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# deca vision

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**20** **TRENDSSETTERS:** Fort Bliss Commissary, Texas, promotes the Feds Feed Families campaign, front and center. For more on this effort and other cross-feed, see **Pages 20-23**. *DeCA photo: Michael Mena*

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**COVER STORY:**  
**D. Kevin Eisenhauer, Robert Harrison, Keith Pinkston, Mike Cunningham and Dave Hitchcock**, all in information technology at DeCA Headquarters, Fort Lee, Va., enjoy a tradition of biking after work twice weekly. For tips on employee health and fitness, see **Pages 5-13**. *DeCA photo: Tamara Eastman*

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## One vision:

A model government organization providing a valued commissary benefit

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

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fromthetop

# Reorganization

## New above-store structure stands up Oct. 9

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

**A**fter months of careful and critical research, analysis, study and deliberation, we have an approved restructuring plan for our above-store organization. We have already started the transition into this new alignment.

By trimming several layers of overlapping activities, we will become more efficient, streamlined and strategically organized. The reorganization sets the tone for improved leadership development and communication throughout the agency.

Our reorganization eliminates 90 employee positions to achieve savings of \$9.97 million annually. What we are doing at DeCA falls in line with the military's mandate to save more than \$150 billion over the next five years.

Our restructuring is designed to provide better support to what we are doing in the field — providing the commissary benefit. Throughout this process, we took a critical look at our above-store level organization — our people and their functions — and we looked at cost. We looked at what we did, versus what we are doing and what we want to do in the near and distant future.

For DeCA, the most visible part of the reorganization is the end of our regional offices — DeCA East, DeCA Europe and DeCA West. As a result, our region directors will assume new duties as directors of four support groups designed to bolster the agency's support of our commissaries.

Our four commissary support groups will be constituted as follows:

**Store Operations Group** — will direct all agency operations affecting overseas and stateside store operations and tactical store support. **Keith C. Hagenbuch**, director of DeCA West, will become the director of this group.

**Sales, Marketing and Policy Group** — will direct all agency operations affecting operations and policy, sales and marketing, health and safety, and



**DeCA Director and CEO Joseph H. Jeu meets Store Manager Gissell Horde during his visit to Vogelweh Commissary, Germany, in July.** *DeCA photo: Norman Brown*

resale contracting. **Rogers E. Campbell**, director of DeCA East, will become the director of this group.

**Logistics and Engineering Group** — will direct all agency operations affecting logistics, acquisition management, engineering and all central distribution centers. **Michael J. Dowling**, ▷



**Hagenbuch**



**Campbell**



**Dowling**



**Chambers**





# Reorganization ...

director of DeCA Europe, will become the director of this group.

**Business Enterprise Group** — manages and directs all agency operations affecting requirements and strategic integration, corporate planning, information technology, human resources and resource management. **JoAnn Chambers**, chief of staff, will become the director of this group.

While the transition to its new alignment is ongoing, the reorganization is, and will be, transparent to our customers.

The elements above our store operations exist to enable the field to execute the business of delivering the commissary benefit to our patrons. As long as we enable our stores to serve the customer, we are

making good on the mission that was established 20 years ago when this agency was formed.

And, as we prepare to celebrate our 20<sup>th</sup> year, it seems ironic that we are engaged in a process to reduce cost and become more efficient, when that was the very reason this agency was formed. In 1991, we were engaged in the ultimate efficiency exercise, consolidating commissary operations from the individual services.

Today, DeCA has emerged from the growing pains of consolidating four systems. We are a living testimony for the Department of Defense on how an agency can save taxpayer funds by eliminating redundant command structures and business systems, reduce the number of people needed to manage and work the stores, and still focus on delivering a world-class benefit in the balance. ■

## New faces, new places

### Acting chief operating officer announced

**M**ike Dowling, executive director DeCA's Logistics and Engineering Group, will don another, more familiar hat as DeCA's acting chief operating officer effective immediately.

The announcement came from **Joseph H. Jeu**, DeCA director and CEO. Dowling's selection follows the Nov. 1 retirement of **Thomas E. Milks** as COO. (*See next issue for feature on Milks' retirement.*)

Dowling, who previously served as acting COO from November 2007 to July 2009, will continue to perform his duties as executive director of logistics and engineering.

"We are putting Mike in familiar territory with his selection as acting chief operating officer," Jeu said. "With his experience and expertise, I'm confident the commissary benefit will be operating smoothly during this transition."

As the acting COO, Dowling's duties include oversight of the agency's retail operations,



Dowling



Milks

health and safety, program management, plans, commissary support functions and systems engineering in support of the day-to-day operations of DeCA's worldwide chain of 247 commissaries. Commissary annual sales totaled more than \$5.9 billion in fiscal 2011.

Dowling became the executive director of the Logistics and Engineering Group Oct. 9 after the agency transitioned from its three regional offices — DeCA East, DeCA Europe and DeCA West — to five geographic areas: Europe, East, Central, West and Pacific.

As a result of the realignment, Dowling, previously the director

of DeCA Europe, returned to the agency's Fort Lee headquarters. In his role as the executive director of logistics and engineering, Dowling directs all agency operations affecting logistics, acquisition management, engineering, and all central distribution centers.

Dowling began his federal service on active duty with the U.S. Army from 1978 to 1989, where his assignments included a tour as commissary officer and company commander in Cairo, Egypt.

He began his civil service career with the Army Troop Support Agency in 1989. Dowling was selected to the Senior Executive Service in 2004 and went on to serve the first of two tours as director of DeCA Europe.

His awards include the Defense Distinguished Civilian Service Award, three DeCA Meritorious Civilian Service Awards, the Superior Civilian Service Award and the National Performance Review Hammer Award. ■



## coverstory

# Be well

## Mental, physical fitness fuel work-life balance

**Joseph H. Jeu**

*DeCA director and CEO*

**W**hether you spend your day sitting at a computer, driving a forklift or putting in a hundred miles walking the sales floor, you go home feeling your own brand of “tired.”

There’s no denying that the daily routine throughout DeCA can be challenging. For store employees, in particular, your day likely finds you dealing with both mental and physical stresses, all the while trying to stay calm, cool-headed and clear-thinking.

We can take a cue from our military customers, however, by fostering good health habits. Like them, we do our jobs better when our bodies and minds are fit. Like them, we can achieve good balance between our professional and home lives by eating healthfully, maintaining a good fitness routine and knowing when to ask others for help or support.

In this issue, military health and fitness experts have chipped in some good advice for all of us, to



Jeu

help us assess our overall well-being and consider improvements. Who better to deliver such valuable tips?

In tune with their contributions, I also bring your attention to the benefits of the Employee Assistance Program (*Pages 11-12*). I want you to know that this valuable, no-cost benefit can provide immense help to you – or members of your family, if your difficulties involve them – should you find yourself facing problems beyond your coping abilities.

By the way, as you grab that workout bag, being mentally and physically fit isn’t just good for your job performance; it’s a pathway to achieve the quality of life you deserve, whether you’re just starting your career or retiring.

You’ve chosen a life of service to others, and you make a difference in their lives, but your life and health are precious as well. Throughout your days of satisfying the needs of others and making them happy, don’t forget your own fulfillment and happiness.

For all you do every day to deliver a quality benefit and to keep yourself safe, healthy and fit, I salute you. ■

## Stretching for fitness

**Chad Quinn**

*U.S. Navy Fitness Program manager  
Washington Navy Yard, D.C.*

**T**he longer you work at a commissary, the more your body could benefit from a good stretching program.

At store level, everyone spends a lot of time standing or



Quinn

### It’s never too late to work on your flexibility to strengthen, relax weary muscles

walking on concrete. Though cashiers usually stand on rubber mats, they are stationary within a confined area for long periods of time. At the agency headquarters, it’s common to sit hunched over a computer keyboard for hours at a time. Overall, whether you’re on the floor, at a cash register, cutting meat or sitting at a desk,

you need stretches to strengthen and relax your neck, back, legs and arms so you stay energized throughout the day and into your off-duty time.

Otherwise, the tremendous stresses on your body can sap your energy and keep you stiff and achy all over.

#### What happens when you stretch?

When you first begin to stretch a muscle, the body resists and initiates a “stretch reflex” reaction. It actually fights your efforts to stretch, and your muscle will feel tight. However, if you





hold the stretch for short periods of time – 30 seconds – the body will begin to relax and you can increase the stretch.

### When should you stretch?

Stretching can be performed at any time and at any location. At the cash register between customers, outdoors while on break, on the road during a long trip, in front of the TV at night or after waking up in the morning are examples of good places and times to stretch. An optimal time to stretch is after a light warm-up and at the end of a workout during cool-down.

### Aging and flexibility

Flexibility tends to diminish with age because of the changes that occur in the connective

tissue – ligaments and tendons – in the body. Calcium deposits, dehydration, accumulation of fat, losing lean muscle tissue, changes in the chemical structure of the tissues and repetitive long-term static movements – standing at a register or sitting at a desk – are all factors in this process.

These changes do not suggest you should give up trying to achieve flexibility if you are older or lack good flexibility. Studies show that exercise can slow the decline in flexibility. Stretching and exercise will promote the stimulation of lubricants between the connective tissues.

It also aids in maintaining or improving your current flexibility levels and reduces the effects of becoming inflexible with age. Improvements in flexibility

through stretching can be achieved at any age.

### Stretching exercises

The following stretching exercises can be accomplished in your office, in the break room or in your work space. Although many of these exercises are described in the seated position, they may also be completed while standing in an upright position.

As a reminder, with any exercise program, you should be conscious of your body movement and position when conducting these stretches. Stretching should never be painful! You should only stretch to the point that you feel tightness without being uncomfortable.

If you experience continuing pain, numbness, tingling or swelling, discontinue your stretching routine and consult a physician.

#### Seated hamstring stretch

Place your chair against a sturdy object. Sit toward the front edge of your chair with one leg out in front of you and the other leg bent at 90 degrees. Sitting up tall, breathe into the abdominals and contract your hamstring of your outstretched leg by pushing your heel into the floor. Hold contraction for 10 seconds, then relax and bend forward, lowering your chest toward your legs. Hold for 30 seconds.

*Repeat one to three times throughout the day.*

#### Seated gluteal stretch

Place your chair against a sturdy object. Sit toward the front edge of your seat with one knee at 90 degrees and your opposite ankle lying across your bent knee. Hold leg parallel to the floor. For a deeper stretch, bend forward from your waist with your back flat. Hold for 30 seconds.

*Repeat one to three times throughout the day.*

**Janet Gibson, store administrator at McClellan Commissary, Calif., stretches before her workout at a commercial fitness facility two blocks from the store. She played competitive sports in school and has made working out three times a week part of her lifestyle. “I do it because I love the way I feel after a good workout,” she said. “And I encourage my friends, family and employees to have a fitness plan, too, because it alleviates stress and supports a healthy lifestyle.” DeCA**

*photo: Nancy O’Neill*







### Seated chest stretch

Sit upright in your chair. Place fingers beside ears. Inhale. Retract the shoulder blades toward the spine and push your chest forward, slowly pulling your elbows behind you as you exhale. *Perform once throughout the day.*

### Seated lat stretch

Sit upright in your chair with your feet flat on the floor. Extend one arm above your head. Exhale; reach up and over the top of your head – as if trying to touch the sky over the opposite shoulder. Keep both hips in contact with the chair. *Repeat one to two times per day.*

### Seated shoulder stretch

Sitting upright in your chair, reach one arm across your chest. Place opposite hand just on the outside of your elbow. Gently bring your arm closer to your chest, keeping your arm straight and parallel to the floor. *Perform one stretch throughout the day.*

### Standing adductor stretch

Stand with legs slightly wider than shoulder-width apart. Lean your body weight over one leg until you feel a slight stretch through the inner thigh of the straight leg. Important: Do not let your knee extend over the toes of your bent leg. To prevent this, sit back with hips as if sitting in a chair. *Perform two times daily.*

### Seated neck stretch

Sitting in a chair, reach your arm toward the ground; turn your head and chin up toward the ceiling. You should feel a nice, gentle yet strong stretch up the side of your neck and across the top of your shoulder. Hold stretch for 30 seconds. *Perform one to two times daily.*

For more information on fitness and nutrition, visit the Navy fitness website at: <http://www.navyfitness.org>. ■



**Keith Pollanen, acting store director at Holloman Commissary, N.M., completes the 2010 Marine Corps Marathon in Washington, D.C., which was also his first marathon back in 2003. He started running in 1999 and now runs two to three times weekly for three to five miles, when not training for a marathon. “I had stopped running for just over a year, and I quickly put on weight,” he said. “Now that I am running again, I have lost that fat and I’m determined to stay fit.”** *Courtesy photo*





# Meals on the run

**Capt. Sue Hite**

*Dietitian, U.S. Navy*

*Headquarters, U.S. Marine Corps, Pentagon*

## Keep energy levels high with easy-prep, high nutrient foods

**C**ommissary employees often have a lot piled on their “mental” plates while their meal plates suffer neglect.

In such a demanding career – requiring physical endurance and face-to-face customer service finesse – good nutrition provides the support you need to power you through the workday and on to off-duty family time and personal enrichment.

Thankfully, there are healthy, satisfying and handy meal options to fuel your body for the challenges you meet every day in delivering the commissary benefit.

### Breakfast

A key to maintaining energy throughout the morning is to ensure breakfast contains protein and/or healthy fat.

When consuming only carbohydrates, such as cereal, fruit, juice or pastries, an energy slump is experienced one or two hours after eating. Protein stabilizes the blood sugar spike and rapid decline resulting from carbohydrate intake alone.

When consuming carbohydrates, choose whole-wheat items whenever possible, as the fiber content also aids in blood sugar stabilization.

On-the-go breakfast options:

- Bagel with low-fat cream cheese and 100 percent fruit juice or fresh fruit
- Low-fat chocolate milk and fruit or juice
- Whole-grain English muffin, low-fat string cheese, juice or fruit

□ Slice(s) of whole-wheat bread with cheese slice(s), milk, fruit or juice

□ Whole-wheat English muffin or bagel with natural peanut butter, milk and juice or fruit

□ Hard-boiled egg(s), whole-wheat muffin or bread, milk, fruit or juice

□ Homemade trail mix (recipe below), low-fat or skim milk or string cheese, fruit or juice (there are many good trail mix blends on the market for purchase, too)

### Homemade trail mix recipe

1 cup high-fiber cereal (shredded wheat squares are convenient finger foods)

2 tablespoons dried fruit (preferably a mixture of raisins, cranberries and figs)

2 tablespoons nuts or seeds

### Lunch

Lunch is an ideal meal for eating fresh vegetables. Some find it convenient to bring in a week’s supply of items and prepare meals throughout the week from that inventory. For example, one or two bags of ready-to-eat salad, salad dressing, nuts, seeds, tuna packets, crackers and peanut butter.

On-the-go lunch options:

□ Ready-to-eat spinach or salad blend. Keep a couple of your favorite low-fat dressings in the refrigerator, if available. Add fresh or dried fruit such as blueberries, strawberries or cranberries. Add nuts, seeds or meat (vacuum-packed tuna or canned chicken in easy-to-open, pop-top containers). Complement with whole-wheat crackers and a beverage of choice.

□ Low-fat yogurt with added trail mix or other nut-seed

mixture, with vegetable juice and fruit.

□ Peanut butter and crackers, skim milk or yogurt, fresh fruit or juice and pre-cut vegetables such as carrots, celery, broccoli or colorful peppers, with dressing if desired.

□ Purchase a small, four- or six-ounce glass container with a lid and fill with frozen vegetables, such as California blend, broccoli or cauliflower. The glass container can go directly into the microwave, so there’s no need for additional dishware. Add bread, crackers, pretzels or other starch item along with yogurt or milk and string cheese and/or nuts.

□ Soy or turkey burger on whole-wheat bun, heated in the microwave. Add salad, yogurt or milk, fruit or juice and crackers or pretzels.

□ For exceptionally busy days, keep a variety of sports bars in your locker. Bars should contain at least eight grams of protein, 30 grams of carbohydrate and three grams of fiber. Add yogurt or milk, fruit, nuts or seeds, and side salad, if time permits.

□ If you have time on the weekend to prepare food, an easy, nutritious lunch meal is rice and beans. Cook several cups of whole-grain rice and add beans of choice. Again, use the four- to six-ounce glass container for storing and heating the item at work. Season to taste. You can also cook chicken ahead of time and use it to make sandwiches or add to salads.

□ Bake a potato (white or sweet) and add low-fat cottage cheese or plain yogurt. Add a side salad, fruit or juice, and nuts or seeds.





## Fresh fare

What could be fresher than watermelons grown at the commissary's front door? Staff at Laughlin Commissary, Texas, noticed watermelon vines growing in front of the store; and before long, two watermelons grew, seen here with Store Manager Ruben Gomez and Produce Manager Edgar Gonzalez. Unfortunately, one of the watermelons disappeared, and the other was picked too early in an effort to avoid another theft. The "watermelon patch" produced no further bounty, and the "thief" remains at large. *DeCA photo: Denise Kenner*

- Any of the breakfast options can also be used as a lunch or afternoon snack.

