carbon-Seiver recently received certificates and monetary awards because their performance resulted in praise from customers and visiting dignitaries, said Nolletti.

Nonprofit program

Dennehy and Carbon-Seiver are both at the commissary thanks to a program that helps developmentally disabled persons find and retain jobs.

Dennehy likes her job and the commissary customers: “They’re nice,” she said. Yet, responding to questions about her job may have been harder for Dennehy than making produce displays that get her boss all aflutter. For her, it is a visible chore to speak even a phrase. Her words come very slowly. She lacks the emphatic and melodious touches most of us apply easily when communicating.

So as Dennehy and Carbon-Seiver went through the learning curve that comes with finding the best way to do things that is typical for any new employee, the commissary workforce had to go through a similar learning curve in learning how to effectively interact with Dennehy and Carbon-Seiver – which is where job coaches come in.

Job coaches

A job coach remains with an employee and the new workforce

all the time when the employee first starts a job, “until both the employer and we are comfortable that they can perform the job without constant support.” said Alicia Gibson, Carbon-Seiver’s job coach. After that, the amount of time coaches spend with clients is based on the needs of the client.

“I think people underestimate developmentally disabled employees,” said Sarah Wilson, Dennehy’s job coach. “Their willingness to be there and their desire to be out there and earn money is huge. You’ll never find more dedicated, reliable people.”

Some developmentally disabled people still receive support from their parents, but many also share rooms with other developmentally disabled persons, while others are married, pay rent and try to live normal lives, according to Wilson.

Workplace support

Wilson and Alicia Gibson each have 20 clients, four of them at Fort Monmouth. Both Wilson and Gibson are employees of Arc Employment, one of several nonprofit organizations that perform services for the Monmouth County Division of Developmental Disability, according to Gibson.

Their mission is to find jobs for developmentally disabled persons and give them the support they need in the workplace to be sure they are treated fairly.

“Our folks are not looking for sympathy.” said Gibson. “They just want to be treated like everyone else and make a living.” ■





Valued employees

Hiring process made easy with expert guidance

Nancy O'Neil

DeCA West public affairs officer

Slater **Wristen**, a valued member of **Fort Worth Commissary**, Texas, when it opened March 25, 2008, could be considered somewhat of a “charter” employee of the store. One of 62 employees for the Army, Air Force and Exchange Service who transferred to DeCA in 2008, he also worked on the team that converted the former AAFES BXMart into a new commissary.

Wristen, who has a hearing impairment and reads lips to communicate with customers and staff, lost his right foot in an accident when he was 8, and he has cerebral palsy. He says he enjoys working at the commissary and has been in the retail grocery business for 15 years. “I like stocking produce, and I enjoy helping customers,” he said.

Slater’s disability doesn’t affect his ability to perform his job, according to Store Director **Sam Tresenriter**. “Slater has been a crackerjack employee since day one,” he said. “He is energetic, knows his job and is dependable. I wish I had more employees like him.”

Given his positive experiences with Wristen, when Tresenriter had a store associate vacancy, he jumped at the chance to hire an individual with targeted



Sam Tresenriter

disability, or IWTD. He found the hiring process easy because there were many people within and outside of DeCA willing to help him find the right person for the job.

“It was easy, because we had clear direction from headquarters on what disabilities fit in the IWTD category under the program,” said Tresenriter. “**Claudie**

Grant and **John Bragg** pretty much walked us through it. Every time we sent an e-mail, Claudie



Slater Wristen DeCA photo: *Sam Tresenriter*



Sunita Sharma DeCA photo: Sam Tresenriter

replied, ‘This is the action you take,’ and he told us how to proceed.”

Grant is with DeCA’s equal employment opportunity office and Bragg is with Defense Logistics Agency’s human resources office. Both provided Tresenriter with local contacts at the Texas Department of Assistive and Rehabilitation Services.

The Texas ARS provided Tresenriter with resumes of several employees and assigned a vocational rehabilitation counselor to help Tresenriter find a good match for his store associate vacancy. Tresenriter interviewed candidates and selected **Sunita Sharma**.

“Sunita has become one of our most valued employees. Her attention to detail is outstanding,” said Tresenriter, a trait he says is very important in her position as a store associate.

Sunita is responsible for doing price verifications for the entire store, changing price labels and making promotional store signs on computers in

the administration office. She performs the same duties as all the other store associates.

Because she is deaf, Sunita uses sign language and a small notepad and pen to communicate with staff and customers. Tresenriter points out that many of her co-workers have started to carry a notepad and pen themselves. “They want Sunita to succeed, because they see her as an asset to the store,” Tresenriter said. As an added benefit, he said, “A sense of camaraderie and support has developed among the employees.”

Tresenriter summed up his feelings about both Slater and Sunita saying, “I’m appreciative they are here. They are great government employees, and they earn their pay every day.”

On the hiring process, Tresenriter added, “It’s easy. Claudie has it all mapped out. Give him a call.” ■



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

Grafenwoehr

I compliment **Nancy Allison**, food service worker at **Grafenwoehr Commissary**, Germany, whom I observe to be helpful and professional at all times. She always has the customer's best interests at hand. Every time my family visits the commissary, I look for her when I have questions or issues. Whatever my question, she has an answer immediately, which is what I expect when I'm shopping. She has the potential to excel in greater positions of authority – a leader, in my eyes. Mrs. Allison, keep up the great work and keep that facility shining.
Master Sgt. Roy Towns Jr., U.S. Army



Nancy Allison

management support center. She went to the back, along with **Beth Caskey**, secretary, and not only did they find a cart for me, but Jovita also cleaned it. I was so surprised – she didn't have to do that! These women went the extra mile for me, and I sincerely appreciated it. Then, I went into produce and asked **LaMario Cato**, sales store checker, if they had any fresh basil. He went to the back to check, then came back and said, "No ma'am." But, halfway through my shopping, I saw him with two containers of fresh basil for me. Once again, your employee went out of his way to help a customer. You have some wonderful folks working for you at Quantico. Please acknowledge them somehow, and let them know how thankful I am. It makes grocery shopping a lot more pleasant when people are friendly, helpful and courteous.
Mrs. Warburton

Yongsan

I'm stationed at Camp Humphreys, South Korea, and had to call the **Yongsan Commissary** for some help regarding some purchases. **Yong Salas**, commissary support clerk, was most helpful. Her level of commitment and quality of customer service was impressive. It's hard to find courteous people like this.
Anonymous



Yong Salas



Robbie McKee

Kirtland

During my shopping at **Kirtland Commissary**, N.M., **Robbie McKee** was busy with his duties as a storeworker, but he took the time to help me reach an item on the top shelf, which I could not reach. Normally, I don't need assistance, but I appreciate being treated as a valued customer. Please thank Robbie

for me. You have a great employee!
Lois Meyer

Quantico

I couldn't find a plastic cart at **Quantico Commissary**, Va., so I went into the office and spoke to **Jovita Ingram**, store associate, in the

Walter Reed

Cheryl Dixon, secretary at **Walter Reed Commissary**, Md., was an eager participant in giving me personalized attention, explaining the self-checkout aisle. I had never used it before, and she

(Letters are edited for length and clarity.)



assured me that it was easy. She successfully put my fears to rest. It's apparent that she enjoys her job and helping others. DeCA should have more employees who emulate her behavior. Her willingness to help customers should not go unnoticed. She did everything above and beyond my expectations, so please pass on my gratitude.

Michael Dean Williams

Bremerton

I'm retired, and I shop at **Bremerton Commissary**, Wash., every Saturday with a group of friends. I have asked Grocery Manager



Bobby Reynolds



Jo Ann Bliss

Bobby

Reynolds more than once if we could get items our store doesn't carry but other commissaries do. The following Saturday, he would find us in the store and tell us the store now carried the item we asked about. He has been an asset to us, and he's always on the floor, easy to find to ask a question. He's never too busy to help us. Also, **Jo Ann Bliss**, meat manager, helps in any way she can with special cuts for us. She informs us of sales and stands by the meat counters as much as she can to help customers. That's a nice service, and we are lucky to have people like that.

Chuck Darr

West Point

I thank DeCA for hiring an intelligent, competent and industrious general manager for **West Point Commissary**, N.Y. I think **Carol Robertin**, general manager, is a breath of fresh air. She is a "doer," and she cuts to the chase, making no rash promises. She treats customers with a pleasant, receptive attitude, and she listens to one's request or gripe with sincerity. Finally, I commend DeCA for hiring and promoting a person of her character. It's such a pleasure to shop at the commissary.

Alan Marschall, U.S. Army (retired)

Port Hueneme

Please accept my praise for two employees at **Port Hueneme Commissary**, Calif. They have constantly stood out and are very worthy. **Peggy Duske**, computer-assisted-ordering specialist, has been a gem there for years, and I have been shopping there for more than 30 years. She never fails to do her utmost so the shopper is totally satisfied. **Cynthia Villareyes**, supervisory store associate, also has done a magnificent job in making sure the customer

is treated with respect and fairness – and with a great smile. I continue to shop here because you have employees who are well qualified, efficient, diligent and responsive, and they provide quality service and support to their customers. Thank you for providing me this opportunity to inform you that they are both very special.

Lucy McKnight

Arnold

As the wife of a retired Army colonel, I must tell you what a privilege it is to shop at the **Arnold Commissary**, Tenn. Each time I go, I feel like I am visiting friends. I'm treated royally and lovingly by each member of the staff. The commissary meets all our needs in every way. I have never bought a bad product – meat, vegetable or fruit. All these people are so special: **Jeff Lillard**, store administrator; **Tim Cunningham**, now produce manager at **Mannheim Commissary**, Germany; **Diana Trussel**, general manager; and **Cathy Norman**, sales checker. And, especially, **Pam Bailey**, customer service manager, who's so special at the checkout lane, and bagger **Lynette Hampton**, who always sacks my groceries exactly right – never too heavy. And, always a smile from each and every one. Thank you for providing not just the best, but the most excellent service I have ever had.

Jean Keathley



Jeff Lillard



Tim Cunningham



Diana Trussel



Cathy Norman



Pam Bailey



Lynette Hampton





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

Fort Myer

I want to bring your attention to the continuously outstanding performance of the meat department employees at **Fort Myer Commissary**, Va. I request special cuts of meat several times each month, and I have been doing this for years. Customer service, quality operations and price are all outstanding. This entire group, from meatcutters to ladies working at the display case, makes customer service a priority, and it is second to none. They always do a great job, and it is such a pleasure to call in a special order and use this service – it makes you want to use the commissary. They make everything look easy, but you know that is not the case. Each and every time I place an order, to include those placed on short notice, it's perfectly cut and ready at the requested time. All the department employees are involved in making this a standout operation – and it is just that.

Col. Gordon Call, U.S. Army (retired)

Camp Humphreys

After 26 years in the Army, I am retiring with sincere gratitude for the many who have made my career so enjoyable. One of those persons is **Saewha Bush**, supervisory store checker at **Camp Humphreys Commissary**, South Korea. She has made shopping a pleasure during my three years here. Our commissary is very nice – the food is fresh and the prices are low. It's the happy, friendly employees who make the commissary a great place, though. The front-end employees are where customer service really shines. From the ID card check to checkout, the entire experience is



Saewha Bush

efficient and friendly. Often it takes just one person to make a difference in creating this type of working and shopping environment, and I have observed that person to be Saewha. Her courteous, respectful and cheerful nature is nothing short of infectious. She always puts a smile on my face. Saewha Bush is truly exceptional and deserves recognition.