Reminder: Daily fluid needs are one-half to one ounce per pound of body weight. Needs are higher, obviously, due to sweat output.

### Quick snack options

When hunger strikes between meals, consider these snacks:

- Graham cracker squares and fruit
- Juice and a muffin
- Pretzel chips and fruit
- Sliced cheese on crackers and vegetable juice
- Flavored rice cakes or whole-wheat bread sticks and yogurt
- Fig bars with nuts or seeds

- Beef jerky stick (if sodium intake is not a concern) with fruit or juice

### Commissary 'fast food' options

Even if you're not an authorized commissary shopper, as a commissary employee, you're allowed to purchase meals to consume on the premises. This opens a number of healthy, economical selections, whether they're for breakfast at 6 a.m. or dinner at midnight.

- Sushi or rotisserie chicken are handy choices if your store offers these items.
- Lean, low-salt deli meats such as turkey or chicken on whole-wheat bread loaded with fresh veggies provide a healthy, high-protein main course.
- Take advantage of the produce bounty available at the commissary, ranging from

daily staples such as grapes, plums, tasty varieties of apples, fresh pineapple and oranges, to seasonal favorites such as many types of berries and melons.

- Pre-made or bagged salads give you the opportunity to create your own yummy dish, perhaps adding chopped apples, raisins, nuts or seeds, and a raspberry vinaigrette dressing.

There's no need for you to resort to poor food choices on the run in your busy days in the commissary. Fuel your body and mind well, and you'll keep your energy levels high and your thought processes clear. After all, your customers deserve no less than the best you can be! ■





# Meal planning

## Making informed decisions simplifies healthy eating

**Marilou Castro**

*Dietitian, U.S. Air Force  
Joint Base Andrews, Md.*

**W**ho would think that meal planning would be considered such an important part of your life? When you consider moving into the best possible state of health that you can attain, however, meal planning becomes the foundation and basis for change that might affect the rest of your life.

It also saves time and money, and it eases the stress that may often accompany preparing meals. As commissary employees, you likely have more than enough stress in your life just from the intensity of your high-profile service to your customers. You also likely need all the energy and physical fortitude you can achieve, so meal planning takes on an even greater importance in the DeCA employee's life.

To learn how to plan, let's start by taking a look at making informed decisions regarding daily meal planning.

### Info overload

There is so much information out there, you might find it confusing. Information can be found on the Internet and in local newspapers, magazines and books.

No matter where you get your information, remember that all

foods fit into a healthy meal plan. Change your habit, not your food. No food should be thought of as "off limits."

Some health gurus suggest eating only a plant-based diet. Others suggest eating according to your blood type. Then there are those who suggest a "pioneer" type diet that includes meat choices that are usually free-range. Which do you believe? Which is best for you? Which will fit your budget and your lifestyle?

The benefits, harmful effects and pros and cons of different meal choices can be found everywhere you look. Large-scale studies and several years of follow-up research have strong evidence-based outcomes versus testimonials that lack scientific

*(Continued on Page 12)*





# Free help

**Cherie Huntington**  
*Vision editor*

Employee Assistance Program helps you and your loved ones make it through mental and physical challenges — at work or home

**C**arla, a sales store checker with DeCA for nearly 10 years, enjoys her work, especially interacting with customers and spreading a little good cheer whenever possible.

But lately, she can't shake the blues, and it's affecting her performance at work.

Maybe it's worry about the economy, or that shoppers seem a bit more stressed than usual, or how expensive back-to-school shopping has been for her two children. Whatever it is, however, DeCA funds a program designed to help Carla navigate through the blues, financial stress or whatever personal challenge she may face at work or at home.

It's the Federal Occupational Health Employee Assistance Program, managed by **Nancy Jarrett**, human resources specialist at DeCA headquarters. Better yet, it's a free benefit of employment with the federal government.

"This program represents DeCA's investment in the mental and physical well-being of all its employees," said Jarrett. "Anyone is eligible for the free help and resources available, whether it's online information or referral to a counselor. The program is also available free of charge to family members of DeCA employees if their problems are related to the employees' problems."

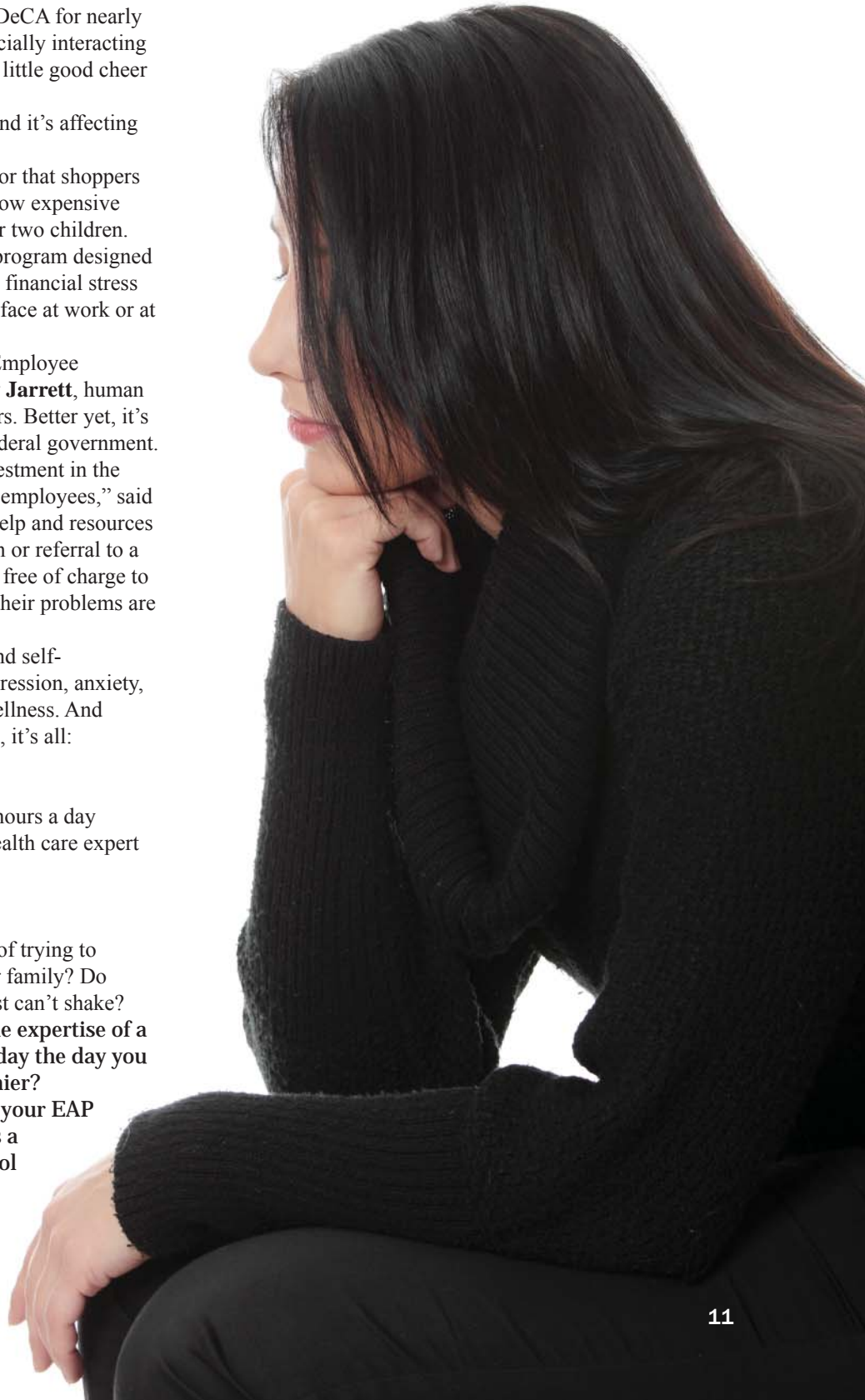
The site provides information, tools and self-assessments on health topics such as depression, anxiety, relationship issues, alcohol abuse and wellness. And though it might seem too good to be true, it's all:

- Free
  - Confidential
  - Available via Internet or phone, 24 hours a day
- If this sounds like having your own health care expert on call seven days a week, you've got it.

## More than just a benefit

Have you ever experienced the stress of trying to balance your work and the needs of your family? Do you have a worry or concern that you just can't shake? Was there a time when you needed the expertise of a child- or elder-care consultant? Is today the day you want to start living and feeling healthier?

At moments like these, you realize your EAP is more than just another benefit. It's a timesaving, stress-relieving power tool to help you do more – and be more. "And it's provided to you by DeCA at no cost to you," said Jarrett.





# Meal planning ... (Continued from Page 10)

basis. Thinking about organic or nonorganic food choices? There are studies that support each position, so it all boils down to personal preference.

## Helpful guidelines

Eating a variety of foods in moderation is the key to balancing healthy food choices. What matters most is not to plan meal to meal, but plan what you will eat throughout the day. Here are some guidelines that will help you plan better:

- Balance fatty foods or treats with lower fat or sugar that you will consume during your next meal.
- Don't give up or deprive yourself of foods you enjoy. Trade off and consider the amount and frequency of foods that are known to be primarily empty calories.
- If you must eat and run, make those meals as healthy as possible. Fresh fruits, whole grains and vegetables, and a moderate serving of meat or low-fat, high-protein alternatives such as beans, nuts or seeds represent your best choices.



- Be conscious of the time, cost and acceptability of your food choices. It might be great to have a filet mignon as often as you'd like, but consider how the rest of your family will be affected by such a choice.
- Have one day of no-cook meals, such as fruit and vegetable salad, dips, sandwiches or smoothies.
- Make meal planning a family affair. If you have children, let them get involved in meal preparation; make it a fun learning experience!
- When planning, remember that unhealthy decisions may affect your health; wise decisions promote health. Yes, you are what you eat!
- Become a food-label reader.

- Generic food items may have the same nutritional value as the more popular – and more expensive – items, so compare.
- Plan to use every bit of a prepared item in several different recipes. The leftover mashed potatoes might be used as thickener for homemade soup.
- Prepare foods when you have more time, maybe on weekends. Pre-cut or pre-washed items might save time in preparation and cooking, just don't forget to label and date.
- Consider food groups; i.e., eat right with color. The more colorful your plate, the healthier. Foods that contain antioxidants and nutrient-dense, rich sources of dietary fiber are great choices. Make your plate half vegetables with a whole-grain, high-fiber food.
- When serving dairy products, choose low-fat or nonfat varieties. Remember, you can be as creative as you want while keeping meal planning simple. Your simple plan will yield healthy, well-balanced choices. You plan to fail when you fail to plan. The choice is yours. ■

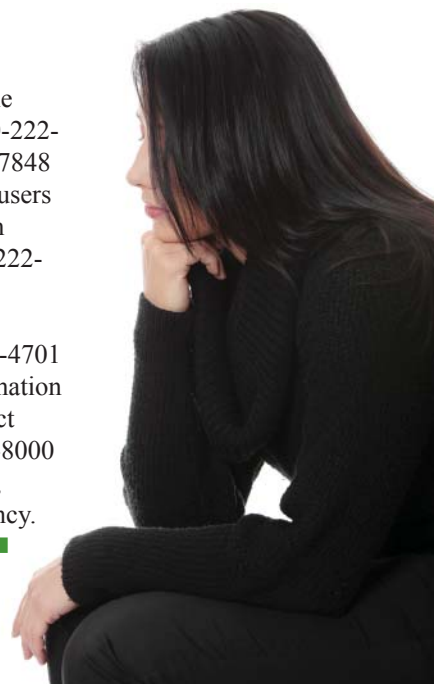
# Free help ... (Continued from previous page)

Here are just a few of the areas where your EAP gives you the power to be healthier, happier and get more from life:

- Increase well-being and health
- Balance work and life
- Explore personal or career development options
- Manage stress; control depression and anxiety
- Improve relationships
- Quit tobacco, alcohol or drug use
- Deal with financial or legal matters, including identity theft
- Care for children or aging parents
- Work through grief and loss issues
- Take advantage of on-demand learning via webinars and podcasts
- Find calculators for determining anything from how many calories you're burning to how much of a car payment you can afford

Employees can access these resources at <http://www.FOH4YOU.com>, or dial for additional help and support:

- Toll-free in the United States: 800-222-0364, or 888-262-7848 for teletypewriter users
  - Toll-free from Puerto Rico: 800-222-0364
  - Collect from overseas: 314-387-4701
- For more information on the EAP, contact Jarrett at 804-734-8000 or DSN 687-8000, ext. 8-6213, or [nancy.jarrett@deca.mil](mailto:nancy.jarrett@deca.mil). ■







# Caffeine: What's the buzz?

## Negative effects can outweigh improved performance

**Janine Reinholtz**

*Dietitian, U.S. Air Force  
Shaw Air Force Base, S.C.*



**Reinholtz**

If you love your a.m. pick-me-up of coffee, your lunchtime soda and your midafternoon energy drink, you are not alone. Most of the world's population consumes caffeine in one form or another, but like most stuff, you can have too much of a good thing.

Sensitivity to caffeine is individual, depending on the quantity and frequency of intake as well as body weight, anxiety level, pre-existing medical conditions and interactions with prescription medication. For most adults, 200-300 milligrams daily – about two or three cups of coffee – is acceptable, but if you are pregnant or breastfeeding, refrain from caffeine altogether. Also, if you have

medical illness, it would be wise to decrease your intake of caffeine.

Caffeine stimulates the body, causing increased blood pressure and heart rate; and when used in moderation, caffeine may improve performance after a sleepless night.

Therein lies the caveat: Overuse of caffeine may interfere with sleep. Since it takes about three or four hours for the body to eliminate caffeine, sleep will be affected if consumed too close to bedtime.

Other negative effects of caffeine include: anxiety, nervousness, headaches, difficulty concentrating and upset stomachs; not to mention it is also a diuretic, which may cause mild dehydration.

You'll find caffeine in coffee, tea, chocolate, carbonated beverages,

most energy drinks and some over-the-counter medications. It is better to slowly reduce your intake of caffeine rather than to quit cold turkey, so that your body can adjust.

To help cut back on caffeine consumption, consider these ideas:

- Mix regular and decaf coffee
- Drink one less energy drink per day
- Brew your tea for less time
- Have a latte, containing more reduced-fat milk than coffee
- Keep a cup of water next to your caffeinated beverage and alternate between sips
- Substitute full-strength coffee with decaf
- Drink caffeine-free sodas

For those of you who are looking for the increased energy that caffeine provides, get it naturally! Stay hydrated with water, milk and

100 percent fruit and vegetable juices. Eat healthfully, get plenty of exercise and sleep seven to nine hours each night.

For more information about caffeine and your health, please visit the American Dietetic Association's website: [www.eatright.org](http://www.eatright.org). ■





hotsales

# Farmers markets

## Field-fresh produce sales delight customers worldwide

**D**eCA's first worldwide Farmers Market, highlighting many shoppers' July 4 holiday weekend, helped set a record July 1 for the fifth largest sales day in agency history.

- Produce sales, July 1: \$2.4 million
- Overall sales, July 1: \$26.5 million
- Produce sales, June 30-July 3: \$7.6 million
- Overall sales, June 30-July 3: \$88 million

**Bridget Bennett**, agency produce specialist, said the event boosted July 1 produce sales by more than 20 percent over last year.