Chief Warrant Officer Paul Clark, U.S. Army

Offutt

I would like to recognize **Sunny Fay**, store associate, at the **Offutt Commissary**, Neb. My wife and I needed help in finding two items normally stocked, but not on the shelf for a few weeks. Sunny was proactive and asked if we needed help. She took the details and was off to find a solution. In a short while, she returned with an answer. She was super. Very rarely do we find such enthusiastic, courteous and professional people. Please extend to her our sincere appreciation and the fact that her efforts did not go unappreciated.

Brian Dickinson



Mary Lilia Garces

Misawa

I have come to know **Mary Lilia Garces**, sales store clerk, at **Misawa Commissary**, Japan, over the past couple of years, and I believe she brings a rare gift to this place. She is humble, and she orchestrates profound, open and meaningful conversations with fellow employees and customers of all ages. She knows how to raise and address issues of

concern. I have seen how she handles everyone, and she is always tuned in to how another person may feel in a given situation. People really seem to trust and rely on her. She is consistently pleasant while tackling her duties. She always has a warm, bright smile when I approach her. Lilly is organized, efficient and extremely competent. Her supportive, considerate nature, along with her hardworking attitude, make her a fine, well-balanced person with an abundance of positive qualities.

Mrs. Ross

MacDill

During my visit today to **MacDill Commissary**, Fla., **Marty Ruiz**, sales store checker, was stationed at the self-checkout area. I must admit, she is truly a very special person. I was impressed with her great attitude and pleasant demeanor. She displayed remarkable memorization of several produce items' bar codes when I had a problem. Not only that, she was attentive, prompt, cordial and respectful



to every patron. She exhibited a beautiful personality. Marty is an outstanding, professional person who makes it a pleasure to shop at the commissary. This world would be a much better place with many, many more individuals that would emulate Marty's natural conduct.
Lt. Col. Don Thomas, U.S. Army



Marty Ruiz

Twentynine Palms

I'm writing this for my mother, who went to the **Twentynine Palms Commissary**, Calif., this morning, and later raved about how nicely an employee treated her. My mother uses an oxygen tank but still tries to get around and do things on her own as best as she can. She goes to the commissary first thing in the morning, saying it's "for the handicapped." She explained that cashier **Mary Moore**, store associate, unlocked the doors and greeted all the people who were waiting, and she made sure my mother got in safely, which she has done before. Mary said, "Whoops, your shoe is untied," then she reached down and tied it. How many people would take their time to tie someone's shoelace? My mother was impressed; Mary just smiled and said, "I double-knotted it – is that OK?" When it came time to check out, Mary helped my mother at the self-checkout counter. She felt very special that someone took the time to help her. I also felt special that someone took care of my mother. It made my mom's day.
Wanda Sherman, for Sheryl Cob



Mary Moore

Fort Benning

It might not sound like much, but my special orders at **Fort Benning Commissary**, Ga., save me a lot of time. **Julia Ferebee**, customer service clerk, and **Sonja Nuniss**, sales store checker, have always been helpful with special orders, whether I call from home or ask at the commissary. They and their co-workers all have great personalities – they are friendly and courteous, and they let you know they are glad to help. You need to make sure these employees are rewarded and retained by the commissary. Fort Benning Commissary is very good, and they are the reason why!
Col. Bill Dillingham, U.S. Air Force

Whidbey Island

I had the best customer service from these two folks at **Whidbey Island Commissary**, Wash.: **Kim Ross**, general manager, and **Arby Norwood**, computer-assisted ordering specialist. It's difficult to find authentic wild rice for the holidays, or anytime. After just one request, Kim called me with the news that he had six boxes for me! Wow! Fast and kind service. Later, Arby found more! Living on an island, it is hard to find wild rice. Thanks to these two great people, I am set!
Paula Rounds

Goodfellow

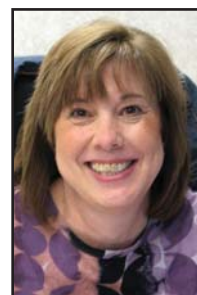
My husband is a retired Army major, and we have been to many military posts. We moved to Texas in 2007 and were happily surprised when we went to **Goodfellow Commissary**, Texas. The staff, including the manager, go out of their way to help us. The commissary is very clean, including the bathrooms. Best of all, though it's a lot smaller than most grocery stores, we find what we need – and with better service.
Berta Archer

Kunsan



Kim Ae-Sop

I sincerely thank **Kim Ae-Sop**, cashier at **Kunsan Commissary**, South Korea. Not only did she provide outstanding service, but each and every time I visit, she is the cashier who waits on me. On my last visit, she verified and rang up more than \$88 in coupons for me, and even though that entailed a lot of extra work, she couldn't have been more pleasant. She is extremely friendly to all customers, and a first-class professional who knows the meaning of "customer service." I respectfully request you pass along my sincere thanks to Ms. Kim, who makes visiting the commissary a real pleasure.
Lon Shadel



Pamela Benson

McConnell

I commend Store Administrator **Pamela Benson, McConnell Commissary**, Kan., for her excellent customer focus, persistence and attention to detail. After a big change in store layout and products, I left a voice mail for her, requesting that organic blueberries be carried again. She contacted me to say she would request them. Her





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

strong customer focus and professional delivery are to be commended. When someone takes the time and effort to follow up on even the mundane details, it improves the commissary's image. Pamela Benson's attitude, initiative and follow-through are assets to McConnell Commissary, and one of the reasons I shop there.

Lisa Coyle

Columbus

Lindsay Aldridge, student grocery cashier at **Columbus Commissary**, Miss., is truly an outstanding commissary employee. She is neat, friendly, knowledgeable and sincere, especially to seniors. All questions and comments receive her full attention and are fully answered on the spot. She is the best employee at Columbus Commissary!

Billie Mason



Lindsay Aldridge

Fort Worth

Two quick things: First, the strawberries in the produce section at **Fort Worth Commissary**, Texas, are running low, because my wife is there every day buying all of them. They are some of the best tasting. Additionally, the seafood roadshow last weekend – outstanding! We moved here from Newport, R.I., and the lobster tails we got at the commissary were just as good, if not better, than the fresh-out-of-the-ocean ones we got in Newport. And, no kidding, the crab legs were the sweetest-tasting ones we have ever tasted. So, please have another roadshow before we move in June.

Cdr. William Stewart, U.S. Navy

Shaw

I could not find ammonia at **Shaw Commissary**, S.C., for many months. I was directed to **Hope Wyatt**, computer-assisted-ordering specialist, but I thought ammonia was no longer available. Not so! This nice, personable lady kindly showed me a top shelf where ammonia was displayed. As in so many cases, how you do something is as important as what you do. To us, Hope qualifies as one who deserves recognition for a fine job.

Lt. Col. D.J. Kalal, U.S. Air Force (retired)



Ann McCoy

Fort Belvoir

While I have come across many outstanding commissary employees in the last 30-odd years, **Ann McCoy**, sales store checker at **Fort Belvoir Commissary**, Va., truly stands out as one of the very best. She is always professional, cheerful and friendly, both in attitude and the manner in which she treats customers. If there were

an employee of the month, she would be my top recommendation.

Thomas Washburn

Yokota

William Hicks, meat manager at **Yokota Commissary**, Japan, is always pleasant to deal with. I always ask to speak with him when choosing meat cuts. He is always willing to help, suggesting different types of meats and recommending choice cuts that I have never tried. Mr. Hicks is always professional and polite. I have



Bill Hicks

approached him on busy weekends, and he takes time to ensure I am satisfied with the selections I choose. I have seen people waiting in line to speak with him, and he will handle each customer individually and ensure they are happy with their meat choices. Mr. Hicks is knowledgeable at what he does and is a pleasure to deal with. His staff members are also very helpful. I am grateful that Yokota Commissary has someone like Mr. Hicks, who definitely knows his line of work.

Christine Kalina

Camp Red Cloud

My family and I are newly assigned to Camp Casey, South Korea, and we have a small child with a special-needs diet, who requires a special



Robert Vagasky

formula. I discovered that my commissary didn't carry the formula, so a fellow soldier suggested I try at **Camp Red Cloud Commissary**. I was getting pretty desperate, as I was heading to the field soon and needed the formula. When we got to the (Red Cloud) commissary, we found they didn't stock the formula either. I spoke to the store manager,

Robert Vagasky, and explained our situation. He took us into his office and showed us on the computer that he could get the item, would have it soon and would stock it. I told him I was worried that we were running out of time. He assured us it would be here and gave us his contact information. The following evening, we received an e-mail from him saying he had the formula and asked if we would like to meet him at Camp Casey to pick it up. He said that one of his employees who lived in Seoul had purchased some formula for us at **Yongsan Commissary** so we wouldn't worry. We were absolutely thrilled. Never before had we received service this fast or had someone gone this far out of their way to help us. We agreed this was the best service either of us can remember.

Staff Sgt. Walker, U.S. Army

Dover

Wow, did I ever get first-class service today while shopping at **Dover Commissary**, Del. **Lisa Adams** had my canned pumpkin order all lined up, and **Brett Bivens*** went to get it for me, put it in a box and made sure none of the cans were dented. He wheeled it out to produce where I was shopping, and he even put the box into my cart for me. Lisa went searching for cinnamon, as there was none in the spice rack. She found it and brought it to me. I wanted very ripe bananas for making banana bread. **Venita Whitaker**, storeworker, and **Jerry Mills**, produce storeworker, went on a search after telling me they didn't have any, and voilà! Out came Venita with not one, but two packages in hand. I took one and went smiling on my way. **Charlie Bowden**, my all-time favorite bagger, went way above the call of duty in unloading my cart and taking my purchases to the car. I really hope you'll pass on the above compliments. These folks are so deserving.

Ann Anderson

**Editor's note: Brett Bivens passed away in May.*

Fort Polk

An employee by the name of **Nancy Miller** at **Fort Polk Commissary** La., was very helpful

My DeCA family

(Editor's note: Mr. Weeks has made a full recovery and is back to working regular hours at the commissary.)

I'm an employee at **Signonella Commissary**, Italy, and since starting this job, I have learned the true meaning of "family oriented." Recently, I was admitted into the hospital at Signonella and then transferred to Germany. Being with DeCA for less than a year, I did not have enough leave for this prolonged hospital visit, and my DeCA family stepped up to help without hesitation.

Everyone from storeworkers, managers and directors from afar helped ensure I was taken care of. They even made sure my wife had a place to stay while in Germany. Special thanks to Signonella Store Director **Gary Bufalo** for helping with everything on the home front. Also, many thanks to DeCA Europe Director **Michael Dowling** for the card sent on behalf of the region. Thanks very much to region operations supervisor **Steve Armbruster** and Deputy Director **Cheryl Conner** for the many hospital visits and phone calls – they were greatly appreciated.

I only pray that I can continue to grow within this organization to have the opportunity to show that what they did for me and my family is deeply appreciated.

Charles Weeks, storeworker
Signonella Commissary, Italy

*Want to thank a DeCA colleague for treating you like family? Send your story to your store director for inclusion in deca**vision**. ■*



Charles Weeks



Gary Bufalo



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

and went above and beyond what I believed to be her scope of responsibility to help me. I was having a rough day and as I had forgotten to look at the Women, Infants and Children Nutrition Program voucher, I had a few “wrong” items. On top of that, I had an infant and a strong-willed child with me. Nancy returned the items that were not on the voucher and retrieved the appropriate items. I basically stood by and she helped me to feel at ease. And, just when I thought we had it all figured out, one remaining item happened to be the wrong one. Again, she went and got the “right stuff.” The commissary is VERY luck to have this woman on staff. I hope she sticks around because I will seek her out as a cashier next time.

Liz



Nancy Miller

Selfridge

Hey! In your roster of Best Commissary Awards, where's **Selfridge Commissary**, Mich.? It's better run and better laid out than most private stores in Michigan. Accommodation for disabled veterans is a top priority and the quality of the meats is top-notch. The shelves are always stocked, and if you don't see it on the shelves or they are out of an item on the shelf, someone will always take the time to check the back storage area to see if there is more and immediately bring out what you need and restock that item, even during peak traffic hours. Service is No. 1 at Selfridge!

Robert Therrien

Osan

Osan Commissary, South Korea, has the most amazing, eye-appealing laundry detergent aisle I have ever seen in all my years of commissary shopping. The best way to describe this section is by saying **Chon Chun-Man** has painted a masterpiece, using the many different brands of multicolored laundry detergent. (*See photo, below.*) It is obvious that he takes great pride in his work, and I wanted you to know that the time and effort he puts forth has not gone unnoticed.

Tim Estes ■



Chon Chun-Man

► **DETERGENT MASTERPIECE: Chon Chun-Man**, store associate at Osan Commissary, South Korea, receives praise from customers who appreciate his perfectionist's eye in arranging laundry products on the shelves (see letter, above). DeCA photo: Kim Ae-Ran





Commissary lifesaver

Store associate owes life to customers' quick actions

Rick Brink

DeCA East public affairs officer

"The right people were at the right place at the right time, thank God." That's how

store associate **LaJuana Evans** describes the cardiac arrest she suffered while at work Feb. 16.

Evans and Store Director **Rena Dial** hosted a recognition ceremony March 26 at **Andrews Commissary**, Md., to recognize six people who responded to the medical emergency that began when Evans suffered sudden cardiac arrest at one of the store's checkouts.

"I'd been at work two hours, handling self-checkout customers, and had walked over to Register 1 when I passed out," Evans said. She was told later that longtime customer Tony Perry caught her as she fell, and medical specialists quickly responded to a call over the store's public address system for a doctor or nurse.

Maj. Heather Everly, a flight nurse in Air Force Reserve Command's 459th Aeromedical Evacuation Squadron, was shopping when she heard the call.

"I just did what I've been trained to do. I focused on the patient and directed the people around me, in order to save her life," Everly said, describing how she reacted when she found Evans not breathing and without a pulse.

Everyone and everything came together to save a life.

— Store Director Rena Dial



Clockwise from top, LaJuana Evans thanks the flight nurse, Air Force Reserve Maj. Heather Everly, who helped save her life when she suffered a cardiac arrest at work at Andrews Commissary, Md. Store Director Rena Dial gives Evans a hug as she holds a plaque thanking the staff for their assistance. A tearful Evans stands at the podium with husband Ricardo, thanking the five military members who helped her. Courtesy photos: Bobby Jones

Everly used the commissary's automated external defibrillator. She delivered chest compressions, while a male bystander administered breath. When emergency medical technicians arrived from the Malcolm Grow Medical Center on base, they used their equipment, giving two more shocks to Evans. After the fourth shock, Evans woke up and started breathing.

She was taken to the hospital emergency room and later to a medical treatment center that specializes in heart care.

"We've made public address calls for doctors in the past, but this time it was for me," said Evans, who's worked at Andrews for 10 years. "I'm glad we were able to show our appreciation with a recognition ceremony."

"I'm glad we had the automated defibrillator in the store, and I can't say enough about how Major Everly and the others who helped were a godsend," Dial said. "Everything and everyone came together to save a life." ■



♥ ofthebenefit

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

Ramon Martin-Arroyo

Rota Commissary, Spain

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

I get to do many different things, and every day I learn something new. This is an enriching experience. Working for the U.S. government and learning what American customers like and expect are also exciting and new to me. I am learning the importance of customer service and also about the organization and structure in DeCA, which is totally different than in the Spanish work sector and economy.

How do you help make the commissary worth the trip?

In the produce department, I work very hard to help



Ramon Martin-Arroyo DeCA photo: Tammy Nixon

Mr. Martin-Arroyo is completely dedicated and committed to DeCA's mission, goals and providing world-class customer service. He is what all DeCA employees should be like and strive to be.

**Ruben Nadal
Store director**

customers achieve maximum satisfaction. Helping them find everything they're looking for, treating them cordially, building trust, and making their shopping easier and pleasant in every possible way makes me very happy, because produce is the first department after entering the commissary and always the first place customers go.

What's your professional history?

I have been working since I was 16 years old in various shops, carrying out customer orders, doing management functions in the fruit section and in the butcher section in the Spanish economy. As a grocery storeworker in the Spanish economy, I stock shelves, rotate product, set up displays, stock and rotate coolers, mark prices and move product from the storage room to the sales floor. In the receiving area, I'm in charge of the ordering and billing management process and of the organization of the storage room. I have been working for DeCA since September 2008.

What are your professional goals?

I would like to have a permanent position in the commissary in management, such as the produce manager. I like management functions along with the responsibility very much. I would also like an administrative position or duties in the future. I am a responsible person and do well with management and administrative tasks. I want to go to all the training classes offered and continue to learn and grow with DeCA, and to improve my English.

Who has had the most influence on your career?

My parents, especially my father, who retired from DeCA in 2008. Since I was a child, he showed me the importance of work and giving my maximum effort every day and, as he says, do not leave for tomorrow what you can do today. My mother has always supported me during my years of school, letting me know how important it is to have a good education.



Robert Culbreth

Langley Commissary, Va.

What do you like best about your job in the Student Career Experience Program, or SCEP?

The best part of my job is the endless amount of training. I work with department managers learning basic day-to-day operations. I always enjoy learning something new and, if the opportunity is presented, upper management or department managers allow me to partake in the experience.

How do you help make the commissary worth the trip?

Making the commissary worth the trip can be accomplished in many ways but service is certainly No. 1. We as employees are here to make the customer's trip more pleasant. I see it as my job to make the commissary worth the trip by providing outstanding customer service at all times.

What's your professional history?

My career history is short, but I started as a bagger when I was in high school. After entering college I decided I needed a stable part-time job. I was hired as a storeworker in December 2006 and worked in the grocery department here at Langley. In September 2009 I entered into the SCEP program designed for current students who want to pursue a career in DeCA. I intend to work within this program until I graduate from college in the near future.

What are your professional goals?

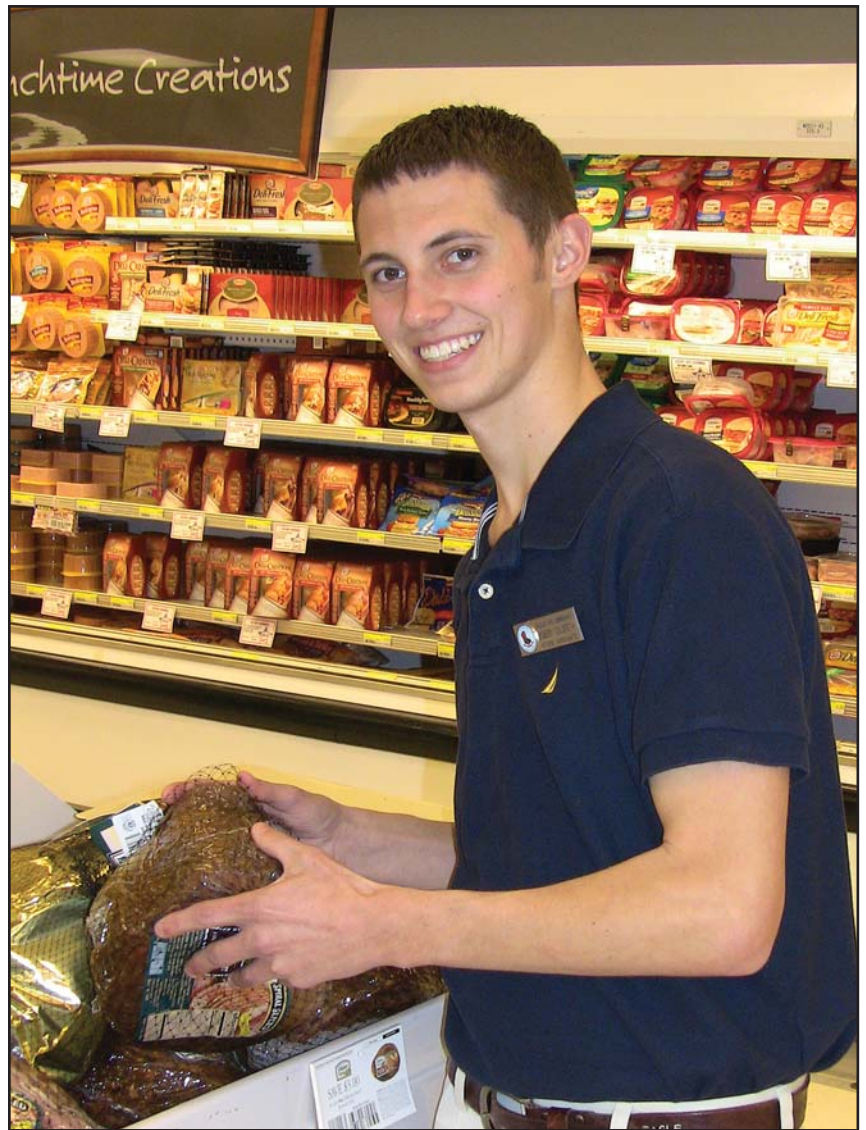
After earning my college degree, I intend on entering the workforce as a full-time employee with DeCA. A department manager would be a great start, but a store director and even past that are strong career goals I have set for myself. Exploring opportunities in DeCA Europe for some period of time is desired to experience the difference in operations versus the states.

Who has had the most influence on your career?

My parents have influenced me both academically and in my career. They have both been extremely supportive on the decisions I have made for myself and my future and I cannot thank them enough.

I'm happy to have Rob here at Langley Commissary. He is a great worker who has a lot of potential. He has the desire to learn and wants to do the job right. Rob is already an asset to the commissary; as his career progresses he will be an asset to the agency.

Steve Villeneuve
Store director



Robert Culbreth DeCA photo: Rick Brink





Brittney Visser

Fort Leavenworth, Kan.

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

I really love people. I enjoy the opportunity to interact with people working within DeCA and providing our customers with exceptional service. Commissary employees have become a family away from home for me. There have been numerous occasions when customers have impacted me through their encouragement, kind words and satisfaction. I enjoy solving problems and finding new ways to ensure customers are receiving the best service!

How do you help make the commissary worth the trip?

Outreach! I help plan and execute our store's outreach events. At these events, we stress the benefits people receive from shopping in the commissary. As an "Army brat," I know firsthand the benefit the commissary brings. Within the store, I ensure our customers are provided with extraordinary service, so not only are our prices worth the trip, but our service is as well.

What is your professional history?

I graduated from the University of Kansas in May with a Bachelor of General Studies in sociology and a minor in history.

What are your professional goals?

I hope to work my way up in DeCA or another



Brittney Visser DeCA photo: Julie Alexander

Brittney is a vital member of the commissary staff. She ensures a trip to the commissary is both a positive and memorable experience. Brittney is versatile, willing to work wherever she is needed and helps whoever might ask. She is not afraid of challenges; rather, she embraces them. When Brittney is not on the computer trying to ensure paperwork is orderly, you will find her assisting customers, consoling crying babies or helping an older customer reach something on a bottom shelf. Her work is exemplary. She makes coming to the commissary worth the trip!

Glennie Morris-Klubek
Store director

government agency. Whatever I do, my main goal for my life is to impact people in a positive way.

Who influenced your career most and how?