“As a special treat, many stores invited local farmers to participate at store level, speaking with customers about their products,” said Bennett. “After this amazing success, Farmers Market promises to be a ‘repeat performance’ every July!” ■



Yokota Commissary, Japan, created a work-of-art truck to “haul” its fresh goodies. DeCA photo: Ronald Yoder



Fort Rucker Commissary, Ala., showcases a tractor on loan from their local produce grower. DeCA photo: Brenda Fitts

Right, Mitchel Field Commissary, N.Y., displays their fresh fruits and veggies indoors for the farmers market event. Military Produce Group photo: Michael Depew







**MacDill Commissary, Fla., delivers a trainload of watermelon savings for its farmers market event. DeCA photo: Theresa O'Rourke**

**Left, McGuire Commissary, N.J., deploys a patriotic décor for the event, as well as larger-than-life display strawberries. DeCA photo: John Zoubra**



**This colorful display at the entrance of Dahlgren Commissary, Va., entices the customers to head to the store's farmers market event. DeCA photo: Romualda "Riza" Garrett**





# Penguin March

## Nine commissaries achieve honors for Frozen Food Month

**O**ne dozen Penguins “nested” for a happy year at nine commissaries worldwide:

### Gold

#### Best endcap display

**McClellan Commissary, Calif.**  
**Nellis Commissary, Nev.**

#### Overall store promotion

**Yokota Commissary, Japan**

### Silver

#### Best endcap display

**Fort Stewart Commissary, Ga.**  
**Fort Worth Commissary, Texas**  
**McGuire Commissary, N.J.**  
**Sheppard Commissary, Texas**

#### Best department display

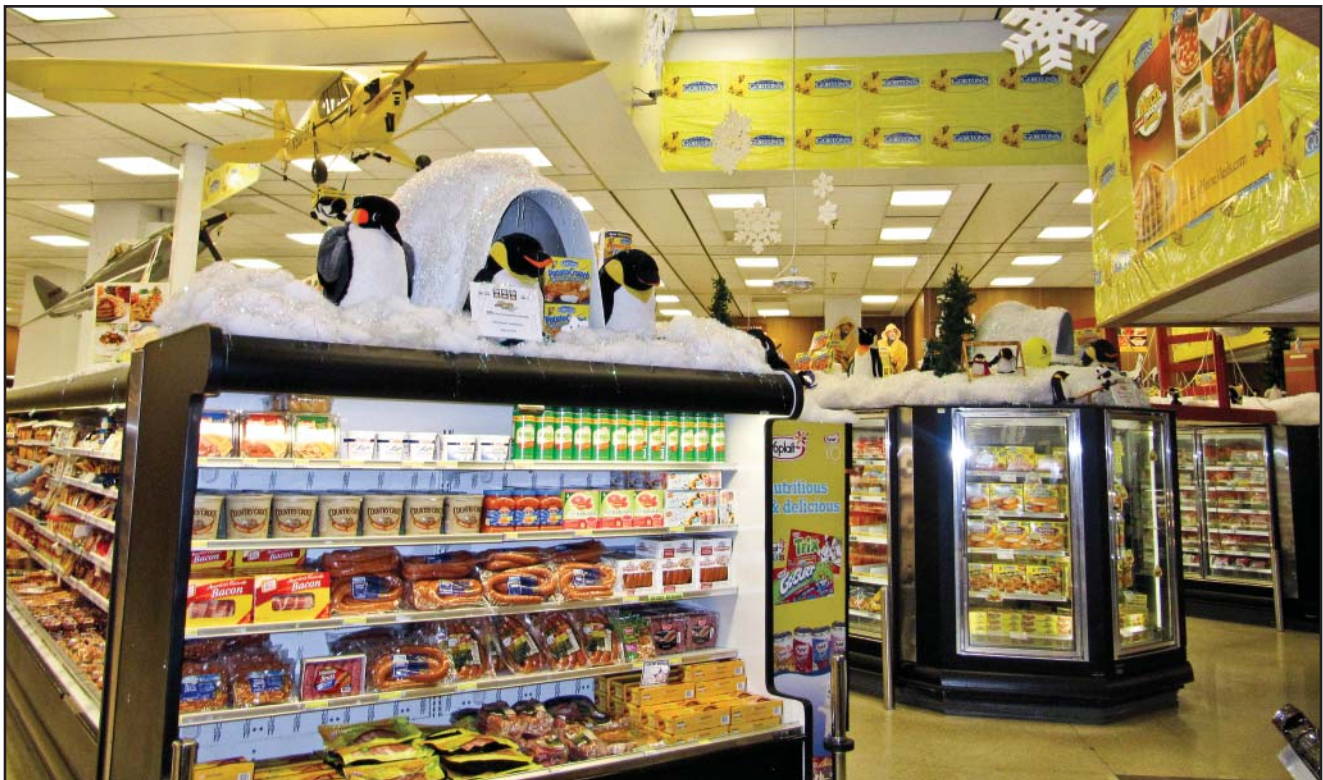
**Fort Sam Houston Commissary, Texas**

**Fort Worth Commissary, Texas**  
**McClellan Commissary, Calif.**

**Overall store promotion**  
**Fort Eustis Commissary, Va.**  
**Nellis Commissary, Nev. ■**



**Yokota Commissary, Japan, wins a gold Penguin for overall store promotion.** DeCA photo: Ronald Yoder



**McClellan Commissary, Calif., scores gold with these creative endcaps, plus silver for best department display.** DeCA photo: Bill Brown





**Nellis Commissary, Nev., takes home gold for this shopping scene featuring a mom penguin.** *Webco photo: Lana Burford*

**Left, McGuire Commissary, N.J., wins silver for best endcap.** *Theresa Battista, grocery manager, orchestrated merchandising. DeCA photo: Sandy Campbell*



**Marilyn Eller, store manager at Fort Eustis Commissary, Va., came up with a carnival theme and served as coordinator and lead for the Penguin competition. Everyone on the staff pitched in, and industry representatives played a significant role as well.** *DeCA photo: Marilyn Eller*

**Rebecca McGee, storeworker, created all Penguin competition artwork at Fort Stewart Commissary, Ga. She and Tina Reed, Nestlé area sales representative, built all displays.** *DeCA photo: Tina Reed*



Sasebo Commissary, Japan, features its “Your Family is Our Family” posters at the front end, where they fit in nicely with the décor package. DeCA photo: Richard Duncanson

# Your family is our family

## Campaign highlights employees’ military connections

**Millie Slamin**  
Corporate Communications  
Directorate

**W**hen customers enter **Fort Lee Commissary**, Va., they are greeted by a 20-by-30-inch poster of produce worker **Mary Tench**, the granddaughter of a World War II veteran, daughter of a Korean War veteran, wife of a Vietnam veteran and aunt of a present-day soldier and sailor. With these military bloodlines, she can relate perfectly with her customers and their family members.

“I’ve had customers come up and tell me what a great job I was doing and how much they appreciated me,” Tench said of the poster showing her and the military members of her family – past and present. “I’ve never had them do that before. It’s really humbling – it reminds me that I

need to thank them more for what they do for us.”

Tench’s poster is part of DeCA’s new information campaign that projects pride and appreciation for the military men and women it serves. The campaign, “Your Family is Our Family,” pays tribute to current and former military members – patrons and employees alike.

“Through this campaign, we are telling our customers they are just a heartbeat away from a commissary employee in their local store, who may be the military spouse of a soldier serving in Afghanistan,” said DeCA Director and CEO **Joseph H. Jeu**. “Or, that their favorite cashier is the daughter of an Army veteran of World War II. Whatever the case may be, it is highly likely that our patrons will meet one of the 63 percent of the DeCA employees who have a strong military connection.

“Because this campaign has made such a positive impact on both employees and customers during its testing phase, we have rolled it out to all of our commissaries, worldwide,” Jeu said.

In mid-July, DeCA distributed Your Family is Our Family posters, along with a poster that explains the campaign, to all commissaries. Employees pictured in the posters also wear a picture button of one of their military family members. Additionally, each store has the option to individualize the campaign to include photo posters of its employees.

“We are extremely proud to serve the members of our armed forces who are active duty, in the Guard and Reserve or retired,” Jeu said. “The Your Family is Our Family campaign shows our respect, pride and appreciation for what they do for us.” ■





# Record May case lot sale

## First go at 'mix-and-match' concept pleases U.S. customers

**A**lmost like a flash mob for bargain hunters, shoppers descended upon U.S. commissaries at May's case lot sale and set an all-time sales record of \$18.9 million.

"This is a 3.5 percent increase over the May 2010 worldwide case lot sale," said **Charlie Dowlen**, DeCA's promotions manager.

"The sale also introduced our first mix-and-match event, where customers could mix like items of similar size and price – such as canned goods, cereals or sodas – in the same case."

Case lot sales offer customers hundreds of items, many in club pack packaging that resembles the multiple bulk-sized products they'd see in warehouse club

stores.

Without a doubt, DeCA's worldwide case lot sales have become "must-attend" events, Dowlen said. "Don't take my word for it. Ask the veteran commissary shoppers who circle their calendars for these events every September and May." ■



**Above, the May case lot sale at Altus Commissary, Okla., paired with the Family Fun Fitness Festival, featured a 5-kilometer run that ended at the commissary. U.S. Air Force photo: Jeremy Stevens**

**Right, Nellis Commissary, Nev., pleased its customers with lots of club pack offerings. DeCA photo: Cha Stanko**



Stores put innovation, inspiration to work to please patrons

# TRENDSETTERS

## Alconbury Commissary, England

During the Alconbury High School football team's "Hell Week Training," coaches brought the team to the commissary for an hour to assist with vendor stocking. The crew worked together to check dates and rotate product. They all enjoyed their visit and being able to assist; the coaches would like another opportunity at a later date to bring the team back to help again.

## Bamberg Commissary, Germany

The commissary held a "Bring Your Own Bag" event, June 21-26, promoting environmental awareness. The commissary normally uses seven cases of plastic bags daily, and each case contains 1,000 bags. During the promotion, the usage rate decreased to four cases per day. On the final day, 200 reusable bags were given to customers by vendors, resulting in a plastic bag usage rate of only two and a half cases that day – or 2,500 bags versus the normal 7,000. More than 500 reusable bags were given to customers during the weeklong event.

## Barksdale Commissary, La.

To help ensure patron satisfaction, a new sign hung at the front entrance provides the name and phone number of the manager on duty.

## Corpus Christi Commissary, Texas

Store associates **Jessica Diamond** and **Desi Alderman** organized a cookout to support Feds Feed Families. Customers purchased and donated four canned goods and received a free hot dog, soda and chips, resulting in a total of 212 pounds of donated product, June through August.



**Ord Community Commissary, Calif.**, uses a clear collection box to share customers' donation ideas. Ord donations surpassed 1,440 pounds. The DeCA total of 723,337 pounds received from June through August represented about 37 percent of total collections from the Department of Defense. *DeCA photo: Robert Landon Sr.*

## Fort Bliss Commissary, Texas

Post organizations assisted the commissary with the final day of Feds Feed Families by holding a "Can-struction" event. Three

teams worked together with 15 volunteers to help build a display. *(See photo, Page 23.)*





**Fort Riley Commissary, Kan.**

The commissary provides welcome baskets for new families arriving on post, filled with information and vendor-donated goodies.

**Jacksonville Commissary, Fla.**

For the Feds Feed Families campaign, the commissary made small bags of groceries that patrons could purchase

for \$5 at the registers and donate. A friendly competition by the front end resulted in the following cashiers achieving highest sales honors: **Patricia Dones**, 189 bags; **Katelyn Kruegher**, 162 bags; and **Joyce King**, 86 bags. A total of 988 bags sold during the competition. The store collected the highest donations of any eastern U.S. commissary and second-highest for any commissary: 129,748 pounds, including a General Mills donation of 66,757 pounds. (See photo, next page.)

**Lakehurst Commissary, N.J.**

Lakehurst Commissary staff greeted those who drove up with Feds Feed Families donations on their way to work, enabling people to give without leaving their cars.

**Ord Community Commissary, Calif.**

In the Feds Feed Families campaign, Ord Community Commissary used a clear bin for food collection, which allowed

**Left, Bangor Commissary, Wash., designed an end cap display for the Feds Feed Families campaign, making it convenient for customers to select items suggested for donation. The store's donations totaled 1,200. DeCA photo: Eric Gidion**



Produce Manager Leticia Martinez, Fort Lewis Commissary, Wash., sits atop some of the three tons of produce donated to the Feds Feed Families campaign by Spokane Produce. Martinez and John Elliott, grocery manager, were credited with “outside the box” thinking, working closely with the local food bank. “Fresh produce is something they don’t usually have, because people are under the misconception that food banks will only accept nonperishable items,” said Store Manager James Docherty. “We also collected just over 1,000 pounds of pet food, something they said most food banks don’t offer but is also an item for families in need.” DeCA photo: John Elliott





**Jacksonville Commissary, Fla., created \$5 bags of groceries that patrons purchased at the register to donate to Feds Feed Families. The store collected the highest donations of any eastern U.S. commissary: 129,748 pounds. DeCA photo**

shoppers to see what kinds of donations were being collected. This could be a good idea for any food collection project during the year. (See photo, Page 20.)

**Patch Barracks Commissary, Germany**  
When the salad bar closed during the summer's E. coli outbreak in Europe, the commissary transitioned its area into a fruit

bar, offering customers a healthy lunch alternative.

**Patuxent River Commissary, Md.**

Employees take pride in their efforts to "Go Green" as recycle cardboard bales are proudly signed by their makers.

**Ramstein Commissary, Germany**

In June, the commissary introduced a prepackaged fresh fruit cup line from a German vendor in Luxembourg. This product has been well received by customers, with snack coconuts being one of the most popular items. This product should save numerous hours of slicing fruit in the produce department.

Also, the entire Ramstein Zone 32 shows their solidarity and support for the troops by wearing red on Fridays.

**Scott Commissary, Ill.**

"Superman" and "Superwoman" flew into the commissary to promote good eating habits. Superman admitted to the

**General Mills donated 42,241 pounds of food for the Feds Feed Families campaign at McGuire Commissary, N.J. The store collected DeCA's third-highest total: 56,838 pounds. DeCA photo**







**Fort Bliss Commissary, Texas, enlisted help from base organizations to create this “Can-struction” display highlighting the final day of donations for Feds Feed Families. DeCA was one of many agencies supporting this food drive campaign that amassed 5.7 million pounds of food from the federal government.**

*DeCA photo: Michael Mena*

children that he loves sweets, cheesecake, donuts, fruit and even sushi, but that fruit and veggies are his thing.

**Selfridge Commissary, Mich.**

Grocery Manager **Donald McKeen** took the initiative to make customers aware of promotions and savings within the store via a sales board, highlighting sale items and available coupons.

**Zone 36**

Zone Manager **Wayne Walk** and his Korea team celebrated as their

recent nine inspector general visits — two central distribution centers and seven stores — achieved an average score of 94.98 percent. This includes a

score of 103.7 percent, thought to be the first-ever perfect score before bonus points, by **Kunsan Commissary**, South Korea. *(See story, next issue.)* ■

## Top 5 Feds Feed Families 2011

<b>JB Lewis-McChord, Wash.</b>	141,326 lbs
<b>NAS Jacksonville, Fla.</b>	129,748 lbs
<b>JB McGuire-Dix-Lakehurst, N.J.</b>	56,838 lbs
<b>Fort Sill, Okla.</b>	17,851 lbs
<b>Holloman AFB, N.M.</b>	15,972 lbs
* Donations received June through August	



# Super-duper superstore

## Long-awaited Fort Bliss Commissary dazzles in debut

**F**ort Bliss marked another growth milestone when it teamed with DeCA to celebrate the opening of the post's new commissary June 29.

The \$25 million facility — one of the 10 largest commissaries worldwide — replaced the original Bliss commissary, just a few blocks away.

### 'World-class facility'

With more than 60,000 feet of sales space, DeCA's newest store features high ceilings and skylights, a large produce department, international deli-bakery, fresh sandwiches and sushi, olive bar, rotisserie chicken and fresh seafood.

"We've been waiting for this day for a long time," said Store Director **Mike Mena**, who has worked in military commissaries for 28 years, including three at Fort Bliss. "This store is big and it's beautiful. With the Fort Bliss community growing, it's great to

have this world-class facility to serve them in."

Speaking during the ribbon-cutting ceremony, DeCA Director and CEO **Joseph H. Jeu** expressed appreciation to the soldiers gathered and explained DeCA's passion for serving its customers.

"DeCA's standards for customer service are high, because our customers are you — the men and women in uniform who serve and protect our nation and our families," he said.

### Weekend celebration

Bliss shoppers lined up soon after sunrise to be one of the first 1,000 customers to receive a \$25 gift certificate, as well as enrollment in drawings for prizes such as a washer and dryer, an SUV and other courtesies from numerous vendors.

National Football League Hall of Fame celebrity and Dallas Cowboys legend Bob Lilly and

New Orleans Saints runningback Reggie Bush signed autographs for a line of loyal fans, until well past noon.

Commissary vendors donated all entertainment, food and prizes to the military community, a fitting kickoff to a celebration that continued through the Fourth of July weekend, with outside events ending July 2.

Planning for a new and more modern facility began shortly after the Base Realignment and Closure Commission announced more troops would move to Fort Bliss. The number of active-duty service members at Fort Bliss has increased from 10,000 to 25,000 since 2005; and the number of eligible commissary shoppers in the area, including Guard and Reserve members, retirees and their families, today exceeds 150,000.

*(Compiled from stories by David Poe, Fort Bliss, and Kevin Robinson, HQ DeCA.)* ■



The new Fort Bliss Commissary, Texas, helps anchor Freedom Crossing Shopping Center, the first of its kind shopping center on a military installation. Along with shops, restaurants and a theater, other features include an outdoor fireplace, shaded patios, an interactive fountain and children's play area.



Store Director Mike Mena, Fort Bliss Commissary, Texas, says the community has waited a long time for its new store.





An overhead view of the new Fort Bliss Commissary, Texas, sales floor shows spacious aisles and some of the 17,500 items stocked. DeCA photos: Kevin Robinson



Grand opening celebration events included a mariachi band and dancers.