Growing up, I had one hero – a soldier – my dad. Throughout my childhood, I wanted to be just like him in my behavior and actions. He was my inspiration for wanting to do something important with my life and make a difference in the lives of others. My dad taught me that through a proper education, dedication and hard work, I was capable of doing anything I set my mind to. He taught me to not let fear prohibit the achievement of my dreams. Through his actions, patience, bravery and discipline, he modeled the importance of morals, values, education and dedication, which have directly influenced my work ethic and life goals. ■



frontandcenter

obituaries

MELANIE ELLIS, Peterson AFB, Colo. (March 6)
ARHET HOWARD, Fort Bragg South, N.C.
(April 12)

retirements



William Brown (41) **Mary Conrad (40)**

WAYMOND BORDEAUX, HQ DeCA, Va.
* **WILLIAM "BILL" BROWN**, HQ DeCA, Va. (41)
LESLIE CALDWELL, HQ DeCA, Va.
JOHN CASNER, Beale AFB, Calif.
* **MARY CONRAD**, HQ DeCA, Va. (40)
JIM CROWDER, Fort Carson, Colo.
DAVID DIXON, HQ DeCA, Va.
ANTHONY "TONY" GAINES, HQ DeCA, Va. (44)
DOROTHY GARCIA, HQ DeCA, Va. (41)
MICHAEL MADIGAN, JB Anacostia-Bolling, D.C.
MARCIA MARCHIANO, HQ DeCA, Va.
ROGER PAYNE, Zone 26, Scott AFB, Ill.
DARYL PERRIN, NBK Bremerton, Wash.
SHARON RAHE, HQ DeCA, Va.
PHILIP E. SAKOWITZ JR., HQ DeCA, Va.
JOHN SANDERS, Anchorage Area, Alaska
BUSIE SHELTON, Fort Wainwright CDC, Alaska
FRED WEBB, Fort Wainwright, Alaska

anniversaries

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

40 years

* **JAMES CLARK**, HQ DeCA, Va.
JACQUELINE HENRY, HQ DeCA, Va.
* **PETER PAULOS**, Fort Belvoir, Va.



James Clark (40) **Peter Paulos (40)**



Richard Poynter (40)

* **RICHARD POYNTER**, DeCA West, Calif.
WILLIAM SCHMIDT, Offutt AFB, Neb.
* **TOMMIE UNDERWOOD**, Fort Leonard Wood, Mo.
* **RONALD WILLIAMS**, JB Charleston (Navy), S.C.

35 years

ANNIE ATWOOD, Wright-Patterson AFB, Ohio
LOUIS AWALT, HQ DeCA, Va.
ALFRED BACA, Fort Carson, Colo.
VICTOR BERG, DeCA West, Calif.
LILIAN DAURIA, McClellan, Calif.
VIRGINIA GROSS, Fort Lee, Va.
HAROLD HEYWARD, Camp Lejeune, N.C.
OLAN HIGGINBOTHAM, Fort Hood II, Texas
SHIRLEY LEWIS, NSA Memphis, Tenn.
KENNY LOW, Fort Huachuca, Ariz.
ANTHONY MILOVICH, Malmstrom AFB, Mont.
EDMUND SCHIEFERS, Bitburg AB, Germany
ANTOINETTE SNYDER-FREEMAN, HQ DeCA, Va.
ROBERT TOMLINSON, Selfridge ANGB, Mich.
JOHNNY TRAPPS, Wright-Patterson AFB, Ohio
JEAN VILLARREAL, HQ DeCA, Va.
WAVERLY WILLIAMS, HQ DeCA, Va.
DONNA WILLIS, DeCA East, Va.
MICHAEL WINNS, Fort Irwin, Calif.

30 years

DEBBORAH ALDRICH, Ellsworth AFB, S.D.
NORMAN APT, HQ DeCA, Va.
MARGUERITE BAUER, F.E. Warren AFB, Wyo.
GILBERTO BERNAL, Fort Bliss, Texas
JERRY BLACKMAN, HQ DeCA, Va.
VINCENT BOOTH, Fort Meade, Md.
JACQUELINE BURCH, Fort Hood I, Texas
WILLIAM BURFORD, NAS Oceana, Va.
MICHELLE CAMBA, DeCA West, Calif.
PHILIP CLAYCOMB, Fort Monmouth, N.J.
CORTEZ CORLEY, Nellis AFB, Nev.
MARY DESANTIS, HQ DeCA, Va.
JEFFREY DIONNE, MacDill AFB, Fla.
CAROL DOSS, JB Elmendorf-Richardson, Alaska
CHARLES DOWLEN JR., HQ DeCA, Va.
STEVEN GARTNER, NSB Kings Bay, Ga.
JOSEPH GREEN, Robins AFB, Ga.
DAVID HAMMOND, Schofield Barracks, Hawaii
MARTHA HARRIS, Fort Belvoir, Va.
DALE HOLMES SR., Fort Bliss, Texas



T. Underwood (40)



R. Williams (40)

JESSE HUBBARD, NAS Jacksonville, Fla.
WILLIAM HUMPHREYS, MCB Quantico, Va.
NANCY JACOBS, Fairchild AFB, Wash.
RAYMOND JONES, Seymour Johnson AFB, N.C.
LOUIS KENNEDY, HQ DeCA, Va.
DOROTHY LEONARD, Maxwell AFB, Ala.
LARRY LEWIS, HQ DeCA, Va.
RYAN MARCELLE JR., Fort Polk, La.
WENDY MATUSZAK, NAS Fallon, Nev.
DANIEL McELROY, HQ DeCA, Va.
ANGELA McFARLANE, Fort Carson, Colo.
EDITH MORGAN, HQ DeCA, Va.
ALVIN PEARCE, Cannon AFB, N.M.
LEOMIE PETOIA, Fort Gordon, Ga.
MICHAEL PRZYBYLLA, Camp Pendleton, Calif.
JOHN REESE JR., Fort Lee, Va.
SREEYA REYNOLDS, JB Pearl Harbor-Hickam, Hawaii
ORA ROBERSON, NAS Jacksonville, Fla.
MICHAEL ROBERTS, Fort Rucker, Ala.
WILLIE SAULSBERRY, NAS Meridian, Miss.
MAUREEN SCHEID, Selfridge ANGB, Mich.
MICHAEL SELIG, Fort Meade, Md.
ERNIE SHANNON, Columbus AFB, Miss.
BUSIE SHELTON, Fort Wainwright, Alaska
JOHN SINGLETON, Rock Island Arsenal, Ill.
PAUL SITCH, HQ DeCA, Va.
DRUSILLA SLATE, McChord AFB, Wash.
DONNA STARKUS-WARD, HQ DeCA, Va.
DOUGLAS STEGMAN, Kirtland AFB, N.M.
WALTER TAYLOR, NCBC Gulfport, Miss.
JOYCE THOMPSON, HQ DeCA, Va.
ROBERT VALLES, Fort Sill, Okla.
JOYCE VINSON, Fort Bragg South, N.C.
EVELYN WARE, Fort Gillem, Ga.
RENEE WASHINGTON, NAS Pensacola, Fla.
GARY WILLIAMS, HQ DeCA, Va.
JOHNNIE WILLIAMS, NS Great Lakes, Ill.
LUTHER WILLIAMS, Fort Campbell, Ky.
EDNA WILLIS, HQ DeCA, Va.
MICHAEL WOOD, Scott AFB, Ill.

25 years

SOPHIA ADAMS, Tinker AFB, Okla.
ALCIBIADES AGUILAR, Mitchel Field, N.Y.
GAIL ANDREWS, Keesler AFB, Miss.
JAMES BARLOW, Fort Riley, Kan.
JAMES BARNES, Keesler AFB, Miss.
SHEILA BOLLING, HQ DeCA, Va.
CHARLES BONAPARTE JR., HQ DeCA, Va.
EDERLINDA BONIFACIO, JB Pearl Harbor-Hickam, Hawaii
PATRICIA BOOKER, Vandenberg AFB, Calif.
TIMOTHY BRADLEY, NAS Pensacola, Fla.
RICHARD BRINK, HQ DeCA, Va.
NORMAN BROWN, HQ DeCA, Va.
DAVID BURNETT, Peterson AFB, Colo.
JUANITA BURRUS, Schofield Barracks, Hawaii
DOUGLAS CARLOS, Hill AFB, Utah
MAUREEN CARNES, Fort McPherson, Ga.
JANET CHAMBLISS, HQ DeCA, Va.
LERONIA CHEEKS, Hurlburt Field, Fla.
FRED COLLIER, Fort Huachuca, Ariz.
JAMES CURRIER, Holloman AFB, N.M.
TROY DAILY, Fort Polk, La.





(25 years)

DANNY DANIELSON, NAS Meridian, Miss.
ROBERT DARDEN, HQ DeCA, Va.
VICKIE RAE DAVILA, NAS Pensacola, Fla.
MICHELLE DEWELL, HQ DeCA, Va.
BRENDA DOBBS, JB Langley-Eustis, Va.
LAWRENCE DUPELL, MCLB Albany, Ga.
SHALONA EDWARDS, JB Charleston (Air Force), S.C.
FRANKIE EPPS, NB San Diego, Calif.
RUBY ERVIN, Randolph AFB, Texas
LISA FLOWERS, Fort Stewart, Ga.
CECELIA GATES, Peterson AFB, Colo.
DANIEL GEORGE, JB Elmendorf-Richardson, Alaska
JEANETTE GIBBS, Fort Gordon, Ga.
GREGORY GLENDENNING, Fort Bragg North, N.C.
TERRY GROUNDS, JB San Antonio (Fort Sam Houston), Texas
JORGE GUTIERREZ, Port Hueneme, Calif.
KATHELENE HAMMOND, NAS Whiting Field, Fla.
LUANA HARRIS, Eglin AFB, Fla.
REBECCA HAYES, HQ DeCA, Va.
SANDRA HECIMOVICH, Fort Greely, Alaska
WAYNE HELLERT, NSB New London, Conn.
DIANNE HENRY, Robins AFB, Ga.
RICHARD HERMAN, NCBC Gulfport, Miss.
KIM HESSELRODE, Hanscom AFB, Mass.
DOUGLAS HOOPER, Harrison Village, Ind.
PAMELA JACKSON, HQ DeCA, Va.
MANDISA JOHNSON, Fort Jackson, S.C.
PANILLA JOYNER, Camp Lejeune, N.C.
GRACIE KELSEY, Fort Campbell, Ky.
DIANE KLINGER, Wright-Patterson AFB, Ohio
WILLIAM KNIGHT, Hunter AAF, Ga.
CHOI KOLK, NAS Lemoore, Calif.
EDWARD LILLY, JB Andrews, Md.
RICARDO MARTINEZ, JB San Antonio (Fort Sam Houston), Texas
ROY MATHIS JR., JB Langley-Eustis, Va.
JUDGE MAYS III, HQ DeCA, Va.
DAWN MEEDS, JB Lewis-McChord, Wash.

ALICE MILLER, Fort Leavenworth, Kan.
ANNETTE MILLER, MCAS Cherry Point, N.C.
ISMA MORONEY, Eglin AFB, Fla.
ANITA NICHOLS, JB San Antonio (Lackland), Texas
REDELL OAKLEY, Ord Community, Calif.
MABLE ORMOND, JB Langley-Eustis, Va.
RICHARD PATRICK, JB Langley-Eustis, Va.
BERTHA PERKINS, Camp Lejeune, N.C.
JOLINE PERRY, Mountain Home AFB, Idaho
PETER PETERSON, NAS Mayport, Fla.
JAY PHILLIPS, Rock Island Arsenal, Ill.
RICHARD POUNCY, Scott AFB, Ill.
RUBEN QUINTERO, JB San Antonio (Fort Sam Houston), Texas
WALTRAUD REED, Fort Bliss, Texas
LAM REICHEL, Eglin AFB, Fla.
MABELLE RODRIGUEZ, Camp Pendleton, Calif.
CECILIA ROMERO, Buckley AFB, Colo.
BESSIE ROSS, HQ DeCA, Va.
GENEVA ROULHAC, Fort Hood II, Texas
LILLIE RUTHERFORD, JB Elmendorf-Richardson, Alaska
GUY SAXTON, JB Pearl Harbor-Hickam, Hawaii
MONICA SCIORTINO, DeCA West, Calif.
ERIC SHAW, NSB New London, Conn.
SCHERRA SHAW, Fort Belvoir, Va.
SAMUEL SLAYDEN, Fort Lee, Va.
JOY SMITH, Fort Gordon, Ga.
THOMAS SMITH, Fort Benning, Ga.
JEAN SOMMER, Travis AFB, Calif.
JOEL SPRINGER, Fort Hood I, Texas
LENA STACY, Hunter AAF, Ga.
LOUIS STECH JR., HQ DeCA, Va.
BRENDA SUTTON, Hunter AAF, Ga.
GERTRUDE THOMPSON, Fort Bragg South, N.C.
ROSA UMADHAY, NS Orote Point, Guam
JOHN VIERLING, NAS Mayport, Fla.
PATRICK YAP, MCB Kaneohe Bay, Hawaii

20 years

WILLIAM ADAMS, Seymour Johnson AFB, N.C.
EARL ALLEY, Keesler AFB, Miss.
JOCELYNE ANDERSON, Eglin AFB, Fla.

SUN ANKENY, NCBC Gulfport, Miss.
MYON ARGUELLO, Fort Hood I, Texas
DONNA BAIRD, DeCA West, Calif.
GLORIA BAKER, Luke AFB, Ariz.
GLORIA BATALLA, NOLF Imperial Beach, Calif.
NENA BEJERANA, NS Orote Point, Guam
GARY BENHAM, Fort Knox, Ky.
JAMES BEQUETTE, Fort Leavenworth, Kan.
LIDIA BILLS, JB McChord-Lewis, Wash.
GERARD BORJA, Guam CDC
MARCEA BOYD, Fort Benning, Ga.
MARIANNE BRANDT, Nellis AFB, Nev.
ANGELA BREWTON, NAS Whiting Field, Fla.
ANGELINE BROWN, NAS Oceana, Va.
MICHELLE BROWN, MCB Quantico, Va.
MELISSA BURGESS, Wright-Patterson AFB, Ohio
SHEILA CARR, Fort Eustis, Va.
PEGGY CARSON, Fort Jackson, S.C.
RICARDO CATAPIA, NB San Diego, Calif.
TOMMY CHAVEZ, Kirtland AFB, N.M.
CRISTINA COLBORN, Fort Carson, Colo.
JOYCE COOK, Fort Bragg South, N.C.
CATHERINE CROSS, Aberdeen PG, Md.
ANGELA CURTIS, Seymour Johnson AFB, N.C.
GARY DAVIS, Tinker AFB, Okla.
PHAN LE DAVIS, Fort Knox, Ky.
DEBORAH DEJESUS, Kirtland AFB, N.M.
SHERIL DELANGHE, Luke AFB, Ariz.
JACKIE DEMPSEY, NAS Whiting Field, Fla.
ROBIN DIAZ, NSB Kings Bay, Ga.
SONIA DIETRICK, USMA West Point, N.Y.
CHONG DRUMMOND, Fort Rucker, Ala.
MARY DUDEK, Fort Carson, Colo.
JULEE DUNN, Hurlburt Field, Fla.
ANTONIO ENTILLA, JR Marianas (Andersen AFB), Guam
IVA FELTON, NS Newport, R.I.
FEDERICO FIRME, JB Anacostia-Bolling, D.C.
REBECCA FREY, Nellis AFB, Nev.
STEVEN FURTADO, NS Newport, R.I.
ANTONIO GARCIA, NNSY Portsmouth, Va.
AURORA GARCIA, DeCA West, Calif.
RUBEN GOMEZ, Laughlin AFB, Texas
TAMARA GRIFFIN, MCB Quantico, Va.
YOL CHU HALL, Little Rock AFB, Ark.
DEBORAH HANSEN, Selfridge ANGB, Mich.
KENNETH HARRIS, JB Andrews, Md.
SHALLA HEMENWAY, MCAS Cherry Point, N.C.
JAMES HOLLINGER, NB San Diego, Calif.
LILIA IBARRA, Camp Pendleton, Calif.
NELLIE INGRAM, Seymour Johnson AFB, N.C.
ROBERT ISHMAN JR., MCLB Barstow, Calif.
MERCEDITA JARAMILLO, Goodfellow AFB, Texas
DONNA JENKINS, HQ DeCA, Va.
ELSIE JOHNSON, Patrick AFB, Fla.
MI MI KO, JB Lewis-McChord, Wash.
DIONNE KURIA, HQ DeCA, Va.
KAREN LAMPING, C.E. Kelly SF, Pa.
GRACE LAY, Port Hueneme, Calif.
DANNY LEE, Fort Knox, Ky.
TERESA LEWIS, Fort Belvoir, Va.
C.L. LINDSEY, JB San Antonio (Fort Sam Houston), Texas
GAIL LITTLE, Moody AFB, Ga.
DAMIEN LOFTON, JB Myer-Henderson Hall, Va.
JOSEPH LONDO JR., Eielson AFB, Alaska
OFELIA LORENA, NBK Bremerton, Wash.
DELATHA LOWE, Fort Stewart, Ga.
GERLY LUMAYAS, JB Pearl Harbor-Hickam, Hawaii
MARTHA ANN McCOY, Fort Belvoir, Va.
LEE McDERMOTT, Fort Riley, Kan.
KAREN McKOY, Fort Bragg North, N.C.
CRYSTAL McNEIL, JB Anacostia-Bolling AFB, D.C.
LUZVIMINDA MONTON, Davis-Monthan AFB, Ariz.



▲FILL 'ER UP: Joyce Matthews, meatcutter at Keesler Commissary, Miss., keeps the meat cases fully stocked during grand opening day for the new store. DeCA photo: Rick Brink



◀ **FRESH FRUIT 'DIRECT STORE DELIVERY':** Toting sweet, good-for-you treats directly to customers boosts produce sales, as these savvy commissary employees find. Left, Delilah Lozano (right), produce manager at Davis-Monthan Commissary, Ariz., carts chocolate-dipped strawberries to shoppers. *Coast Produce photo: Kate Reeb*

Below, costumed store associate Herman Wilkins, McGuire Commissary, N.J., provides a refreshing treat of watermelon to a customer. *DeCA photo: John Zoubra*

- BRENDA MOODY**, JB San Antonio (Randolph AFB), Texas
- ROBERTO MORENO**, Fort McCoy, Wis.
- JUDITH MOURAD**, Fort Stewart, Ga.
- ROSE MUNAR**, NB San Diego, Calif.
- ELIZABETH MYERS**, NAS Jacksonville, Fla.
- EVELYN NEWBY**, NB Norfolk, Va.
- EDDIE OWENS**, McClellan, Calif.
- BUENAVENTURA PASAOA**, JEB Little Creek-Fort Story, Va.
- ISMAEL PEREZ**, Eglin AFB, Fla.
- ALESIA PERRY**, JEB Little Creek-Fort Story, Va.
- ERIC PESQUIRA**, Schofield Barracks, Hawaii
- CASSANDRA PETERSON**, Fort Benning, Ga.
- STEVEN PETERSON**, NS Orote Point, Guam
- JODY PHILLIPS**, Luke AFB, Ariz.
- ROSALINDA PICKERING**, JB Lewis-McChord, Wash.
- JEAN PIRMANN**, NAS JRB Fort Worth, Texas
- OLA PORTER**, Little Rock AFB, Ark.
- MYONG POWERS**, Fort Polk, La.
- CARLA PRINCE**, Offutt AFB, Neb.
- DOROTHY RILEY**, Fort Benning, Ga.
- MONICA RIVERA**, Patrick AFB, Fla.
- LEOPOLDO RODRIGUEZ**, McClellan, Calif.
- MARY RODRIGUEZ**, Fort Carson, Colo.
- MONIQUE SALLEY**, HQ DeCA, Va.
- WILLIAM SALMI**, NS Great Lakes, Ill.
- CARMEN SANTIAGO**, Fort Buchanan, Puerto Rico
- RAMONA SANTO-DOMINGO**, Camp Pendleton, Calif.
- FLORENDA SANTOS**, Patrick AFB, Fla.
- GWEN SCOTT**, Fort Carson, Colo.
- GAIL SHANNON**, Gunter AFB, Ala.



- PAULA SITKA**, NAS Oceana, Va.
- LISA SMITH**, Dover AFB, Del.
- ROSEMARIE SMITH**, NS Newport, R.I.
- EDNA SPRUILL**, Robins AFB, Ga.
- AMANDA STEWART**, Patrick AFB, Fla.

- MARY TERRELL**, JB San Antonio (Lackland AFB), Texas
- FELICIA THOMAS**, Fort Lee, Va.
- MARK VACCA**, DeCA East, Va.





(20 years)

GERMA VALERIANO, JB Pearl Harbor-Hickam, Hawaii
FRED WEBB JR., Fort Wainwright, Alaska
JULIA WEIDMAN, NAS Whiting Field, Ga.
CAROLYN WIRZ, Keesler AFB, Miss.
JOYCE YELDELL, Fort Benning, Ga.
WALTER YOUNG, Fort Meade, Md.
LAURA YUNKER, Buckley AFB, Colo.

1.5 years

GILBERT ANCHONDO, Los Angeles AFB, Calif.
AGATON ANTONIO, NAS Oceana, Va.
BENEDICTO ARBOLEDA, Nellis AFB, Nev.
KATHLEEN AULD, NAS Pensacola, Fla.
EDWIN BACA, Kirtland AFB, N.M.
LISA BARBEE, Fort McPherson, Ga.
DELPHINE BERGARA, JB San Antonio (Lackland AFB), Texas
VINCENT BEST, JB San Antonio (Randolph AFB), Texas
ANAYANSIA BOYD, Fort Jackson, S.C.
CAROLYN BROWN, HQ DeCA, Va.
CHERYL BROWN, HQ DeCA, Va.
JAMES BROWN, NB San Diego, Calif.
YVONNE BRYSON, JB Langley-Eustis, Va.
NIDA CARINO, NBK Smokey Point, Wash.
FERNANDO CARONAN, Schofield Barracks, Hawaii
MICHAEL CARTER, DeCA West, Calif.
LONNIE CARTWRIGHT, NAS Oceana, Va.
EVERLEE CASTILLO, NAS Jacksonville, Fla.
VERONICA CAUDILL, Tinker AFB, Okla.

CARLOS CAYABA, NAS Oceana, Va.
ELISA CHONGHUI CHOE, NSE Smokey Point, Wash.
CAROL CORNELIUS, Carlisle Barracks, Pa.
MYRNA DAGDAGAN, Peterson AFB, Colo.
DONNA DEMERS, Malmstrom AFB, Mont.
MARIA DICKERSON, Dover AFB, Del.
WANDA DOWD, MCB Quantico, Va.
CRISTINA DUMLAO, Fort Bragg South, N.C.
SHIRLEY EDWARDS, Fort Lee, Va.
JAMES ESPARZA, March ARB, Calif.
PAULINE FLETCHER, HQ DeCA, Va.
JANELLE FOLLETT, USAF Academy, Colo.
ALYNE FRAMPTON, Whiteman AFB, Mo.
KYONG FREEMAN, Fort Huachuca, Ariz.
RHONDA FUNDERBURK, Fort Meade, Md.
EUSEBIO GARADO, McClellan, Calif.
ELLEN GARCIA, Cannon AFB, N.M.
ZENaida GARCIA, NAS Pensacola, Fla.
DENISE GAUNTT, JB Charleston (Navy), S.C.
ALICE GIESE, Minot AFB, N.D.
JUANITA GREEN, JB Anacostia-Bolling, D.C.
ALAN GUDROY, Schofield Barracks, Hawaii
BILLIE GOFF, HQ DeCA, Va.
CARMEN GORDILLO, NB San Diego, Calif.
CAROLYN HARGROVE, Barksdale AFB, La.
CURTRESA HARRIS, Tinker AFB, Okla.
DIANE HEATH, Robins AFB, Ga.
LIGAYA HORVATH, NAS Whidbey Island, Wash.
JOVITA INGRAM, MCB Quantico, Va.
LASHUNA JACKSON, Barksdale AFB, La.
FLORITA JAVINAR, NB San Diego, Calif.
CELESTINE JOHNSON, Hunter AAF, Ga.