DeCA West Deputy Director David Carey marvels at the huge grand opening cake, featuring three tiers on top of a massive sheet cake.





## makinghistory

# Rich heritage of service

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

## DeCA celebrates 20th anniversary, nears military commissary milestone

**D**eCA observed its 20<sup>th</sup> anniversary Oct. 1. At headquarters, the annual organization day picnic became an anniversary day, and each store observed the date in its own fashion.

It's still hard to imagine that two decades earlier, Sept. 30, 1991, DeCA dedicated its headquarters building at Fort Lee, Va., and the next day officially took control of 411 commissaries worldwide. It also took responsibility for 17 Navy Exchange grocery sections, two Air Force troop issue locations, seven regions, 20 central distribution centers and 22,000 employees.

In doing so, of course, the agency inherited a mission that far predated 1991. Just nine months from now, July 1, 2012, we will observe the 145<sup>th</sup> anniversary of the modern commissary benefit.

With the current budget climate in Washington, every government agency feels a little nervous about what budget cuts may take place and how those reductions will affect them. DeCA is no different, but the commissaries have already weathered such financial challenges many times before. There were multiple commissary crises between 1867 and 1991, and a number of anxious moments in the years since DeCA's creation.

In fact, time and again over the last 20 years, the agency has proven its worth and viability. Every time it came under attack, the benefit's supporters came to its defense. While the manner in which

the benefit was administered sometimes changed, the benefit itself endured.

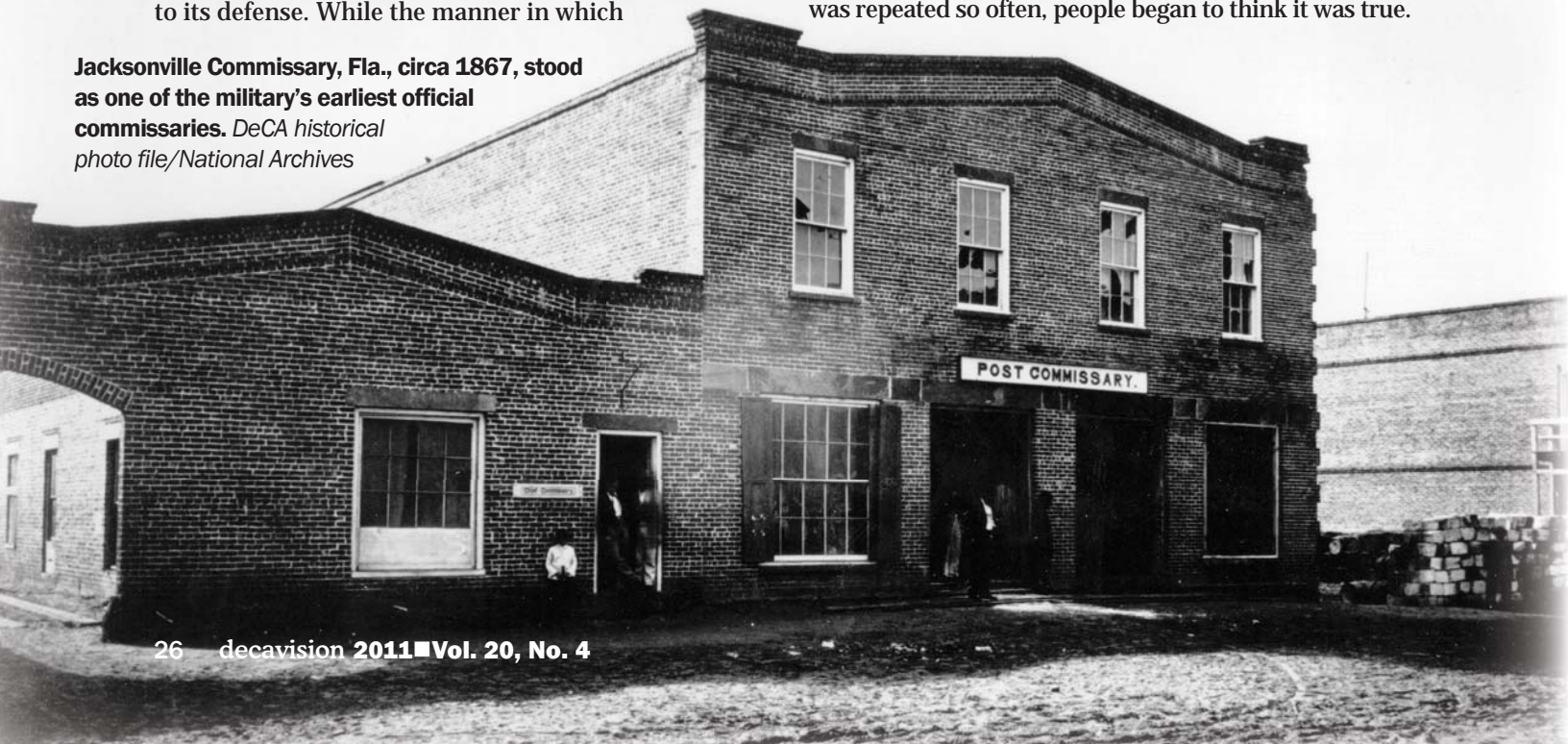
### Commissary roots

American military commissaries have their roots in the Continental Army of 1775 and have existed in retail form since 1825, when Army officers at certain posts were allowed to buy food for their personal use "at cost" from subsistence department warehouses. In 1841, they could also make purchases for their immediate families. But the "modern benefit" didn't begin until two years after the Civil War.

July 1, 1867, marks the beginning of the modern era because of two key factors. First, that was the year in which noncommissioned officers and junior enlisted men initially were allowed to buy goods at cost from subsistence department warehouses. Second, there were no restrictions as to the location of those sales. "Sales commissaries," as they came to be known to distinguish them from "issue commissaries," could be located at any post in the United States where the commander deemed it necessary.

That's right; the post *didn't* have to be on the frontier. For years, commissary opponents tried to undermine the benefit by claiming it had originally been meant only for "remote frontier posts." This idea was repeated so often, people began to think it was true.

**Jacksonville Commissary, Fla., circa 1867, stood as one of the military's earliest official commissaries.** *DeCA historical photo file/National Archives*







**The staff at Quantico Commissary, Va., have the store looking its best for patrons in May 1941.** *DeCA historical photo file/U.S. Marine Corps Historical Center*

But the truth is that frontier posts were actually the *last* to get commissaries. At those places, civilian merchants called “post traders” filled the void. They even existed at posts that had commissaries, but the traders were only allowed to sell items the commissary didn’t normally stock.

### **Era of change**

During the ensuing 80 years, significant changes took place. Retirees and spouses became eligible shoppers, as did members of the Lighthouse Service and the Coast Guard. The Navy and Marine Corps opened their first sales commissaries in 1910, and the Air Force inherited its stores from the Army Air Forces in 1947-48.

Initially, the stores were run primarily by the installation on which they were located, with little supervision or direction from higher headquarters. But eventually, all the services centralized their retail operations. From 1912 to 1962, the Army’s Quartermaster Department ran the Army’s commissaries and often provided support to the other services’ stores, particularly those run by the Air Force after 1947. The Navy Retail System, formed in 1946, included the Naval Ships Store Office, which ran the commissaries.

In 1949, the first Armed Services Commissary Regulation standardized the terminology and many practices of the services’ commissaries. Each service’s major commands began taking more interest in the stores, often holding “Best Store” competitions. They found better buildings in which to place their stores, and sometimes actually built a structure that was designed specifically as a commissary sales store.

The armed forces’ services commands and divisions also took an active role in commissaries until each branch established its own professionalized commissary agency or office. The Navy system morphed into the Navy Resale System Office, and later became the Navy Resale and Systems Support Office. The Army Subsistence Center in Chicago assumed the commissary mission from the Quartermaster Department in 1962 and relinquished it to the U.S. Army Troop Support Agency in 1975. The Air Force established the Air Force Commissary Service in 1976. By then, the U.S. Marine Corps Commissary Program Office was created and became part of their services branch.

### **Commissaries under fire**

From the 1950s through the 1980s, investigations, studies and outright attacks upon the commissaries were plentiful and arrived with alarming regularity. Usually,

attacks followed congressional elections every two years, as freshman senators and congressmen searched for ways to cut the federal budget. Commissaries seemed like a “no brainer,” since a lot of people couldn’t understand why the military was selling groceries to itself.

As the 1990s approached, Congress began to look more favorably upon consolidating the services’ four separate commissary systems into one as a cost-cutting measure. Changes in world politics were responsible for increasing interest in consolidation. As the Berlin Wall came down in 1989 and the Cold War “thaw” began, the demise of the old Soviet Union began to appear imminent.

Back home, it became increasingly clear that people wanted to profit in various ways from what they called the “peace dividend”; that is, there were a lot of government dollars that could go elsewhere if the money was no longer needed for the military. As one consequence, if the military and its budget were downsized, the commissaries would have to undergo radical changes in order to survive.

### **Vulnerable benefit**

The desire to cash in on this peace dividend was optimistic but misguided, as it assumed that the United States had only one enemy to really worry about – the USSR – and once the Soviets were gone, we had no need for overseas bases. That, of course, was years before 9/11; but even so, we should have known better. ▷

It wasn't too long before terrorists had given us plenty of warnings, from Lockerbie to the first World Trade Center bombing, that our troubles were far from over; that evil takes many shapes; and when it diminished in the USSR, it grew elsewhere. But we preferred to think we were invulnerable, leaders of a "Pax Americana" from which everybody in the world could benefit.

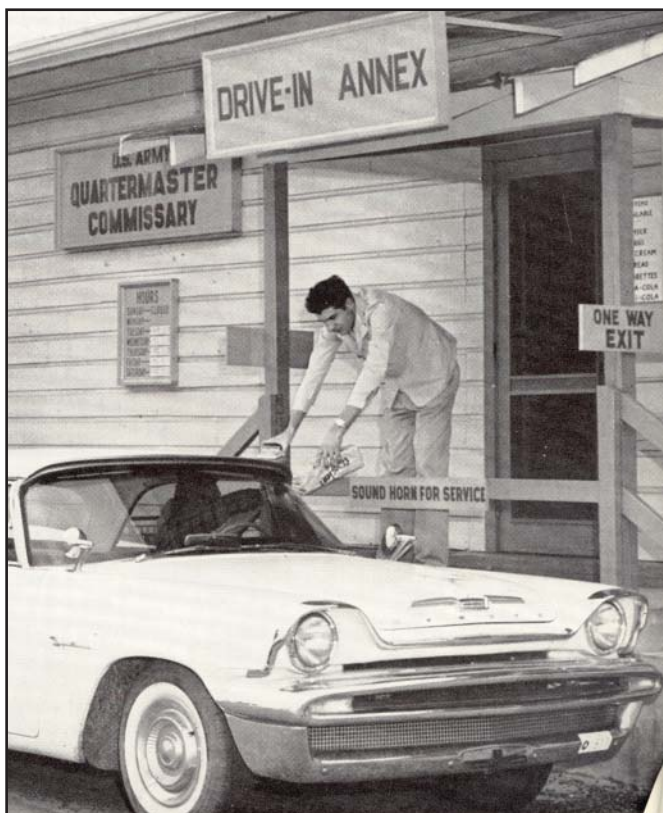
In such an atmosphere, commissaries became easy targets for budget cutters who had little or no clue as to exactly what it is that commissaries do or how they function. To those people, what would be a more logical way to save money than by turning over the stateside operation of the commissaries to private enterprise? Twice – in the late 1940s and again in the early 1980s – they nearly succeeded.

By 1990, several of the commissaries' staunchest congressional advocates had retired or passed away. Among them were L. Mendel Rivers, Bill Nichols, and Dan Daniel – men who had helped hold the line in the 1980s against a recommendation by the President's Commission on Privatization, otherwise known as the Grace Commission, that U.S. commissaries should either be run by private industry or be closed. With the commissaries shorn of their most powerful advocates, it seemed only a matter of time before they once again came under attack ... and perhaps would be lost entirely.

### Intense scrutiny

So in March 1989, Marvin Leath, chairman of the Morale, Welfare and Recreation Panel of the House Armed Services Committee's Subcommittee on Readiness, directed Army Maj. Gen. Donald Jones, deputy assistant secretary of defense for military manpower and personnel policy, to "initiate a comprehensive study of the commissary system."

Leath stressed he wanted to protect the commissary privilege, not destroy it; and he noted the 1989 National Defense Authorization Act strongly



**Fort Stewart Commissary, Ga., offered a drive-in annex in June 1958. As the sign in the background notes, Army commissaries were run by the Quartermaster Department, 1912-1962.** *DeCA historical photo file*

endorsed the benefit by prohibiting commissary privatization. Still, budgetary pressures dictated that the time had come for an "unrestricted baseline reassessment" in order to preserve the benefit.

Simple logic prompted this reassessment: The existing system seemed extravagant, with far more infrastructure than necessary to run 438 grocery stores. Theoretically, one headquarters and one set of regions would immediately reduce the people and facilities needed, cutting taxpayer costs while simultaneously retaining the benefit.

Composed of 23 members and headed by the newly promoted Lt. Gen. Donald Jones, the study group – known as the "Jones Commission" – began meeting in April 1989. Their final report, released Dec. 14, 1989, recommended only two options: Keep the status quo, with several adjustments; or consolidate all commissaries.

### United system

On April 12, 1990, Deputy Secretary of Defense Donald Atwood directed establishment of a consolidated commissary agency; and May 15, he officially recognized the Defense Commissary Agency as a provisional organization and announced it would consolidate all military commissary systems.

The director of the new agency would report to Colin McMillan, assistant secretary of defense for production and logistics. Within five days, he was allocated \$3 million for operations and maintenance resources for the transition period. He would coordinate with the director of administration and management and other officials to assemble a transition team and to submit a charter directive for the new agency by mid-July 1990. ■

***Next issue: Four systems merge to become the Defense Commissary Agency.***





getsmart

# Improving DeCA's working culture

## Director says 'more is yet to come' as result of 2010 survey

**Kevin L. Robinson**

*Corporate Communications Directorate*

**S**tudy time is over. Now action meets words as DeCA moves out on ideas from its Organizational Assessment Survey working groups to help improve the agency's working culture.

"I want the members of team DeCA to know that this agency is moving out on a number of OAS initiatives that grew out of last year's employee survey," said DeCA Director and CEO **Joseph H. Jeu**. "We see this as the beginning of something we all can benefit from."

The Office of Personnel Management conducted DeCA's Organizational Assessment Survey from Aug. 16 to Sept. 17, 2010. Five diverse working groups of employees from DeCA headquarters, regions and stores met in March to review the survey's lowest-scoring areas. From those results, DeCA identified actions to improve communications, recognize performance, generate ideas, foster innovation and bolster training.

### 200 suggestions received

For innovation, DeCA began its first "Director's Innovation Challenge," a contest that asks employees to put on their thinking caps and determine, "How can we improve the ways in which we do business?"

Entries for the challenge, which ran July 5 to Aug. 5, would be evaluated for originality, impact to the agency's strategic future, potential savings and risk to implement. Evaluators would also consider the entry's potential value to the commissary benefit. One winner may be selected from each zone, regional office and headquarters. Winners would be announced during DeCA's next strategic planning session at the end of August.

To help generate more employee ideas, DeCA will soon be announcing its first "Idea Factory." The Factory is a forum for corporate brainstorming and social networking that "will push the envelope on many of the good ideas our people think of every day," Jeu said. "Stay tuned for an email from me launching this collaboration and social-networking program."



### Recognition programs rejuvenated

On July 7, the DeCA director released a memorandum on his expectations for recognizing DeCA employees. In a subsequent action, DeCA's director of human resources, **Kaye Kennedy**, released a memorandum dated July 12 to make it easier for supervisors to recognize exceptional employees with appropriate awards. HR also distributed an award matrix and award templates to agency supervisors.

### Survey initiatives take shape

Since March, DeCA has studied the results of the assessment survey and looked at actions to improve the agency's working climate and its ability to deliver a world-class benefit.

A lot has occurred in less than a year with the agency's follow-up on its OAS results, and more is yet to come, Jeu said.

"We promised that we would update our workforce on our progress with OAS, and we are doing that," he said. "We have other actions that are in various stages of implementation or review. Stay tuned, because there is more to come."





# Gift cards make debut

**E**xtending the gift of groceries to authorized commissary patrons became a lot easier thanks to the new Commissary Gift Card.

The gift cards, available in denominations of \$25 and \$50, are available in stores or online at <http://www.commissaries.com>.

Anyone can purchase the gift cards for commissary shoppers, said DeCA Director and CEO **Joseph H. Jeu**.

“These gift cards allow anyone to give the gift of groceries – whether it’s mom and dad at home helping their military

child in Germany stock up for a holiday dinner or a senior noncommissioned officer who wants to introduce the commissary benefit to a junior soldier who has a family at Fort Hood, Texas,” Jeu said. “We are excited to unveil a program that will allow more people to take full advantage of their benefit.”