REVELINA KATRAS, JB Lewis-McChord, Wash.
JACKIE KINSLOW, Fort Stewart, Ga.
CYNTHIA KNOWLTON, NAS Corpus Christi, Texas
KIM LAVAN, Offutt AFB, Neb.
GARY LEEPER, NAS Mayport, Fla.
PAULINE LEWIS, Redstone Arsenal, Ala.
HENRY LOPEZ, NB San Diego, Calif.
THERESA LOVE, Maxwell AFB, Ala.
SUSAN LOWERY, NAS Pensacola, Fla.
ELSA MADDEN, NAF El Centro, Calif.
JIM MARINO, NSA Annapolis, Md.
VIDA MARTIN, Aberdeen PG, Md.
EDWARD MAXWELL, Fort Bliss, Texas
GERALDINE McCLAIN, NAS Oceana, Va.
PATRICK McCOY, Camp Lejeune, N.C.
DAWN McCROARY, Fort Polk, La.
CHARLES McMINN JR., HQ DeCA, Va.
MONETTE MERILICE, March ARB, Calif.
CHONG HUI MESSIER, MacDill AFB, Fla.
LISA MORRIS, Davis-Monthan AFB, Ariz.
ANTHONY MURRAY, Barksdale AFB, La.
WANDA NICHOLAS, Travis AFB, Calif.
ADRIENNE NOGUERA, Gunter AFB, Ala.
IRIS ORTIZ, Fort Stewart, Ga.
JANE PACHECO, Travis AFB, Calif.
PAK SONG-KANG, Osan CDC, South Korea
NOEL PATRIARCA, Hurlburt Field, Fla.
DOROTHY PHELPS, McClellan, Calif.
ROSARIO RENDON, JB San Antonio (Fort Sam Houston), Texas
REGINA RICHARDSON, Kirtland AFB, N.M.
STEVEN ROBER, Vandenberg AFB, Calif.
CLAYNARN ROBINSON, Fort Benning, Ga.



▲HAPPY DAY: Chris Burns, DeCA's director of sales, thanks store associates Natasha Johnson and Brianna James, Keesler Commissary, Miss., for their hard work supporting the grand opening of the new store. DeCA photo: Nancy O'Neill



▲ **SAVINGS OASIS: San Diego Commissary, Calif.,** dazzles customers with a vast club pack section, collocated with other specials and promotional items. *DeCA photo: William Vick*

DENNIS ROBINSON, NAS Meridian, Miss.
NANCY SANGSTER, Fort Bragg North, N.C.
JOHN SANNS, NAS Miramar, Calif.
DAWN SCHULTZ, Hurlburt Field, Fla.
RICHARD SCOGGINS, NAS Mayport, Fla.
MELISSA SOLORZANO, Fort Bliss, Texas
DEBRA STANSELL, Robins AFB, Ga.
BARBARA STILL, Hurlburt Field, Fla.
BETTY SWIFT, Fort Benning, Ga.
MARYANNE TAYLOR, Selfridge ANGB, Mich.
VANESSA TILLMAN, NAS Mayport, Fla.
BENIGNO TORRESOSORIO, Fort Hood II, Texas
JULIE TURNER, NAS Patuxent River, Md.
RODNEY UNRUH, Vance AFB, Okla.
WARREN WALDRON, Vance AFB, Okla.
CHRISTOPHER WICKER, HQ DeCA, Va.
BRENDA WILLIAMS, JB Anacostia-Bolling, D.C.
SHOSHANA WRIGHT, Fort Hood II, Texas
JOSE YRACHETA, NB San Diego, Calif.

10 years

LAQUISHA ABDUL-RAHMAAN, NAS Jacksonville, Fla.
RAYMOND AGUON, NS Orote Point, Guam
ELIZABETH AHERN, MCAS Yuma, Ariz.
FLORITA ALBRITTON, MacDill AFB, Fla.
LORENZO AQUININGOC, Guam CDC

MARIE ARTHUR, Fort Carson, Colo.
ROBIN BARTON, Peterson AFB, Colo.
LUISITO BAUTISTA, NAS Miramar, Calif.
WILLIAM BELCHER JR., McConnell AFB, Kan.
ROBERT BELLAMY, Fort Bragg South, N.C.
CHARLENE BERGER, Davis-Monthan AFB, Ariz.
SALLY BOWEN, Wright-Patterson AFB, Ohio
HAK BRADSHAW, HQ DeCA, Va.
KIM BRYDEN, Barksdale AFB, La.
ELVIA BUENROSTRO, HQ DeCA, Va.
MILTON BYNUM, JB Myer-Henderson Hall, Va.
APRIL CALDWELL, Elmendorf AFB, Alaska
TERESA CAMEL, NSA New Orleans, La.
MARIA CANELA, Fort Campbell, Ky.
RON CANONES, Travis AFB, Calif.
KEITH CLEMENS, NS Great Lakes, Ill.
DARLENE COAXUM, JB Lewis-McChord, Wash.
MARY COOK, Fort Carson, Colo.
EDWIN CRUICKSHANK, Wright-Patterson AFB, Ohio
YOUNG CUMBIA, JB Lewis-McChord, Wash.
CHARLES CUNNINGHAM, Luke AFB, Ariz.
JENNIFER CUNNINGHAM, Luke AFB, Ariz.
MICHAEL CUNNINGHAM, HQ DeCA, Va.
TOMMY DAVENPORT, Tinker AFB, Okla.
RICHARD DOSA, MCAS Yuma, Ariz.
MICHAEL DUFFIELD, Richards-Gebaur, Mo.
ILHAN ERDEM, Izmir, Turkey
MARIA ESPIRITU, Port Hueneme, Calif.

DANNY ESTRIDGE, Kirtland AFB, N.M.
SEAN FARRELL, JEB Little Creek-Fort Story, Va.
MARIE FLETCHER, Kirtland AFB, N.M.
ANGELINA FLORES, Fort Bliss, Texas
KATHY FRON, Fort Knox, Ky.
JULIE GAINOR, JB Andrews, Md.
CARLOS GALARZA, Fort Buchanan, Puerto Rico
ANTHONY GARDNER, Hanscom AFB, Mass.
MARK GATES, Fort Bragg South, N.C.
TERESA GIBBONS, Tinker AFB, Okla.
ANTHONY GLASSBURN, Wright-Patterson AFB, Ohio
BEVERLY GLASSCOCK, Robins AFB, Ga.
ANNABELLE GOZO, NSE Smeek Point, Wash.
AYTUG GUVEN, Izmir, Turkey
PAULINA HAWKINS, Fort Gillem, Ga.
PAUL HICKEY, NSY Portsmouth, N.H.
WILLIAM HICKS, Yokota AB, Japan
BRENDA HOLLINGER, Fort Campbell, Ky.
SHARON HOPKINS, March ARB, Calif.
JEAN HORN, Fort Huachuca, Ariz.
AMY HULETT, NAS Whidbey Island, Wash.
YVONNE HUNTER, Mitchel Field, N.Y.
JUNG JEFFREY, JB Lewis-McChord, Wash.
BARRON JOHNSON, Keesler AFB, Miss.
RENITA JOHNSON, NAS Oceana, Va.
RUTH JONES, Fort Gordon, Ga.





(10 years)

RYAN KALUA'U, HQ DeCA, Va.
DIANN KAMPS, MacDill AFB, Fla.
GOLDIE KOCHER, Sheppard AFB, Texas
GUSTAVO LARRAURI-MARTE, Fort Buchanan, Puerto Rico
FALEAO LEFITI, MCB Kaneohe Bay, Hawaii
EDITHA LOWE, Tinker AFB, Okla.
DELILAH LOZANO, Davis-Monthan AFB, Ariz.
RENEE LUCIANO, Offutt AFB, Neb.
ROGER LUEHRAN, Whiteman AFB, Mo.
PHYLLIS LYONS, Fort Bragg North, N.C.
RICHARD MADSEN, MCB Quantico, Va.
ALMA MANUEL, NAS Mayport, Fla.
RANDY MARTIN, Hill AFB, Utah
STEVEN MARTIN, Fort Drum, N.Y.
TAMMIE MASTEN, MCLB Albany, Ga.
DAVID MATERN, Yokota AB, Japan
DANIEL McCARTHY, NS Great Lakes, Ill.
WILLIAM McCOLLUM JR., NS Newport, R.I.
TAMIKA McCRAY, NAS Whiting Field, Fla.
TERESITA MENDOZA, Moffett Field, Calif.
HEIDI MEUSE, Ord Community, Calif.
CURTIS MIMS, Fort Campbell, Ky.
ROSANNA MONTOYA, Kirtland AFB, N.M.
CHRISTINE MOORE, Fort Hood II, Texas
PABLO MORGAN, Fort Meade, Md.
JUDY MUELLER, Fort Bliss, Texas
LINDA ODDON, Hill AFB, Utah
JEREMY ORTEGA, Kirtland AFB, N.M.
GEORGE PAGE, MacDill AFB, Fla.
JOE PAGE, Nellis AFB, Nev.
CHRISTOPHER PALMER, Hanscom AFB, Mass.
CANDICE PASSMORE, Nellis AFB, Nev.
ROBERT PATTERSON JR., JR Marianas (Andersen AFB), Guam
RODNEY PENDLETON, Redstone Arsenal, Ala.
GEORGE PEREZ, JB San Antonio (Randolph AFB), Texas
VINCENT POWELL SR., Maxwell AFB, Ala.
ROBERT PRESTON, Misawa AB, Japan

► **PET PARTY:**
Store Manager Dennis Templeton and Store Director Ruby Ervin, Randolph Commissary, Texas, kick off DeCA's "Your Pet, Your Family" marketing campaign on March 27 with a pet fair, featuring a variety of contests with prizes and savings on pet treats, food, toys and health products.

DeCA photo: Nancy O'Neil



YOLANDA PRICE, JB Charleston (Air Force), S.C.
JEANETTE PURSLEY, JB Charleston (Navy), S.C.
LOIS REDMON, Keesler AFB, Miss.
DEBRA REED, Fort Sill, Okla.
CHIL SUN ROSARIO, MCB Quantico, Va.
EMY RULLODA, NOLF Imperial Beach, Calif.
SALUCKJAI SAMUEL, MacDill AFB, Fla.
DIANE SCHINN, Elmendorf AFB, Alaska
GREGORY SIENERTH, Harrison Village, Ind.
JONATHAN SMITH, NAS Miramar, Calif.
MARY SPRADLING, Tinker AFB, Okla.
AUGUSTA STEWART, Fort Carson, Colo.
PEMERINA TAU, Schofield Barracks, Hawaii
DEANA TAYLOR, Camp Lejeune, N.C.
OMER TOZ, Izmir, Turkey
DAISY VALMORES, Fort Hood I, Texas
YASUKO VANBREEMEN, Buckley AFB, Colo.
VANESSA WALKER, HQ DeCA, Va.
YVONNE WARREN, Mac Dill AFB, Fla.
HU IM WHITMORE, Fort Carson, Colo.
ELSA WILLIAMS, NAS Pensacola, Fla.
SABRINA WILLIAMS, NAS Oceana, Va.
ANGELA WILSON, Mountain Home AFB, Idaho
STEVEN YARBER, Fort Polk, La.
MARILU ZAMBRANO, JB Langley-Eustis, Va.