This is how the card works: Anyone can purchase the card, but only an authorized patron can redeem it. A customer uses the card as long as there is a balance on it; once the complete \$25 or \$50 total is exhausted, the card can no longer be used. There is no monetary change issued for unused portions of the card.

Shoppers can use the remaining card balance in conjunction with other forms of payment, said **Robert J. Bunch**, chief of DeCA’s customer service division.

SVM, the global leader in gift card program management, administers the Commissary Gift Card program on behalf of DeCA.

“These cards allow us to offer the gift of groceries without a paper voucher or a gift check,” Bunch said. “And, the ability to

order them online helps people who may not ordinarily be connected with the military, or even on an installation, to still be able to reach out to support the troops.”

Here are some quick facts about the Commissary Gift Card:

- The cards expire five years from the date of purchase.
- Online orders incur a handling fee. These fees are not assessed to in-store orders.
- There is no limit to the number of gift cards that a purchaser can buy. However, DeCA officials recommend organizations and activities consider purchasing online if they need \$500 or more in gift cards.
- Commissary Gift Cards can be shipped anywhere in the United States. Outside the United States, gift cards can be shipped to APO, FPO or DPO addresses.
- For customer service questions, call the toll-free phone number, 877-988-4438, which also allows the user to check the card balance.
- DeCA is not responsible for replacing lost, stolen, destroyed or mutilated cards. ■



## Culture ... *(Continued from previous page)*

These actions include the following initiatives:

- Expanding DINTV or similar communication media at store level
- Developing a “Communities of Practice” website for sharing best practices
- Revamping the mentoring program
- Expanding the managers’ store-level course
- Developing training and a method of delivery for work leaders
- Continuing development of competency models
- Expanding types of agency awards
- Implementing values initiatives within the agency

- Developing “shadow” week executive-level leadership opportunities
- Improving communication of agency key messages

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





Cecil Davis, who reached 60 years of federal service March 21, has worked the last 37 at Moffett Field Commissary, Calif. As a young man, he lost his right eye and two fingers in combat during the Korean War. He married twice, and with his second wife, Vee, who passed away a few years ago, raised two stepdaughters. DeCA photo: Nancy O’Neill

# 60 years and counting

## American hero continues legacy of serving his country

Nancy O’Neill

DeCA West public affairs officer

At 6 a.m. on weekdays, **Cecil Davis** can be found stocking the shelves in the **Moffett Field Commissary**, Calif. At 83 – 25 years past the age when most federal employees begin to think about retiring – Davis still rises like clockwork at 5 a.m. five days a week and makes the 10-minute drive from his home to the commissary.



O’Neill

Davis said he continues to work because he likes the way the physical activity moves his muscles, keeping him limber and strong; and because helping customers and working side-by-side with his co-workers makes him happy.

It’s not often I have a chance to talk with a wounded warrior, and I have never before met anyone with 60 years of federal service. I felt honored for the opportunity to talk with Davis on the phone. At times, when his conversation shifted to his military service during the Korean War, I felt like I could have been talking with my own father, who served in World War II and is now 88 years old.

### 4,000 hours of sick leave

“Everything’s going smoothly so far,” said Davis, reaching this milestone of 60 years of service March 21. He said this as if he’s only been on the job for a few years and is looking forward to many more years of good things to come. His optimism and love of life are uplifting.

“It’s a hard decision to make – to retire,” he said, adding that he might consider retiring in another year, when he’s 84.





Most employees begin to think of retirement when they hit 30 years of service — some sooner. Davis has double those years and has accrued more than 4,000 hours of sick leave. He genuinely enjoys coming to work each day, being with people and serving military families who shop in their commissary.

### Army draftee

Davis joined civil service in March 1951 and worked at the San Francisco Naval Shipyard for a few months before he was drafted into the Army. Early that September, he completed basic training at Fort Ord and was given his assignment. He was one of three men in his basic training class of 400 with an assignment to Korea during the height of the Korean War.

Davis remembers his arrival in Korea with clarity.

“Within 24 hours of landing, I was on the front line,” he said. “Everything was going off. There was so much gunfire, it was nearly impossible to sleep; and when you did, you still heard the noise.”

Davis had served on the front line for a year when he was wounded in combat. He received initial care on a hospital ship and was sent to Letterman General Army Hospital at the Presidio of San Francisco to recover. He lost his right eye and two fingers, and on Aug. 31, 1953, he was discharged from the hospital and the Army.

### Back to civilian life

“I lived only a few miles away from the hospital,” he recalled. “They gave me 10 cents to take the bus.”

Davis and his first wife, Aline, who had lived with her parents while he was in Korea, moved in with Davis’ parents in San Francisco until they could afford a place of their own.

Two weeks later, Davis returned to work at the San Francisco Navy Shipyard where he stayed until a few months before the shipyard closed in 1974.

“I could have gone to Alaska, Washington or most anyplace I wanted,” he said, “but I chose the Moffett Field Commissary because it was close to home.”

### Commissary devotion

Davis’ devotion to the commissary comes through clearly when Store Manager **Youngboon Hicks** speaks about him.

“Cecil is somewhat legendary in this store,” she said. “He has been a valued employee for 37 years. He has a friendly personality, and on the rare occasion he’s not here, our customers ask about him.”



**The Korean War Veterans Memorial, Washington, D.C., located on the National Mall, features 19 stainless steel statues depicting a squad on patrol. Courtesy photo: [www.defenseimagery.com](http://www.defenseimagery.com)**

Davis said it was a good choice to move to the commissary in 1973. “I like everything I do here. I work in the dairy and produce departments and stock the shelves. I have a name for what I do. I call myself a storekeeper. I keep the store running.”

Davis said he remembers advice given to him by a Navy lieutenant, long ago, and he tries to follow that advice in his job in the commissary.

“The lieutenant told me: ‘Do your job right, no matter how long it takes, and treat everyone kindly.’”

Cecil Davis is an American hero. At the tender age of 22, he lost an eye and two fingers in combat, and when military doctors repaired him as best they could, he chose to continue to serve his country, first supporting Navy ship building, then serving military service members and their families in the commissary.

As Davis reminisced about his 60 years of service, he reminded me of three simple but important life lessons: “Each day is a new opportunity to be happy and enjoy life, treat everyone kindly and do simple things well — like keeping a store orderly and well-stocked — will have a big impact on the people around you.” ■





Fred Goff, store associate at New London Commissary, Conn., saved the day with his quick thinking and fire extinguisher knowledge. DeCA photo: Edward Koerner

## Disaster averted

**Rick Brink**

*DeCA East public affairs officer*

If ever there was a good time and place for a fire to break out, it was on a hot July afternoon at the New London Commissary, Conn.

**Fred Goff**, just nine months into his job as a store associate, saw flames coming out from under a coffin freezer and went into action by first alerting those nearby of the fire danger, and then using a fire extinguisher to douse the flames. **Ken Crawford**, another store associate who also noticed the fire, went to alert the rest of the store.

Flames were two to three feet high and spanned about a three-foot section of the freezer when Goff gave it a burst from the extinguisher. With another extinguisher shot later, the fire was out.

"It was a very short amount of time to put it out, and I was standing by watching for any flare-ups when the fire department arrived," Goff said.

Though events played out quickly, Zone Manager **Dick Cook**, who was in his office in the store when

## New London store associate puts military skills to test in handling freezer fire

the fire broke out, said it easily could have turned out badly.

"Fred's immediate and decisive action quite possibly spared the commissary from extensive damage and even the loss of life," Cook said.

Goff's actions came instinctively for him. A 15-year Navy veteran, he said he gained a lot of experience with fire extinguishers and how to handle fire emergencies as a damage control trainer.

It was determined that an electrical short in the freezer unit caused the fire. Store Director **Ed Koerner** said he couldn't ask for a better outcome.

"I'm proud of the way Fred and everyone responded," Koerner said. "They all did a great job, and you wouldn't even know we had a fire a week later because of how everything was quickly cleaned up and repaired." ■



# COMMISSARY LEADERSHIP LEGACY: Glenn Capistrant

Supervisory distribution facilities manager, Japan

**Nancy O'Neill**

*DeCA West public affairs officer*

**What was your entry-level position in the commissary system?**

In 1977, while in the military, I started as an administrative specialist at Air Force Commissary Service headquarters at Kelly Air Force Base, Texas.

**What were your earliest ambitions?**

Early in life, my dream was to join the U.S. military, see the world and retire by age 40.

**What are the biggest changes you've seen in the commissary system since your first assignment?**

We no longer have military men and women working in our commissaries. The services have a long and proud history of commissary service working side-by-side with civilian workers. I miss those times of daily interaction.

**What advice do you give your teams on how to deal with this ever-changing business and the ensuing challenges?**

My advice is to be flexible and use all the opportunities that come your way to learn new information and skills. A flexible manager tries to understand each employee's individual situation, strengths and skills and knows when to bend a little to get a premium return from his or her employees.

Education is an investment in one's future! We are never too old to learn. I am living proof that you can teach an old dog new tricks.

**What are the biggest challenges you face every day as a distribution facilities manager?**

One of the most important elements in providing the military community with a great shopping experience is maintaining full shelves in the commissaries. To make



**Glenn Capistrant retired from the U.S. Air Force with 20 years of service.** *Courtesy photo*

## Mini bio

**Job description:** Provides leadership and oversight for Kanto Plain, Okinawa and Iwakuni Central Distribution Centers, which supply 16 commissaries with complete line of resale grocery products; transactions exceed \$130 million annually. In addition, serves as field consultant to CDC managers in Alaska, Guam and Korea.

**2009-present,** supervisory distribution facilities manager, Japan

**2007-2009,** distribution facilities manager and expert advisor, joint central distribution operation, Japan

**1996-2007,** manager, Okinawa CDC; also served simultaneously as acting deputy commissary officer, Kadena AB, Okinawa, in 2005

**1995-1996,** store manager, acting deputy commissary officer, Camp Foster, Okinawa

**1994-1995,** meat manager, Camp Foster

**1992-1993,** commissary officer, Camp Kinser, Okinawa

**1990-1992,** assistant commissary officer, Camp Kinser

**1988-1989,** meat manager, Camp Courtney, Okinawa

**1986-1987,** assistant meat manager, Kadena AB

**1982-1985,** assistant meat manager, Hanscom AFB, Mass.

**1978-1981,** meat processing supervisor, Torrejon AB, Spain

**1976-1977,** administration specialist, HQ Air Force Commissary Service

**1975-1994,** enlisted, U.S. Air Force



**Capistrant**

this happen overseas, where DeCA manages its own distribution centers, we need the right variety and amounts of product in our DeCA warehouses. To keep the Okinawa distribution facilities full with the right products, my team and I focus on the basics: ordering, receiving, warehousing and shipping.

When you paint in broad strokes, this looks rather simple. Rest assured, it's no easy task to maintain a 99 percent in-stock rate. There's no magic formula other than good, solid planning to ensure resale product is available to meet routine orders and for emergency military operations, during and after typhoons and other frequently occurring weather disturbances, and host country embargoes.

**Describe your management style.**

I try to be a democratic manager who listens to employee suggestions and concerns. I encourage my





Capistrant (second from left) likes to give employees challenging jobs along with the support needed to excel. Recently, along with other central distribution center employees, he congratulated warehouse worker Hiroko Maehara (far left) for 10 consecutive years of on-time receiving semiperishable products — a difficult feat in the warehouse business. DeCA photo

employees to suggest changes and take part in the decision-making process. Our distribution center is big on assigning stakeholders for a variety of tasks and processes. We give the employee a challenging situation and the support needed to excel. I also use the classic technique of management by walking around. This is my chance to see what is actually happening within the operation, gather information and head off or evade potential problems before they become crises.

**If you had complete authority to change one thing about DeCA today, what would that be and why?**

I would give every DeCA employee authorization to shop in the commissary facility where they work or the store closest to their work center. I think DeCA employees give their all, and this little added incentive would do wonders for morale.

**How do you balance your commitments to your career, your family, and your health and well-being?**

My wife, co-workers and family will tell you that Glenn places his job above all else. At work, I don't procrastinate and do my best each day to get my workload completed. I call this "the solid eight." I try to stay focused on the mission and completing my tasks to schedules.

Once I'm done with work, for the most part, I feel free to focus on the things I like to do. Sure, I worry, but doing the best I can each day at work helps to decrease my worries about consequences for the things I cannot control. All good managers worry on some level; the secret is to not let it get the best of you

and put your mind or body at risk. When I play, I try to have fun in a variety of activities I enjoy but not overindulge — everything in moderation.

At the Okinawa Central Distribution Center, I'm surrounded by employees who have known for many years that physical activity and wise food choices are the keys to good health. More than 75 percent of the staff here has an exercise routine of some sort to stay healthy. The people of Okinawa are among the leanest, healthiest and longest-living people on earth. They are good role models for me and the other Americans working in the Okinawa distribution center.

**What aspect of DeCA's PASSION values speaks most to you?**

"We pursue excellence" really speaks to me. Whether I'm walking about in one of our well-stocked warehouses or watching the expression on a child's face as he or she shops with a parent, I know that what we do at DeCA is important; and we owe it to our customers to do our very best to strive for excellence.

**On the light side of the grocery world ...**

**When you're shopping for groceries, where do you usually spend the most time?**

I'm an old meathead, having worked more than 16 years in the commissary meat department. I spend more time than most in the meat department looking at the technique or workmanship of the cutters and the quality of each cut.



**Capistrant (front center) with one of his karate classes at Kadena Air Base, Okinawa.** *Courtesy photo*



**What are your favorite foods?**

**What is your “perfect meal”?**

Having been born and raised in New England, I enjoy fresh seafood and eat it often here on Okinawa. Regrettably, at age 44, I had to eliminate all shellfish, shrimp and lobster from my diet. That was a difficult adjustment.

My friends and I routinely fish for big game fish and reef fish, and my home refrigerator is never without fish that I’ve caught. For me, a perfect meal is grilled smoked salmon with a creamy pasta sauce, steamed asparagus and marinated artichokes on the side. I never bore of salmon. It would only figure that my favorite fish does not live in the waters off Okinawa and must be purchased at the local commissary.

**Describe your workout regime.**

Over the past two years, my routine has included jogging at every opportunity. My training partner and I run an average of four miles at least four days per week. To avoid serious fatigue, dehydration and other injuries, we don’t run at high speeds. We’ve been able to progress with amazing results — mainly weight loss and muscle tone — and we can eat the foods we enjoy in moderation.

In addition to jogging, I’ve practiced karate since I was 10 years old. Karate alone is a very good exercise when there’s no time to cross-train. I jog, swim, walk and do some weightlifting to keep up with the younger karate students.

When I’m not busy working for DeCA, I volunteer at my wife’s karate school. She is contracted under the Kadena USO, and we currently teach at the Stearley Heights Elementary School gym on Kadena Air Base. Since 1988, I have trained nearly 1,500 children from military and Department of Defense families living on Okinawa. I find teaching children very rewarding and wish to continue teaching until I can no longer perform the movements.

My wife, Lee, and I have far outgrown the financial benefit of teaching martial arts. For us, charging for classes is merely a method to engage only those

students truly interested in the sport. We do it for love of country, love of karate and the overall benefit to the children’s fitness and well-being. When these kids are with “Ms. Lee” and “Mr. Glenn,” they are doing something constructive and staying out of trouble. We see so many intelligent kids come to our karate school who have nourished their brains but neglected their bodies, which is very sad.

**What’s your martial arts education?**

I started karate style martial arts in Holyoke, Mass., in 1966. I was promoted to first-degree black belt in 1974. I continued to practice martial arts during my military assignments to Texas, Spain and Boston. In 1986, I realized a lifelong dream to come to Okinawa where karate originated. I found a wonderful master, Sensei Shian Toma, and began training in my current style, called Seidokan karate. Sensei Toma could see right away I had prior training and promoted me to first-degree black belt within one year. By 1990, I was a fourth-degree black belt. In Okinawa, that’s the sensei or teacher level. I’m currently an eighth-degree black belt and done with formal testing.

**What’s something most people would be surprised to know about you?**

I’m not sure if it would be a great surprise, but I’m an enthusiastic aficionado of dogs. I like big ones, little ones and black, brown and white ones. No dog is too big, small, old or ugly in my eyes. I never had a dog as a child, so when I found my first dog, “Li-Fu” or “Lucky,” about 18 years ago, my lifelong passion for dogs began. Sadly, my best friend passed away in 2008 at the age of 15. I currently have four dogs of different breeds, sizes and ages. They have contributed greatly to my personal health and wellness. They’re always happy to see me, ready for a walk, run or swim — and willing to share any portion of my meal, which reduces my calorie intake. ■





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

**Sheppard**

I always love shopping at **Sheppard Commissary**, Texas. The employees there are always so welcoming and so friendly. I love seeing them helping out a retired vet or doing a random act of kindness for someone. They really go out of their way to be friendly and welcoming.

*Mary Bateman Moon*

**Fort Polk**

I came to shop at **Fort Polk Commissary**, La., around 8 a.m. and went to the self-checkout. The cashier, **Demetria "Demi" Quarles**, store associate, asked to see my ID, and I told her that I had never used the self-checkout before. She told me she would help me with it, and I want to let her know that she really made my day. She took a lot of time showing me how to work the self-checkout, and I had never had anyone do that. That's the BEST, BEST, BEST customer service I have ever had, so I want to let Demetria know to keep up the good work.

*Sgt. Latrice Graves, U.S. Army*



**Quarles**

**Grafenwoehr**

I manage the Grafenwoehr Subsistence Management Office, Germany, and my organization provides subsistence and support to soldiers who come here to train before they deploy downrange. It is always a pleasure to come to the **Grafenwoehr Commissary**. Every employee is always glad to be of assistance when I visit. In July, I had to put in about 10 requests for subsistence to support soldiers who were here for training. These were last-minute

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



**Hickman**



**Arnold**

requests that had to be completed, or I would have had mission failure. I would like to thank two of your employees, **Manuela Hickman**

and **Christina Arnold**, who stood out to me each time I have visited your organization. Each time, Mrs. Hickman and Mrs. Arnold took time from their busy schedule to make sure my special orders were filled. What makes them really stand out is every time I come in, they take time to listen to my request and make sure my needs are met. I am not in the position to be able to give advance notice for some orders, and I appreciate the extra-effort service from them. Please take time to recognize these outstanding employees. They are outstanding examples of why we are here to support the warfighters who defend our great nation.

*John Schobin*

**Parris Island**



**Nito**

I wanted to compliment **Teena Nito**, lead store associate, at **Parris Island Commissary**, S.C., for her excellent customer service. My husband and I have never been on the Women, Infants and Children nutrition program before. This visit to the commissary was our first shopping trip on WIC. We got to the register and had a few items





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

that were wrong for the WIC purchase. Teena was not only very kind to let us know that the items were incorrect, but she also retrieved the correct items for us. Her kindness and patience would have been enough; but when she took her time to get us the correct items, that was above and beyond what we expected. We just want to thank Teena for her great customer service!

Lauren Hass

### Fort Hood II

I just want to take a few minutes to compliment one of your cashiers at **Fort Hood II Commissary**, Texas, **Jackie Coleman**, or Ms. Jackie, as my daughters and I call her. She is the most wonderful cashier. She treats you like you are a friend and not just a customer. I think she knows everyone who comes in the commissary, as evident by the conversations that she has with her customers.

I usually do my shopping when I visit the Clear Creek Post Exchange, but instead of going to the commissary next door, I will take the 15-minute drive across post to Warrior Way Commissary just to see Ms. Jackie. I'm sure she knows this, but please tell her that she really makes a difference to the patrons.

Donna Howard



Coleman

### Fort Detrick

Today I stopped to get groceries at **Fort Detrick Commissary**, Md. I normally dislike shopping for anything except tools.

However, when I visited your store today, I had a wonderful experience. I was in a hurry to get done and get home to my wife, who is an invalid. When I was ready to get in line for the cashier, the line was about seven deep. Rather than wait,



Pack

I decided to do an end run and do a self-checkout with my 26 items. After all, there was no one in line; I didn't have any coupons and I was in a hurry. I mean, it don't get any better than that! Oh, but it did. When I pulled my cart up to check out, I showed my ID and guess what? The lady said, "I'll do it for you." I looked quickly to see if she had wings – she just had to be an angel. Nope, no wings, just a smile and a name tag: "Marilou." **Marilou Pack**. What a sweetheart. What great customer service! Things like that should not go unnoticed, so I wanted to pass on my

great experience with you. It's obvious that you foster an atmosphere of good customer service. It speaks well of your management skills and training of your workers.

Bill Eshbaugh

### Fairchild

I am a shopper at the **Fairchild Commissary**, Wash., and I frequently use a large amount of coupons – 200 or more. There are three individuals whose service and support during my shopping trips have been exemplary. Storeworker **Karla Baldwin** has gone above and beyond to be of assistance to me. **Bonnie Patton**, grocery worker, has been helpful at every turn. **Rosemary Yalung**, assistant customer service manager, has not only opened a special checkout for me, she also stood by the cashier's side and quickly and professionally resolved any issues that arose. I have heard many horror stories from fellow coupon users about some of their coupon experiences, so it was with much trepidation that I started to use coupons. If it were not for those three individuals, this would certainly be a complaint and not a compliment on my experiences. I don't know if there is any special program in place for individual recognition; but if there is, they are deserving of a reward. Thank you for your time.

Scott Farrell



Baldwin



Patton



Yalung





## Fort Campbell

I went to **Fort Campbell Commissary**, Ky., already having a bad day. When I arrived, there were a few items that I couldn't find and needed help locating. That's when I ran into **Juan Vazquez**, student store associate. I asked him for the items, and even though he was on break, he gladly took me to where the items were – with a smile. One of the items was not on the shelf and he went to check in the back. He came back letting me know there were some, brought it out and gave me what I wanted and put some on the shelf. Seeing employees like Juan brings a smile to my face and makes me want to come back. Any store would be lucky to have employees like Juan. Keep up the good work, Fort Campbell Commissary.

*Griselle Romero*



Vazquez

## Fort Riley

I would like to compliment a cashier of yours, **Anna Nordhues**, store associate, at **Fort Riley Commissary**, Kan. She had asked to see the ID card of the paying customer in front of me, when he started cursing at her. The cashier was visibly upset but was handling the situation very well. She told the customer the language was offensive to her. She was being called stupid as well as other names. The cashier called the manager to help with the situation. Anna finished the order and took care of me. She was at the verge of tears and was so upset by the situation that she seemed to be having trouble breathing. She apologized to me for the previous customer and for the situation. I am not sure I could have remained as composed as she did, had I been in her situation. I wasn't aware of what the cashiers had to deal with until I saw this situation firsthand. Anna is an example of what it means to provide customer service even in the worst situation. I applaud her for that.

*Victoria Stadler*



Nordhues

## Fort Myer

I had an outstanding visit at **Fort Myer Commissary**, Va. Customer service from **Kristi Banks** and **Phillip Sanders** was unbelievable. They both are very friendly and have great smiles. They answered all my questions and were so patient and understanding. I look forward to seeing them and coming back to shop! Thanks for the great customer service.

*Susan Nickens*

## Davis-Monthan

I shop at **Davis-Monthan Commissary**, Ariz., and "reside" in a wheelchair. I have nothing but praise for the personnel in how helpful they are to this disabled veteran.

*Lt. Cmdr. K.A. Clark, U.S. Navy (retired)*

## Patuxent River

My two young children and I shopped at **Patuxent River Commissary**, Md., and had the pleasure of meeting **Eloise Cervenak**, grocery manager. We found her to be extremely pleasant and energetic. While I browsed for the things I needed, she kept the children entertained, happy and eager for her attention, all while doing her job. Shopping with two children can be quite challenging at times, but with her attentiveness to them, it made my experience go rather smoothly. I can honestly say I have never had a more enjoyable grocery shopping experience! I sincerely hope that Eloise will be recognized for the above-and-beyond customer service protocol she executed. Thank you for having someone like Eloise available.

*Jesica Thompson*

## Charleston

**Edward Brooks**, store associate at the Navy's **Charleston Commissary**, S.C., is a shining star. His cheerful demeanor and helpfulness is such a joy to encounter during my visits. Kudos to him!

*Nicky Brett*

## Schinnen

On behalf of the nearly 200 guests we provided food for, I wanted to send you and your team at **Schinnen Commissary**, Netherlands, a special thank you. Our Fourth of July celebration went off without a hitch, and your team's support there at DeCA made it all possible. On behalf of all of us, I thank you for all the planning and prep that went into assuring our special order was taken care of. We look forward to the next opportunity to receive your service again. You guys are doing a great job.

*Capt. Shawn Schulz*





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### Bangor

While I was away from the base on temporary duty, my wife – who is disabled – needed to visit **Bangor Commissary**, Wash. Store Director **Dave Peters** went out of his way to make sure that she was able to complete her shopping experience and get to her vehicle, and he even asked if she would need help unloading her purchases at home. In my 62 years, I have never been involved in such excellent customer service. My wife and I are in awe. Please make sure that he is complimented and congratulated for a job well done.  
*Matthew Gardner-Brown*



Peters

### Norfolk

I have been a commissary shopper my entire life, first as an Air Force brat and now as a Navy wife. Over the years, I have watched the commissaries evolve. Years ago, they were a great place to get meat, cereal and paper goods, but never gourmet items or produce. But the commissaries have a new and exciting look to them now, in particular **Norfolk Commissary**, Va. I love to cook new and creative meals every night for my family. Once upon a time, I would have to go to many stores to get specialty items, but not now. Each week, when I peruse cookbooks or the Internet, I know I can trust my commissary to have the items I need to make a fantastic meal for my family and friends. If for some reason the commissary doesn't have what I need, all I have to do is ask **Raul Franco**, grocery manager, and it magically appears on the shelf in a timely manner. His gregarious and welcoming manner makes him approachable and accommodating. He truly cares about the customer and his store. I enjoy shopping at Norfolk Commissary. I know many of the staff by



Franco

name, and they recognize me when I come in. I can get great seafood, fabulous baked goods, fresh produce, lean meats and always a delicious sushi treat! I can do all this in a clean and friendly environment. Grocery shopping is not a chore at my Norfolk Commissary. It's a chance to see my commissary friends and explore new and exciting foods – all while saving money. Please keep up the great work!  
*Amanda Hill*

### Bangor

I want you to know I love **Bangor Commissary**, Maine. I have shopped at different commissaries for 20 years, and I love the quality of food, the price and the service. I recently had an incident with some fruits and veggies. We contacted the commissary via email and were assured they would take care of us. We live two hours away. The next time I went to the commissary, I asked for the manager, reminded him of the email and he immediately called for someone to make things right. We've only been in Maine for one and a half years. I want you to know that that at Bangor Commissary, they treat us like – no, better than – some of our own family. Thank you!  
*Diana Myers*

### Sigonella



Catalano

On behalf of the men and women of the 347<sup>th</sup> Air Expeditionary Group, I would like to express my sincerest thanks to the staff at **Sigonella Commissary**, Italy, in helping us commemorate our Independence Day. Because of the support provided by your staff, particularly **Vincenzo Catalano**, we were able to put on a great feast in a deployed location. Vincenzo's efforts allowed our team to enjoy a piece of home. His selfless efforts facilitated a smooth planning process, circumventing the major obstacle of procuring food in a deployed location. You should have seen the smiles on everyone's faces when they saw what Vincenzo and your staff provided. It was a surreal experience in celebrating the freedoms we have and the freedoms being facilitated by service members worldwide. And to top it all off, being able to enjoy a "home cooked" meal with friends and share it with our allied Greek partners. Please pass along the appreciation we all have for their contributions to making this July 4 a memorable moment. The dedication displayed by your team is a reflection of their devotion to duty and our American way of life."  
*Lt. Col. Mark Ahrens, U.S. Air Force* ■





# ♥ ofthebenefit

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



Steve Martin DeCA photo: Leslie Brown

## Steve Martin

Spangdahlem Commissary, Germany

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

Pleasing my customers. I love having a happy customer who says "thank you" for being helped.

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

By providing the best customer service I can and keeping items stocked that our valued patrons need.

### What is your professional history?

I have more than 20 years at Spangdahlem Commissary. I've also attended nearly all of the training classes that DeCA provides. The more I know about how to do my job, the better

I can serve my customers. I have 30 years of federal service.

### What are your professional goals?

Once I am done serving the best customers in the world, I plan to retire.

**Mr. Martin is a very dedicated and conscientious employee. He is always willing to assist in all departments when needed. He is an excellent team player and storeworker. Mr. Martin always has a smile on his face, no matter what the task is he is asked to accomplish.**

**Paula Bennett**  
Store director

### Who influenced your career the most and how?

Mrs. **Ernestina Vasquez**, chief of the store assistance branch for DeCA Europe. She sent me to all of the classes she knew would benefit me, and she believed in me!





# Kelvin Tucker

Fort Sam Houston Commissary  
Joint Base San Antonio

## What do you like best about your job as a computer-assisted-ordering clerk?

What I enjoy most as a CAO is the interaction with many different store departments and the incredible amount of knowledge and experience my co-workers are willing to share with me. Each day, my knowledge and performance as an employee is elevated by the great team I work with here.

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

I follow two personal beliefs. First, I understand that our customers expect a higher level of customer service from the commissary than they would expect from any other retail chain. I give the same dedication to duty that I received from store employees who served me and my family when I was growing up as an Air Force family member and while I was serving in the Navy. Second, I keep in mind the sacrifices these families make every day for us. The Brooke Army Medical Center and a Fisher House here on Fort Sam Houston are constant reminders of the cost of freedom. If I can make a customer's day a little bit easier by helping them find a specific brand of food or place a special order, I feel that my day has been a success.

## What is your professional history?

I started with DeCA in December 2006 as a lead cashier at Fort Sam Houston Commissary. I learned the financial aspects of the store and developed skills to solve customer-related issues. In November 2010, I became a CAO clerk and have learned to manage inventory, predict product demand and work with vendors. I'm thankful for the opportunity to learn these skills, as I know they are critical skills that can help me achieve my goals of managing a store department and maybe even becoming a store director.



Kelvin Tucker DeCA photo: Natalie Cervantes

## What are your professional goals?

My goals are to work in several store departments to expand my knowledge and develop my skills. I

intend to use the great management team I have worked under here as a blueprint for my strategy to become a department manager and eventually a store director.

## Who influenced your career most and how?

My mother, Gwen Tucker, influenced me the most. She showed me courage and determination by facing each challenge our family encountered with tenacity and without fear. She was a caring and compassionate mother who encouraged me to be ambitious yet stay true to the values she taught me. She is and will always be in my heart.

Kelvin is an incredibly optimistic, upbeat person. He never seems to have a bad day. His infectious laugh can be heard throughout the store. Customers come in and look all over the store to find him, because he "makes their day." He always asks if he can help, and he will go out of his way to find what a customer needs, regardless of the department it's in, or how inconvenient it is for him to find. And, Kelvin is always ready to assist his co-workers. He genuinely loves his work and it shows. To put it simply: Kelvin Tucker defines the phrase "customer service."

Chris Milligan  
Store director





# Carlos Munoz

MacDill Commissary, Fla.

## What is the best part of your job as lead store associate?

It is the satisfaction I get from knowing that I have provided our patrons the best shopping experience possible. Whenever I or another employee receive positive comments about the job that we do, it makes the work extremely fulfilling. The standard I have set for myself and the department is high, and I take great pride in meeting and exceeding that standard.

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

Here at MacDill, many of our patrons have to indeed make “a trip” to get to their commissary. By supplying quality produce at great prices along with excellent customer service, we make the commissary worth every trip that our patrons make.

## What’s your professional history?

After graduating from high school in Germany, I was hired as a storeworker at the Ramstein Air Base Commissary. I worked there for more than a year and transferred to MacDill, where I have been for about seven years. During my time here, I have had opportunities to learn from and to be led by supervisors who have gone on to have very successful careers in DeCA. Individuals like former store director **Hector Granado** and former produce manager **Kelly Fletcher** (both now at headquarters in the Performance and Policy Directorate) definitely impacted my career positively by showing me that hard work and dedication can lead to success in DeCA. In January I was promoted to lead

As a team player in DeCA, Carlos has proven himself time and time again. He is an effective worker with superb skills – a valuable member of the MacDill team who goes out of his way to help those around him. Carlos’ actions have always served to enhance our goal of maximizing customer satisfaction.

Paula Lewis  
Store director



Carlos Munoz DeCA photo: Theresa O'Rourke

store associate, and I have been given a perfect opportunity to gain the critical skills and experience needed to successfully advance my career.

## What are your professional goals?

My career goals definitely include a long and successful career within the commissary system. The experience and knowledge that I have, and will obtain, should present opportunities for advancement and promotion. I have lofty goals, and becoming a department manager would obviously be a step in the right direction. After finishing my degree and gaining the necessary skills and experience, I hope to advance one day into the ranks of upper management.

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

First and foremost, I have to give credit to my parents for making me the person that I am today. From a career standpoint, I have to say that my father has had the most influence on me. He has always shown me what hard work, dedication and self-pride can do to advance your career goals successfully. He has taught me that, above all else, how you conduct yourself professionally and ethically will go a long way in determining how successful you will be. I use this model not only at work but in all facets of life. ■



# Commissary challenge

## Real Store Experience Program gives office-bound employees 'big picture' of store ops

**Cherie Huntington**  
*Vision editor*

**A**fter nearly 20 years with DeCA, budget analyst **Mickey Morin** dreamed of leaving his computer keyboard behind and joining the frontline employees at store level.