5 years

PAK SO-UN, Kunsan AB, South Korea

top employees

Employees of the Year 2009
IDA GAPAS, Minot AFB, N.D.

Employees of the Quarter
2nd Quarter 2010

MIHO AVERY, NAF Atsugi, Japan
JAMES DALE, Hario Village, Japan
DEBRA DOUD, Fairchild AFB, Wash.
SANDRA DRAKE, McConnell AFB, Kan.
GABBI DUGGER, McConnell AFB, Kan.
GISELA ELISARA, NAS Whidbey Island, Wash.
KELLI GAUNTT, Anchorage Area, Alaska
BRAIDEN GLADWELL, Hill AFB, Utah
YOLANDA GOMEZ, MCAS Iwakuni, Japan
UN-YOUNG GREGORY, Yongsan CDC, South Korea
CHANCE HARDY, FA Sasebo, Japan
TSUTOMU HATAKEYAMA, Misawa AB, Japan
VINCENT HENDERSON, McConnell AFB, Kan.
SATOSHI HIGA, Okinawa CDC
LORI BELL HOLTER, NB San Diego, Calif.
BETH HYNES, Davis-Monthan AFB, Ariz.
KIM HYE-RI, Osan CDC, South Korea
KIM JIN-CHOL, Hannam Village, South Korea
KIM NAK-KYUN, Osan CDC, South Korea
KIM UN-PONG, Camp Humphreys, South Korea
KWON HONG-ROK, Osan AB, South Korea
MEAGAN LAFONT, MCLB Barstow, Calif.
ANTHONY LLOYD, Fort Irwin, Calif.
KRISTEN LORENA, NBK Bremerton, Wash.
STEVEN MacLACHLAN, McConnell AFB, Kan.
JONATHAN McGUNNIGLE, Iwakuni CDC, Japan
AKIRA MEKARU, Okinawa CDC
TAKUYA MUTO, Okinawa CDC
WALTER POWELL, Holloman AFB, N.M.
CHONG RAIDEN, Vance AFB, Okla.
YONG ROWE, Anchorage Area, Alaska



▲ **SALVAGED DRAGONS:** Ord Community Commissary, Calif., won honors in the La Choy New Year Display contest with this colorful display featuring a large, suspended dragon donated a few years ago, left, and a new “baby” dragon, center. Both vintage dragons had been packed away and forgotten by the installation many years ago, with the baby discovered only recently. *DeCa photo: Bob Landon*

YONG SALAS, Yongsan AB, South Korea
ASHLEY SCHUBERG, Malmstrom AFB, Mont.
SO YONG-SIK, Camp Red Cloud, South Korea
HIROSHI TERUYA, Okinawa CDC
MELANIE THINER, McConnell AFB, Kan.
SUE THOMPSON, Camp Stanley, South Korea
BRIANNA TOLES, Camp Casey, South Korea
SHINJI WAKAMSTU, Sagami-hara, Japan
MELITA WALKER, McConnell AFB, Kan.
BOBBY WHITLOCK, NAWA China Lake, Calif.
NORIAKI YAMAMOTO, Camp Kure, Japan
CARL YOUNG, Yokosuka, Japan

Safety Award, 1st Quarter 2010
RICK HASSLER, Vance AFB, Okla.
CAROL SINCLAIR, NAS Whidbey Island, Wash.
JOLEEN VOGL, Malmstrom AFB, Mont.

1st Quarter 2010
MICHAEL ELLSWORTH, USAF Academy, Colo.
JUANITA FISHER, Beale AFB, Calif.
SONNY STARKS, NAS Whidbey Island, Wash.

Safety Award, 1st Quarter 2010
MIGUEL ESTRELLA, NAS Whidbey Island, Wash.

4th Quarter 2009
JIM RESLER, Minot AFB, N.D.

Employees of the Month
April 2010
SUEKO ARAKAKI, Kadena AB, Okinawa
DESI BOLLIG, Okinawa CDC
JENICE COFFEY-GIBBS, MCAS Iwakuni, Japan
MARYLN CUAYCONG, FA Sasebo, Japan
SONIA GROSHENS, Hario Village, Japan
KAZUO HATA, NFA Yokosuka, Japan
SEICHU HAYASHI, Okinawa CDC
YUKIKO ISHIKAWA, Camp Foster, Okinawa
CURTIS JONES, Kanto Plain CDC, Japan
TADASHI KINA, Camp Foster, Okinawa
MOTOKI KOMESU, Camp Courtney, Okinawa
MORGANA LABRADOR, NAF Atsugi, Japan
SATOSHI MEZASHI, Okinawa CDC
BRANDON MOHLER, Iwakuni CDC, Japan
NATSUKO MORINO, Misawa AB, Japan
YUTAKA NAKAMA, Camp Foster, Okinawa
DAVID PERALTA, Okinawa CDC
KAZUKO SHAKOGORI, Sagami-hara, Japan
SATOSHI SHIMABUKURO, Camp Foster, Okinawa
KIYOMI SUZUKI, Yokota AB, Japan
RODNEY TURNER, Kanto Plain CDC, Japan

GABRIEL WEBB, Camp Zama, Japan
NORIAKI YAMAMOTO, Camp Kure, Japan
LILLIAN YAMASHIRO, Camp Kinser, Okinawa

April Cashier of the Month
KAREN PLANT, FA Sasebo, Japan
RACHEL ROMERO, Hario Village, Japan

March 2010
ANDREW BERGHEIMER, JB McGuire-Dix-Lakehurst, N.J.
CHOE KYONG-SOP, Camp Red Cloud, South Korea
CHON HAE-SAENG, Camp Stanley, South Korea
REGGIE DIXON, Kadena AB, Okinawa
LISA DRESEL, Camp Humphreys, South Korea
CHRIS GRADY, Yongsan AB, South Korea
UN-YOUNG GREGORY, Yongsan CDC, South Korea
JEREMY HAVIER, NAF Atsugi, Japan
SEICHU HAYASHI, Okinawa CDC
AKIHISA HIGA, Camp Courtney, Okinawa
SATOSHI HIGA, Okinawa CDC
DENNIS JONES, Osan CDC, South Korea
KIM CHOL, Camp Casey, South Korea





*Employees of the Month
(March 2010)*

KIM CHUNG-HWAN, Hannam Village, South Korea
KIM KYU-CHIN, Yongsan CDC, South Korea
KIM SONG-SU, Camp Red Cloud, South Korea
KIM UN-CHONG, Osan AB, South Korea
MICKEY KNAPP, JB McGuire-Dix, Lakehurst, N.J.
MIRANDA LUPE, Kanto Plain CDC, Japan
TADASHI MATSUMOTO, Iwakuni CDC, Japan
JUDY MODEST, NBK Bremerton, Wash.
TAKUYA MUTO, Okinawa CDC
YOSHINAO NAGAMINE, Camp Kinser, Okinawa
MASAYUKI OGUSU, Yokota AB, Japan
PAK SIN-KYU, Hannam Village, South Korea
LESLEY PARKS, Fort Carson, Colo.
ANGELA ROGERS, FA Sasebo, Japan
WALTER RUEGGER, Mountain Home AFB, Idaho
YONG SALAS, Yongsan, South Korea
SON CHANG-HO, Camp Casey, South Korea
STEPHANIE STAGGERS, Hario Village, Japan
SUE THOMPSON, Camp Stanley, South Korea
TOURU TOYAMA, Camp Foster, Okinawa
JAKE VENTURA, Kadena AB, Okinawa
WI U-YANG, Osan AB, South Korea
MARK WITTIG, MCAS Iwakuni, Japan
SHIROMASA YAMAHATA, Misawa AB, Japan
NORIAKI YAMAMOTO, Camp Kure, Japan
LEEDELL YOUNGER, Beale AFB, Calif.

March Cashier of the Month

JAMES BUHLER, NFA Yokosuka, Japan
KUNIHARU ISHIHARA, Camp Foster, Okinawa
KEIKO MIZUKAMI, NFA Yokosuka, Japan
YASUKO NAGAOKA, FA Sasebo, Japan
ROSEMARIE OSBORNE, NBK Bremerton, Wash.
JAMES PERSONS, Hario Village, Japan

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CHANG SONG-IM, Kunsan AB, South Korea
CHONG SON-KON, Osan AB, South Korea
UN-YOUNG GREGORY, Yongsan CDC, South Korea
HIM HYE-RI, Osan CDC, South Korea
HONG POM-SON, Osan CDC, South Korea
SHARON JORDON, JB McGuire-Dix-Lakehurst, N.J.
CHRIS MANCILLA, JB McGuire-Dix-Lakehurst, N.J.
ROSEMARIE OSBORNE, NBK Bremerton, Wash.
JAMES PORTER, Camp Humphreys, South Korea
YIM CHONG-NAK, Osan AB, South Korea

pro honors

(Other winners from listed contests may have been published previously)

Avocado Display
DeCA West: NAS NORTH ISLAND, Calif.

Cherry Crush Display
DeCA West: JB PEARL HARBOR-Hickam, Hawaii; NAS WHIDBEY ISLAND, Wash.

Coleson Fish Promotion
DeCA Europe: SPANGDAHLEM AB, Germany

ConAgra Rodeo Display
DeCA West: JB San Antonio (LACKLAND), Texas

ConAgra Truckload Display
DeCA East: JB MCGUIRE-Dix-Lakehurst, N.J.

DeCA West: DYESS AFB, Texas; JB Pearl Harbor-HICKAM, Hawaii; YOKOTA AB, Japan; YONGSAN, South Korea

Eastern Apple Display
DeCA East: FORT CAMPBELL, Ky.; FORT DRUM, N.Y.; FORT LEE, Va.

Elite Foods Harvest of Savings Display
DeCA East: FORT MEADE, Md.; NS GREAT LAKES, Ill.; MCB QUANTICO, JB MYER-HENDERSON HALL, Va.
DeCA West: FORT BLISS, Texas; KIRTLAND AFB, N.M.; LOS ANGELES AFB, NB SAN DIEGO, Calif.; TINKER AFB, Okla.

Dunham & Smith Breakfast Bundling Display
DeCA East: MacDILL AFB, Fla.

Dunham & Smith Luck of the Irish Display
DeCA East: ROCK ISLAND ARSENAL, Ill.

General Mills Annual Truckload Sale
DeCA Europe: BITBURG AB, Germany

General Mills Back to School Display
DeCA West: MOUNTAIN HOME AFB, Idaho

General Mills-Progresso Warming Up America
DeCA East: JEB LITTLE CREEK-FORT STORY, Va.; JB MCGUIRE-Dix-Lakehurst, N.J.
Honorable mention: ABERDEEN PG, Md.; FORT BRAGG SOUTH, N.C.; NAS PENSACOLA, Fla.
DeCA Europe: HEIDELBERG, Germany; honorable mention, VOGELWEH, Germany
DeCA West: NBK BANGOR, Wash.; NAWA CHINA LAKE, VANDENBERG AFB, Calif.; CAMP FOSTER, Okinawa. Honorable mention: EDWARDS AFB, Calif.; YOKOTA AB, Japan

GMI Eat at Home Display
DeCA West: YOKOTA AB, Japan

Healthy Ones Display
DeCA West: GOODFELLOW AFB, Texas

Idaho Potato Display
DeCA East: FORT LEE, Va., 1st place; NAS MAYPORT, Fla., 2nd place; LITTLE ROCK AFB, Ark., 3rd place
DeCA West: KIRTLAND AFB, N.M.