Then in July, he decided to take a step toward that dream and volunteer for the Real Store Experience Program, a five-day, on-the-job-training event that would take him from carpet and computers to concrete and, well, the controlled chaos of a commissary.

"I'd been thinking about this for quite some time," Morin said. "I want to try and move into operations, so I started by talking to my supervisor. Then I volunteered for the real store experience."

Working at the headquarters at Fort Lee, Va., the logical store selection for his mini internship would be **Fort Lee Commissary**. A surprise lay in store for everyone, though. Not only would Morin be learning from this experience, but so would commissary co-workers and managers.

### Positive challenge

As Store Director **Leslie Carroll** said, "It was an interesting challenge to accommodate Mickey's disability."

**Store Associate Felicia Thomas, Fort Lee Commissary, Va., helps Mickey Morin load a produce Euro table for the Real Store Experience Program. She said she enjoyed working with him and that he did very well. DeCA photos: Cherie Huntington**



**Morin**

Though Morin doesn't seem to think of himself as disabled, he has spent more than 25 years in a wheelchair as a paraplegic, dating back to a spinal cord injury at age 16.

Though the injury easily could have ended his life – or destroyed his quality of life – Morin's positive attitude prevailed. Through the years, he has excelled at sports, including wheelchair basketball, rowing and lacrosse. "I'm a positive person," he said. "It's rare that I see anything in a negative way."

So not only did Morin represent a wake-up call for the commissary to study ways to accommodate more employee disabilities, he set an example that helped people look beyond his wheels to his value to the commissary team.

"In a conversation with a co-worker, he said he didn't 'see' my wheelchair," Morin said. "My attitude is more 'me' – not my chair – and that blocks out the disability."

### Easy accommodation

More than just his attitude "blocks out" his disability, however. His high fitness level enabled him to handle many of the commissary's physical challenges with ease.







“They didn’t have to do much to accommodate me,” Morin said, rolling up a T-shirt sleeve to reveal well-muscled “guns.” “I’m very strong!”

Carroll said that a couple of areas that would require specialized or modified equipment would be checkout, which would likely call for an ergonomic chair; and lower-profile tables for manager’s specials, which would benefit employees as well as customers in wheelchairs.

“Mickey did a great job,” she added. “He brought a can-do attitude to every aspect, and he provided a wonderful, fresh experience for us, too. It was a great pleasure, and we loved having him here.”

### Favorite experiences

Morin finished his experience treasuring highlights from the week, namely, his experience in the meat department working with the Hobart system, wrapping and labeling meat selections.

“In budget, I worked on the funding project for the Hobart system, so it was interesting to actually use that equipment,” he said.

He also enjoyed watching outstanding customer service in action.

“Seeing the interaction between customers and my commissary co-workers brought a smile to my face,” Morin said. “I also enjoyed shadowing Store Manager **Mike Pettitt**. I liked seeing him interact with vendors and customers; it was a wonderful thing to see. I saw customers asking him questions or shaking his hand. He was everywhere. It was a great experience – I look up to that guy.”



**Meatcutter Fonda Sieman, Fort Lee Commissary, Va., watches Mickey Morin use the Hobart system to wrap and label meat for the Real Store Experience Program. She said he did great and wrapped quite a few trays without special accommodation.**

Morin aspires to someday become a store manager like Pettitt, then become a store director and, eventually, a zone manager.

“It’s just a matter of time,” he said. “I just want to change things for the better, hopefully!” ■

## Can you handle the ‘real store’ experience?

**L**ike **Mickey Morin**, “desk jockeys” at the agency headquarters or region level can leave their cubicles, computers and coffee cups behind to gain hands-on commissary experience.

The Real Store Experience Program provides a five-day schedule, transitioning the participant through a commissary’s operating departments, said **Richard Nuffer**, chief of DeCA’s Center for Learning.

“If you’ve never worked in a commissary, it’s an eye-opener

to experience a taste of what goes on there every day,” said Nuffer. “Understanding the stresses and challenges at store level helps you appreciate the people you serve and provide better support on a day-to-day basis.”

Participants usually spend a day in each area, including produce, meat, grocery, customer service and management. As in Morin’s case, the five days would be a Tuesday through Saturday, if the store is closed on Monday.

To sign up for the RSEP, as with any other training, get permission from your immediate supervisor and second-level supervisor. They will then contact **Evelyn Trisvan** in human resources to determine which store to use.

The closest store to the participant’s home is usually selected, since some live closer to a store in Norfolk or Virginia Beach, Va. Most have attended at Fort Lee, Va. ■



# Commissary ‘boot camp’

**Rick Brink**

*DeCA East public affairs officer*

## High school students with disabilities gain work experience

**K**ey West Commissary, Fla., store associate **Laura Lyons** not only stocks the dairy department, she also helps mentor high school students with disabilities who view the commissary as their “boot camp” for work experience.



**Lyons**

“It can be stressful, and you have to have patience and a positive attitude, but I can’t explain how rewarding it is to see the smiles on students’ faces as they learn new jobs,” Lyons said. “You can just see their self-esteem rise as they catch on.”

The young people are part of the Transition to Independence, Employment and Success program, or TIES. Offered through Key West High School, it is a career-based education program for young adults ages 18-22 that helps prepare them for employment and independence.

“It’s a good feeling to know that the work experience students gain in our store forms the foundation for their future success in the working world,” said Store Director **Jimmy Ephran**. “It’s also gratifying to have employees like Laura in our dairy department and **Pat Thornton** in our produce department, whose work with the students goes a long way to make the program work.”

The commissary got its boot camp nickname because for the past five years, it’s been the first real-store experience for many TIES students. Instructor Ruth Holland said the store’s location within walking distance of the students’ classroom – and the commissary’s helpful, professional staff – make it an ideal place for students to start working.

“Our students must first demonstrate 10 habits of a good worker before they start their community-based work experience, which is what the commissary provides,” Holland said. “The supportive co-worker relationships our students experience with commissary staff members is integral to our success. It’s more than just learning work skills; it’s the personal relationships and the mentoring that really make the program work.”

TIES provides an employment specialist while students are on the job, and students must meet all requirements in regards to safety, attendance, appearance and customer relations, Holland said.

For Lyons’ part, she said her approach to working with the students is much like how she approaches working with any new employee. She’s no bossy boot camp drill sergeant.



**Pat Thornton, store associate at Key West Commissary, Fla., enjoys mentoring high school students with disabilities.** *DeCA photo: Jimmy Ephran*

“I overcame dyslexia when I was younger, and I know how much being able to work for a living means to these young people, so I’m glad to share what I know in order to help them be successful,” Lyons said.

Holland noted that all of the program’s alumni have gone on to steady jobs in a variety of vocations in the area. Most businesses work with one or two students at a time. Ephran said because of the program’s success, the commissary is working with more students at the same time this year, which allows them and their instructors to discuss and critique their common experiences when they meet in their classroom.

“We’re still looking for the first student who will stay on to become a commissary employee, and when that person comes along with the desire and ability, we’ll certainly welcome the employment opportunity,” Ephran said. ■





# frontandcenter

## obituaries

**COLLEEN STORY**, MCLB Barstow, Calif., retired (June 23)  
**EDWARD SUMMERS**, Fort Carson, Colo. (April 26)

## retirements

**ROBERT ALLEN**, Tyndall AFB, Fla. (42)  
**EDWIN AULD**, Holloman AFB, N.M.  
**WILLIAM "BILL" BELCHER**, McConnell AFB, Kan.  
**LINDA BRAYBOY**, HQ DeCA, Va.  
**GLORIA BROOM**, HQ DeCA, Va.  
**ANDY CABUSAO**, NB San Diego  
**ROBERTA CHEATHAM**, HQ DeCA, Va.  
**LENA DARGAN**, HQ DeCA, Va.  
**EUGENE DERENGOWSKI**, Fort Carson, Colo.  
**JOHN FIGUEROA III**, Buckley AFB, Colo. (42)  
**JOYCE FRANKS**, Edwards AFB, Calif.  
**RON FREEMAN**, HQ DeCA, Va.  
**BOB HANNAM**, NB San Diego  
**GARY HILL**, Peterson AFB, Colo.  
**ARTHUR IRVING**, March ARB, Calif.  
**WAGINA "GINA" KLIMPEL**, HQ DeCA, Va.  
**EILEEN LESTRANGE**, Peterson AFB, Colo.  
**SABRINA LETT**, HQ DeCA, Va.  
**RICHARD NARAK**, Offutt AFB, Neb.  
**JOANN OGAWA**, Schofield Barracks, Hawaii  
**GAYLE PARKER**, Twentynine Palms, Calif.  
**GILBERT RAY**, NB San Diego  
**WILLIAM SARAFIS**, Fort Hood I, Texas  
**TERRIE SENA**, Holloman AFB, N.M.  
**MANFRED STOCKEMER**, Bitburg AB, Germany  
**ROBERT VALLES**, Fort Sill, Okla.



## anniversaries

**30 years**  
**JULIA ACOSTA**, JB PEARL HARBOR-Hickam, Hawaii  
**PACITA CARTER**, DeCA West, Calif.  
**KUM HONG-SOP**, Osan CDC, South Korea  
**DIANE ROZELLE**, NAS Lemoore, Calif.  
**FRANK YOUNG III**, US Air Force Academy, Colo.

**25 years**  
**SANDRA McGEE**, McConnell AFB, Kan.  
**MONICA SCIORTINO**, McClellan, Calif.  
**NORA THOMAS**, McClellan, Calif.

**20 years**  
**LINDA CRISOSTOMO**, Andersen AFB, Guam

**15 years**  
**ELEANOR DORIA**, JB PEARL HARBOR-Hickam, Hawaii

**10 years**  
**MARK BARCINAS**, Orote Point, Guam  
**JUNG BATTAD**, Tinker AFB, Okla.  
**CHOE SONG-WON**, Osan AB, South Korea  
**YOLANDA GRADY**, Tinker AFB, Okla.  
**CRISITITA LOPEZ**, Orote Point, Guam  
**CRISALINA MAGBUAL**, JB PEARL HARBOR-Hickam, Hawaii  
**ROBBIE McKEE**, Kirtland AFB, N.M.  
**O CHUNG-CHIN**, Osan AB, South Korea  
**SON I-CHAN**, USAG Yongsan, South Korea  
**COREY SWARTWOUT**, Minot AFB, N.D.

**▲ HEALTHY EATS:** Sailors gather at Jacksonville Commissary, Fla., for a special "Fit to Serve – Fit for Life" buffet lunch featuring salads, fruit and low-fat meats. The photo was chosen for inclusion in the Navy's "A Day in the Navy" worldwide activity report, June 21. U.S. Navy photo: Clark Pierce

**SIAMALU TAUTOFI**, JB PEARL HARBOR-Hickam, Hawaii  
**WANDA WARE**, Maxwell AFB, Ala.  
**ORLANDO WILLIAMS**, US Air Force Academy, Colo.

## deca warriors

\* **ROBERT JOHNSON**, meatcutter, Malmstrom AFB, Mont., staff sergeant, 219<sup>th</sup> RED HORSE Squadron, Montana Air National Guard, deployed to Afghanistan, August 2010-April 2011.  
**BENJAMIN LEWIS**, store associate, McConnell AFB, Kan., sergeant, 778<sup>th</sup> Transportation Squadron, Kansas Army National Guard, deployed to Afghanistan, September 2010-June 2011.



Johnson

## top employees

*Employee of the Year 2011*

\* **DEBORAH SONNENBERG**, US Air Force Academy, Colo.



Sonnenberg

*Employees of the Quarter 4<sup>th</sup> Quarter 2011*

**DEBORAH SONNENBERG**, US Air Force Academy, Colo.

*3<sup>rd</sup> Quarter 2011*

**SHAWNA BERAMENDI**, NAF Atsugi, Japan  
**IRENE CHACON**, Hill AFB, Utah  
**NATHAN LIZZOTTE**, Bangor ANGB, Maine  
**MIKE McNOWN**, MCB San Onofre, Calif.  
**SEIJI TAKAHARA**, MCAS Iwakuni, Japan





**2<sup>nd</sup> Quarter 2011**

**GAYLA BARTOW**, Vance AFB, Okla.  
**LYN CADAVOS**, MCAS Iwakuni, Japan  
**MONICA HOLMES**, Los Angeles AFB  
**TAMIE KILE**, Fort Leavenworth, Kan.  
**KIM AE-SOP**, Kunsan AB, South Korea  
**VIRENE LEONGUERRERO**, Sagami-hara, Japan  
**CHARLENE RAGANIT**, JB PEARL HARBOR-  
Hickam, Hawaii  
**RICKY RANDLE**, Davis-Monthan AFB, Ariz.  
**COURTNEY ST. JULIEN**, Vandenberg AFB,  
Calif.  
**GIFFORD TOJO**, JB Pearl Harbor-HICKAM,  
Hawaii  
**WI U-YANG**, Osan AB, South Korea

**2<sup>nd</sup> Quarter Safety Award**

**BEECHER DELACUESTA**, JB PEARL HARBOR-  
Hickam, Hawaii  
**ROBERT GRUPEN**, JB Pearl Harbor-HICKAM,  
Hawaii  
**RICK HASSLER**, Vance AFB, Okla.  
**MICHAEL PATARINI**, JB PEARL HARBOR-  
Hickam, Hawaii

**1<sup>st</sup> Quarter 2011**

**AMY CHESS**, US Air Force Academy, Colo.  
**JUANITA FISHER**, Beale AFB, Calif.  
**KAZU NISHINO**, Misawa AB, Japan  
**JOSHUA URY**, Goodfellow AFB, Texas

**Safety Employee of the Quarter**

**JOSHUA CAVANESS**, Goodfellow AFB, Texas

**Employees of the Month**

**June 2011**

**JONATHAN BENEVENTE**, FA Sasebo, Japan  
**MINAKO CHINEN**, Camp Courtney, Okinawa  
**ISAAC CRAWFORD**, Fort Sill, Okla.  
**VINCENT EDWARDS**, Kanto Plain CDC, Japan  
**JOSEPH FALCONE**, Camp Zama, Japan  
**BRIAN FITZGERALD**, Camp Foster, Okinawa  
**NICHOLAS GARCIA**, Hario Village, Japan  
**AKIRA HAMASAKI**, MCAS Iwakuni, Japan  
**JEFFREY HODGES**, Fort Sill, Okla.  
**JENNIFER IHA**, Camp Kinser, Okinawa  
**TETSUYA IKEUCHI**, NFA Yokosuka, Japan  
**MASATO KATSUKI**, Sagami-hara, Japan  
**ELLIOTT KAWAHARA**, JB PEARL HARBOR-  
Hickam, Hawaii  
**CARRITA KING**, JB Pearl Harbor-HICKAM,  
Hawaii  
**HIROASTU KINJO**, Camp Foster, Okinawa  
**NAOKI KINJO**, Okinawa CDC  
**KAYOKO KUBA**, Kadena AB, Okinawa  
**MASAYUKI KUMAGAI**, MCAS Iwakuni, Japan  
**SHAWN LITT**, Kanto Plain CDC, Japan  
**YASUTAKA MAKISHI**, Kadena AB, Okinawa  
**LENY MIRANDA**, Misawa AB, Japan  
**HIROMITSU MIYAGI**, Camp Foster, Okinawa  
**YOSHINGO OSHIRO**, Okinawa CDC  
**PHYLLIS PRICE**, MCAS Iwakuni, Japan  
**SCOTT RASCO**, Fort Sill, Okla.  
**DAMON RAUH**, Iwakuni CDC, Japan  
**EMI SAITO**, NAF Atsugi, Japan  
**ISABEL SANTANA**, Fort Sill, Okla.  
**CONNIE SCOTT**, Fort Sill, Okla.  
**SATOSHI SHIMABUKURO**, Camp Foster, Okinawa

**HAYATO TAIRA**, Okinawa CDC  
**SEUI TAKAHARA**, MCAS Iwakuni, Japan  
**YASUYOSHI TANAKI**, Okinawa CDC  
**AKIRA TOMA**, Camp Foster, Okinawa  
**TAKECHIKA TOMII**, Yokota AB, Japan  
**NAOMASA URASAKI**, Camp Foster, Okinawa