Kellogg's NASCAR Display
DeCA East: JB MYER-HENDERSON HALL, Va.
DeCA West: CAMP KINSER, Okinawa; NAF EL CENTRO, NOLF IMPERIAL BEACH, Calif.; FORT BLISS, Texas; MCB KANEOHE BAY, Hawaii; NS OROTE POINT, Guam; OSAN AB, South Korea

Kimberly-Clark-Webco Box Tops for Education
DeCA West: YOKOTA AB, South Korea

La Choy New Year Display
DeCA East: JB MYER-HENDERSON HALL, Va.
DeCA Europe: VOGELWEH, Germany
DeCA West: CAMP FOSTER, Okinawa; CAMP PENDLETON, ORD COMMUNITY, Calif.; FORT HUACHUCA, Ariz.; YONGSAN, South Korea

National Apple Display
DeCA West: FORT HOOD II, Texas; MALMSTROM AFB, Mont.

National Avocado Board Display
DeCA East: FORT BRAGG SOUTH, N.C.



▲**SENSATIONAL CINCO:** San Diego Commissary, Calif., treated customers to a dance troupe performance in celebration of Cinco de Mayo. *DeCA photo:* William Vick



New York Apple Marzetti Display

DeCA East: FORT DRUM, N.Y.; GUNTER AFB, Ala.; NNSY PORTSMOUTH, Va.

DeCA West: DYESS AFB, FORT BLISS, Texas; KIRTLAND AFB, N.M.

P&G Special Olympics Display

DeCA East: MCB CHERRY POINT, N.C. (3rd consecutive year); FORT HAMILTON, MITCHEL FIELD, N.Y.; FORT MEADE, Md.; MacDILL AFB, Fla.

DeCA West: CAMP HUMPHREYS, South Korea; FORT HUACHUCA, Ariz.; PETERSON AFB, Colo.; TINKER AFB, Okla.

Pepsi-Frito Super Bowl Sales

DeCA East: Zone 4, Fla.; Zone 21, Conn.

Quaker Breakfast Display

DeCA West: JB San Antonio (LACKLAND), Texas

Smucker's Mission Breakfast Display

DeCA West: 2nd place, YONGSAN, South Korea

Star Ranch Angus Merchandising Excellence

DeCA East: JB ANDREWS, FORT MEADE, Md.; ARDEC PICATINNY ARSENAL, JB McGUIRE-Dix-Lakehurst, N.J.; DOVER AFB, Del.; FORT CAMPBELL, Ky.; JB Langley-EUSTIS, JEB LITTLE CREEK-FORT STORY, JB MYER-HENDERSON HALL, MCB QUANTICO, Va.; SELFRIDGE ANGB, Mich.

DeCA West: OFFUTT AFB, Neb.

Unilever Focus on Fitness Display

DeCA East: MacDILL AFB, Fla., grand prize. MCLB ALBANY, FORT BENNING, ROBINS AFB, Ga.; MCAS CHERRY POINT, N.C.; EGLIN AFB, HURLBURT FIELD, Fla.; GUNTER AFB, Ala.

DeCA Europe: VICENZA, Italy

DeCA West: CAMP PENDLETON, Calif., grand prize. CAMP FOSTER, Okinawa; BEALE AFB, NAF EL CENTRO, NOLF IMPERIAL BEACH, LOS ANGELES AFB, MARCH ARB, MCAS MIRAMAR, NORTH ISLAND, MCB SAN ONOFRE, Calif.; FORT BLISS, Texas; LUKE AFB, Ariz.; NELLIS AFB, Nev.

Unilever Italian & American Display

DeCA Europe: WIESBADEN, Germany

DeCA West: DeCA WEST; FORT HOOD I, NAS JRB FORT WORTH, Texas; YOKOTA AB, Japan

Utz Super Bowl Snack Display

DeCA East: McGUIRE AFB, N.J.

Organizational honors

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

FORT CAMPBELL, Ky., 1st place plaque from Nestle-Purina, for 19.6 percent sales increase in 2009.

LAUGHLIN AFB, Texas, deli awarded "Best Base Organization" award from Pilot Class 10-08.

NAS OCEANA, Va., certificate of appreciation from local Girl Scout troop, for Earth Day project participation and support.



▲ **IT'S SHOWTIME:** Dee Gannon, produce manager at Keesler Commissary, Miss., makes last-minute preparations for the grand opening crowds. DeCA photo: Rick Brink

OSAN CDC, South Korea, Combined Federal Campaign Gold Award, for 100 percent contribution.

NSY PORTSMOUTH, N.H., plaque from Marines of Recruiting Substation, Dover, N.H., for support of Family Night.

MCB QUANTICO, Va., plaques and ornamental coins from Quantico Injured Military Sportsman Association, in appreciation for continued support.

JB San Antonio (RANDOLPH), Texas, plaque from mission support group commander during volunteer appreciation ceremony, for outstanding support of base activities.

SEMBACH, Germany, plaque from Dunham & Smith, for support of the annual breakfast event; certification of appreciation from American Red Cross, in appreciation of Dunham & Smith donation.

TYNDALL AFB, Fla., selected as the second quarter Facility of the Quarter by installation public health department, for excellent health inspections and regulation compliance.

VILSECK, Germany, certificate of appreciation from National Industries of the Blind, for product promotion.

Individual honors

TAYLOR COUNTEE, McConnell AFB, Kan., President's Scholar Award.

ERICA FARIA, general manager, Edwards AFB, Calif., certificate of appreciation from office of the undersecretary of defense, for participation as a mentor, Department of Defense Electronic Mentoring Program.

LING GRAMLING, produce manager, Vance AFB, Okla., master's degree in business, American International University, Hefner Estate, Ill.

MARK GREEN, grocery manager, Travis AFB, Calif., Super Trooper Award from Coast Guard Island Alameda, Calif., Chief Petty Officers Association, for support of Sailors Helping Sailors holiday food basket program.

CHRIS MANCILLA, store associate, JB McGuire-Dix-Lakehurst, N.J., earned 100 bonus points during an unannounced Inspector General inspection.

DENNIS PIMENTO, store administrator, NAS Oceana, Va., employer certificate of appreciation from Landstown High School staff, Virginia Beach, Va., for guidance and support.

KEITH POLLANEN, store manager, Camp Humphreys, South Korea, commander's coin and certificate of appreciation from garrison commander, for contributions to installation community.

KEVIN ROBINSON, public affairs specialist, HQ DeCA, Va., Bachelor of Arts in interdisciplinary studies, St. Leo University, Fort Lee Campus, Va.

CONNIE TALLON, store director, Vogelweh, Germany (now deputy store director, NB San Diego, Calif.), special coin from National Cartoonist Society Foundation, for outstanding community support.

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

HERBERT WINCHESTER JR., deputy director, performance and policy division, Meritorious Civilian Service Award. ■



Smooth sailing

DeCA West wins military transportation honor

Nancy O'Neil

DeCA West public affairs officer

Out of 1,000 military shipping agencies, DeCA West's transportation group, McClellan, Calif., was one of only 15 shippers recognized by the Surface Deployment and Distribution Command for excellence in transportation documentation during 2009.

The SDDC awarded its Shipper Performance Award, in the super-large shipper category, to DeCA West, March 10, during its 2010 training symposium in Atlanta.

"When I first found out about the award, I felt a tremendous amount of pride," said **Jack McGregor**, overseas product support chief. "I know how hard

my staff works to make sure containers ship on time and get to the correct destinations. If they were not as dedicated, a container could end up at the wrong location or be delayed by weeks."

The SDDC award recognizes shipping activities that consistently submit on-time and error-free data. **Julia Shenk**, traffic management specialist with SDDC, said, "DeCA West's data entry was 99 percent on time and accurate in calendar year 2009."

This is the third time the DeCA West transportation group has won the award. The two previous awards were earned in 1997 and 2000.

"Shipping perishable groceries is totally different than shipping replacement parts," said McGregor. "A few weeks' delay could risk the value of an entire load."

The transportation group supports 29 commissaries in South Korea, mainland Japan, Okinawa and Guam. Products are typically sent to one of seven central distribution centers then transported by CDC employees to a commissary. In 2009, the DeCA West group arranged transportation for 9,408 containers filled with resale product, equipment and supplies. About 99 percent of product in the containers was resale stock.

Kim Carrillo, transportation lead, accepted the award in Atlanta on behalf of the transportation group. "I felt very proud to represent our office," Carrillo said. "I know the hard work that went into earning this award. We all take great pride in providing excellent customer service to our service members in the Far East and Guam." ■

Gloria Porter, DeCA West traffic management specialist, puts the 2009 Shipper Performance Award in a trophy cabinet in the DeCA West lobby, while transportation group team members look on. From left: **Kim Carrillo**, lead transportation assistant; transportation assistants **Gail Mefford** and **Wanda Cardone**; **Porter**; and transportation assistants **Leo Robillia** and **Rosa Campos**. *DeCA photo: Nancy O'Neil*





Juronald Williams, winner of **United Fresh Foundation 2010 Retail Produce Manager Award**, **Ord Community Commissary, Calif.**, likes to include nutritional information and recipes in his displays whenever possible. Merchandising is a favorite part of the job for Williams, he says, because it allows him to express his artistic side. *DeCA photo: Robert Landon*

Produce honor Ord general manager earns peer respect in merchandising, customer service

Nancy O'Neil

DeCA West public affairs officer

Juronald Williams believes there is no substitute for good communication to keep a top-notch produce department humming week after week. He's also a big fan of bold, colorful displays and cross-merchandising to draw customers to the produce department.

Williams, general manager at the **Ord Community Commissary**, Calif., knows a little about managing a successful produce department. He was named a winner of the 2010 Retail Produce Manager Award from United Fresh Foundation Center for Leadership Excellence, April 22, in Las Vegas.

Selected from hundreds of nominations submitted by retailers and produce suppliers from the United States and Canada, Williams and 24 other managers were recognized for excellence in merchandising, special displays and promotions, community service and commitment to total customer satisfaction. The awards were presented during the United Fresh Foundation annual conference.

Williams, who has managed the produce department at the Ord Community Commissary for 15 years, also appeared on a panel during the conference to discuss winning merchandising strategies. He says he uses cross-merchandising and big, bold, colorful displays throughout

the store, particularly at the entrance, to draw customers to the produce department. He usually has more than one large produce display up at a time, which he uses to showcase daily and weekly specials.

Williams believes special orders build customer loyalty, and making the extra effort to get customers what they want differentiates the store from retail grocery stores.

In the end, the produce staff makes it all come together, according to Williams. He advises other produce managers to "make customers feel comfortable and let them know the staff is approachable." And, he suggests a produce manager follow the same principle with his or her staff. "Develop a good rapport with open lines of communication, and acknowledge and praise their good work."

Ord Community Commissary Store Director **Bob Landon** said Williams follows through on his principles. "Juronald shows a real caring interest in his customers. He wants to know what they want and will do all he can to get it for them. His friendly ways bring a hometown neighborhood grocery store atmosphere to our commissary."

Williams is the third produce manager from a military commissary to achieve this honor. Previous winners were **Nan Day** at **Naval Air Station Lemoore**, Calif., in 2009 and **Harry "Spike" Lewis** at **Luke Air Force Base**, Ariz., in 2008. ■

SEAL OF APPROVAL: Store Director Gordy Harris, Keesler Commissary, Miss., shares the excitement of customers, including Dixie Smith, at the new store's grand opening. See story, Pages 4-5. DeCA photo: Rick Brink