**May 2011**

**AHN JUN-SHIK**, Yongsan CDC, South Korea  
**CHO SANG-HUN**, Camp Carroll, South Korea  
**CHOE SA-KUK**, Hannam Village, South Korea  
**JENNA CLEVENGER**, Camp Red Cloud, South  
Korea  
**KATSUMI GIMA**, Okinawa CDC  
**NAOTO HAMAMOTO**, Iwakuni CDC, Japan  
**AKIRA HAMASAKI**, MCAS Iwakuni, Japan  
**YASUSHI KANESHIRO**, Camp Courtney,  
Okinawa  
**YOSHIO KIN**, Sagami-hara, Japan  
**ALICIA KIRBY**, Kadena AB, Okinawa  
**MASAYUKI KUMAGAI**, MCAS Iwakuni, Japan  
**MIA KUSAKA**, Camp Kure, Japan  
**JERMAINE MCGEE**, NAF Atsugi, Japan  
**JONATHAN MCGUNNIGLE**, Iwakuni CDC, Japan  
**JOHN MESA**, Orote Point, Guam  
**SHIN MIYAGI**, Camp Foster, Okinawa  
**HEIDILYN MONSALUD**, Hario Village, Japan  
**BRIAN MORIMIYA**, Osan CDC, South Korea  
**YASUKO NAGAOKA**, FA Sasebo, Japan  
**KIYOMI NAKAZATO**, Okinawa CDC  
**NAOKI OMINE**, Camp Kinser, Okinawa  
**MIKE OTTO**, Kanto Plain CDC, Japan  
**PAK CHONG-TAEK**, Osan AB, South Korea  
**PAK SANG-KU**, Osan CDC, South Korea  
**PAK SUN-HO**, Camp Casey, South Korea  
**PANG TONG-SOK**, USAG Yongsan, South  
Korea  
**PHYLLIS PRICE**, MCAS Iwakuni, Japan  
**SON SUNG-HYON**, Camp Stanley, South Korea  
**SONG PYONG-KON**, Camp Humphreys, South  
Korea  
**TOMOMI TAKAO**, Yokota AB, Japan  
**ISAMU TANAKA**, Misawa AB, Japan  
**HITOSHI TOGUCHI**, Camp Foster, Okinawa  
**SOICHI TOMIHAMA**, Camp Foster, Okinawa  
**SANEATSU TSUHA**, Okinawa CDC  
**U TAE-WON**, Yongsan CDC, South Korea  
**HIDEMITSU UEZU**, Camp Foster, Okinawa  
**RAUL VASQUEZ**, Kanto Plain CDC, Japan  
**GABRIEL WEBB**, Camp Zama, Japan  
**KATHY WENTZ**, Fort Sill, Okla.  
**MORGAN WILLIAMS**, Camp Foster, Okinawa  
**HIROTOSHI YASUI**, Okinawa CDC  
**YIM YONG-SU**, Osan AB, South Korea  
**SHANE YINGLING**, Taegu Camp Walker, South  
Korea  
**CARL YOUNG**, NFA Yokosuka, Japan  
**YUN HWA-SIK**, Osan CDC, South Korea

**May Cashier of the Month**

**JAY-ELVIN CALBES**, NBK Bremerton, Wash.  
**RION COY**, NFA Yokosuka, Japan

**April 2011**

**CHA KYU-MYONG**, Yongsan CDC, South Korea  
**JUDITH CRUZ**, NBK Bremerton, Wash.  
**CATHERINE JONES**, Holloman AFB, N.M.  
**KIM CHONG-IL**, USAG Yongsan, South Korea  
**KIM CHUNG-HWAN**, Hannam Village, South  
Korea  
**KIM NAK-KYUN**, Osan CDC, South Korea  
**KIM YUN-CHIN**, Osan AB, South Korea  
**TOM LUNDY**, Yongsan CDC, South Korea  
**CHUNG ONSTAD**, Camp Casey, South Korea  
**PAE YONG-MI**, Kunsan AB, South Korea  
**PAK CHONG-TAEK**, Osan AB, South Korea

► **EAT-IN MEALS:**  
**Fort Knox**  
**Commissary,**  
**Ky., cross-**  
**merchandised a**  
**pet carrier from**  
**the post exchange**  
**on the refrigerate**  
**d case for fresh dog**  
**meals. DeCA photo:**  
*Irma Cardenas*





**TYLOR SMITH**, Kadena AB, Okinawa  
**RIGGLE SONGMI**, Camp Stanley, South Korea  
**SONU YONG-MIN**, Camp Red Cloud, South Korea  
**PATRICK UNCANGCO**, Taegu Camp Walker, South Korea  
**WI U-YANG**, Osan AB, South Korea  
**YI UI-YONG**, Osan CDC, South Korea  
**YI YUN-KYONG**, Camp Humphreys, South Korea  
**YIM YONG-SU**, Osan AB, South Korea

*April Cashier of the Month*  
**KEIKO MIZUKAMI**, NAF Yokosuka, Japan

## pro honors

**Cliff Bar Display**  
**DeCA East: NS NEWPORT, R.I.**

**Coca-Cola Holiday Display**  
**DeCA West: NBK BREMERTON, Wash.**

**Coca-Cola Super Bowl Display**  
**DeCA West: YOKOTA AB, Japan**

**Continental-Sarvis NCAA Display**  
**DeCA East: GUNTER AFB, Ala.**

**E&C News Big Game Display**  
**DeCA East:** 3<sup>rd</sup> prize: **TYNDALL AFB, Fla.;** **JB LANGLEY-Eustis, Va.** Achievement awards: **BARNSDALE AFB, La.;** **FORT DETRICK, Md.;** **HARRISON VILLAGE, Ind.;** **NAS JACKSONVILLE, Fla.**  
**DeCA Europe:** Achievement awards: **AVIANO AB, Italy;** **RAMSTEIN AB, Germany**  
**DeCA West:** 1<sup>st</sup> prize: **ELLSWORTH AFB, S.D.;** 2<sup>nd</sup> prize, **FORT CARSON, Colo.;** 3<sup>rd</sup> prize: **MCAS MIRAMAR, Calif.** Achievement awards: **FORT HOOD II, FORT SAM HOUSTON (JB San Antonio), Texas;** **KUNSAN AB, South Korea**

**Elite Foods Sales Contest**  
**DeCA West: HOLLOMAN AFB, N.M.**

**General Mills Cinco de Mayo Display**  
**DeCA East:** **JB Langley-EUSTIS, Va.;** **FORT LEONARD WOOD, Mo.;** **GUNTER AFB, Ala.;** **HURLBURT FIELD, NAS PENSACOLA, Fla.;** **NSU SARATOGA SPRINGS, N.Y.**  
**DeCA West:** **DUGWAY PG, Utah;** **FORT LEAVENWORTH, FORT RILEY, Kan.;** **NB SAN DIEGO, VANDENBERG AFB, Calif.**

**General Mills Just Add Milk**  
**DeCA East: FORT STEWART, Ga.**  
**DeCA West: McCLELLAN, Calif.;** **NELLIS AFB, Nev.**

**General Mills Top Event Performer**  
**DeCA East: MacDILL AFB, Fla.;** **MAXWELL AFB, Ala.**  
**DeCA West: FORT HOOD I, Texas;** **FORT RILEY, Kan.**

**Hampton Farms Peanuts-Zeigler Cider Harvest the Savings**  
**DeCA East: MCLB ALBANY, Ga.;** **BARNSDALE AFB, La.;** **NS GREAT LAKES, Ill.;** **NS NEWPORT, R.I.;** **NS NORFOLK, NAS OCEANA, Va.;** **REDSTONE ARSENAL, Ala.**  
**DeCA West: NAS JRB FORT WORTH, LAUGHLIN AFB, Texas;** **NAS NORTH ISLAND, Calif.**



▲ **CATERPILLAR CAPER:** This colorful caterpillar, designed at McGuire Commissary, N.J., delivers the store's huge watermelon selection. *DeCA photo: John Zoubra*

**Hershey's Fisher House Display**  
**DeCA East: REDSTONE ARSENAL, Ala.**

**La Choy Chinese New Year Display**  
**DeCA East: NSF DAHLGREN, Va.**  
**DeCA West: YONGSAN AB, South Korea**

**Marzetti New York Apple Display**  
**DeCA West: DYESS AFB, LACKLAND AFB (JB San Antonio);** **FORT RILEY, Kan.;** **HOLLOMAN AFB, N.M.;** **PETERSON AFB, Colo.**

**MDBS Healthy Ones Display**  
**DeCA West: MALMSTROM AFB, Mont.;** **VANDENBERG AFB, Calif.**

**Milk-Bone Canine Assistant**  
**DeCA East: CAMP LEJEUNE, N.C.;** **FORT BENNING, Ga.;** **FORT McCOY, Wis.;** **NAS PATUXENT RIVER, Md.;** **ROCK ISLAND ARSENAL, Ill.;** **WRIGHT-PATTERSON AFB, Ohio**  
**DeCA West: FORT HOOD II, Texas;** **FORT HUACHUCA, Ariz.;** **MCAS MIRAMAR, Calif.**

**Monster Mash Display**  
**DeCA Europe: BITBURG AB, Germany**

**Northwest Pear Bureau Display**  
**DeCA East: FORT BENNING, Ga.;** **FORT LEONARD WOOD, Mo.;** **MCAS NEW RIVER, N.C.**

**Otis Spunkmeyer Customer Appreciation**  
**DeCA East: NAS PENSACOLA, Fla.;** **ROBINS AFB, Ga.**  
**DeCA West: MCLB BARSTOW, NAF EL CENTRO, Calif.;** **CANNON AFB, N.M.**

**P&G Special Olympics Display**  
**DeCA East: ZONE 2; BARNSDALE AFB, La.;** **CAMP LEJEUNE, N.C.;** **NSF DAHLGREN, JB MYER-Henderson Hall, Va.;** **FORT BENNING, FORT McPHERSON, FORT STEWART, HUNTER AAF, ROBINS AFB, Ga.;** **FORT JACKSON, S.C.;** **HURLBURT FIELD, NS MAYPORT, PATRICK AFB, NAS PENSACOLA, Fla.;** **KEESLER AFB, Miss.;** **MAXWELL AFB, Ala.;** **MITCHEL FIELD, NSU SARATOGA SPRINGS, N.Y.**  
**DeCA Europe: ZONE 32; BITBURG, HEIDELBERG, RAMSTEIN AB, VOGELWEH, Germany;** **VICENZA, Italy**  
**DeCA West: DECA FAR EAST; ZONE 9; ZONE 36; DECA WEST; ANCHORAGE AREA,**



**FORT WAINWRIGHT**, Alaska; **ANDERSEN AFB**, Guam; **CAMP HUMPHREYS**, **CAMP RED CLOUD**, **USAG YONGSAN**, South Korea; **CAMP FOSTER**, Okinawa; **CAMP PENDLETON**, **NAF EL CENTRO**, **FORT HUNTER LIGGETT**, **MARCH ARB**, **PORT HUENEME**, **TWENTYNINE PALMS**, **VANDENBERG AFB**, Calif.; **CANNON AFB**, **KIRTLAND AFB**, N.M.; **DAVIS-MONTHAN AFB**, **LUKE AFB**, **MCAS YUMA**, **YUMA PG**, Ariz.; **NAS FALLON**, Nev.; **FORT RILEY**, Kan.; **JB LEWIS-McCHORD**, Wash.; **NAS JRB FORT WORTH**, **FORT SAM HOUSTON** (JB San Antonio), Texas; **JB PEARL HARBOR**-Hickam, Hawaii

**Quaker Amazing Breakfast Experience Display**  
**DeCA East:** **NSF DAHLGREN**, Va.; **FORT MEADE**, Md.

**DeCA Europe:** **HEIDELBERG**, **WIESBADEN**, Germany; **RAF LAKENHEATH**, **RAF MILDENHALL**, England  
**DeCA West:** **FORT HOOD I**, Texas

**Smuckers Serving Our Country's Finest**

**DeCA East:** **HANSCOM AFB**, Mass.; **SELFRIDGE ANGB**, Mich.  
**DeCA West:** **F.E. WARREN AFB**, Wyo.; **GOODFELLOW AFB**, Texas

**17<sup>th</sup> Annual Starkist Charlie Tuna Awards**

**DeCA East:** **JB Langley-EUSTIS**, Va.  
**DeCA West:** **CAMP HUMPHREYS**, **OSAN AB**, **USAG YONGSAN**, **ZONE 36**, South Korea

**Tropicana Tribute to Troops**

**DeCA East:** **KEESLER AFB**, Miss.  
**DeCA West:** **FORT HOOD I**, **FORT HOOD II**, **GOODFELLOW AFB**, Texas; **VANDENBERG AFB**, Calif.

**Unilever Focus on Fitness Display**

**DeCA West:** **MCLB BARSTOW**, Calif.

**Unilever Italian American Festival**

**DeCA West:** **NB SAN DIEGO**

**USA Pear Display**

**DeCA West:** **HOLLOMAN AFB**, N.M.; **MOUNTAIN HOME AFB**, Idaho; **OSAN AB**, South Korea

**Organizational honors**

**NBK BREMERTON**, Wash., recognized by National Industries of the Blind for promoting Ability One products and services.  
**C.E. KELLY**, Pa., letter of thanks to commissary and industry partners for support of Carnegie Memorial Day Parade hosted by local veterans' organizations.  
**GARMISCH**, Germany, kudos from Commissary-Exchange Advisory Council for Family Fun Fitness Festival.  
**INCIRLIK**, Turkey, commissary soccer team won base championship game, with cup presented to team captain **Vedat Agaoglu**.  
**KADENA AB**, Okinawa, certificate of appreciation from Kadena High School for participation with special education program.

**LAJES FIELD**, Portugal, recognized by Asian Pacific American Heritage Committee for support, lauding Store Director **Teresa DeJesus**, Deputy Store Director **James Harkins**, Grocery Manager **Mario Avila** and store employees **Manuel Lourenco**, **Kerry Mason**, **Susana Ornelas**, **Kyle Roland** and **Monica Washington**; plaque from Lajes First Sergeants' Association in appreciation for community support; certificates of appreciation for Store Director **Teresa DeJesus** and Deputy **James Harkins** from Lajes Field Elementary-High School for support provided to students and staff during 2011 school year.

**LAKEHURST COMMISSARY**, JB McGuire-Lakehurst-Fort Dix, N.J., second consecutive win for best health and wellness display at annual base safety, health and fitness expo, with 2,000 attendees.

**LIVORNO CAMP DARBY**, Italy, certificate of appreciation from Camp Darby School for continuous support to community.

**JB McGUIRE**-Dix-Lakehurst, N.J., letter of appreciation from National Wild Turkey Foundation for supporting Operation Wounded Warrior; letter of appreciation from Veterans of Foreign Wars-Ladies' and Men's Auxiliaries for supporting Feds Feed Families campaign.

**VANDENBERG AFB**, Calif., Military Deli & Bakery Services awarded Best of the Best Champion Cup, Southwest Region, for outstanding sales and customer service.

**VILSECK**, Germany, thank-you letters from Vilseck High School business marketing class for April 18 commissary tour.

**WIESBADEN**, Germany, plaque from 2<sup>nd</sup> Signal Brigade, 5<sup>th</sup> Signal Command in appreciation for commissary support of Army community during Operation Deuce Lightning, Feb. 1-March 4.

**USAG YONGSAN**, South Korea, certificate of appreciation from commanding general and command sergeant major for outstanding support of "Best Warrior" competitions.

**Individual honors**

**JOHN BLYTHE JR.**, store director, Vogelweh, Germany, commander's coin from command sergeant major, Headquarters V Corps, in appreciation for troop support provided.

**GRANT CALLANT**, store associate, Fairchild AFB, Wash., bachelor's in psychology/counseling, magnum cum laude, Eastern Washington University, Cheney, Wash.



▲ **COLORFUL CUSTOMER:** Store Director Hazel Ennis, Oceana Commissary, Va., gets a close look at an interesting visitor found lurking behind the store. Base pest control removed the unauthorized customer, identified as a harmless Eastern King Snake. *DeCA photo: Joyce Martin*





◀ **CALLING ALL CONDIMENTS:**  
**Charleston Commissary (Air Force), S.C., created this mass display for the 15<sup>th</sup> Annual Heinz Golden Ketchup merchandising contest. DeCA photo: Wendy Housel**

**JIM CARNES**, store director, NSB Kings Bay, Ga., letter of appreciation from commander of Disabled American Veterans, Chapter 70, for extraordinary kindness and assistance with "Forget-Me-Not" fundraiser.  
**MARIS EYASU**, store associate, MCLB Barstow, Calif., associate's in social science, magna cum laude, Barstow Community College, Barstow, Calif.  
**GIULIANNIA SOARES**, support clerk, Bamberg Commissary, Germany, commander's coin from garrison commander for contributions to successful Bring Your Own Bag environmental promotion.  
**MARIA HERNANDEZ**, secretary, Fort Sam Houston (JB San Antonio), master's in human resources, dean's list, Ashford University Center for External Studies, Clinton, Iowa.

**MORGAN HUNTER**, store associate, Los Angeles AFB, bachelor's in political science, California State University, Los Angeles.  
**CORY LUND**, store associate, Fairchild AFB, Wash., bachelor's in economics, magna cum laude, Eastern Washington University, Cheney, Wash.  
**KIM MOBLEY**, intern, Ramstein AB, Germany, special award from P&G for noteworthy support of 2011 Special Olympics sales and displays.  
**DAMON NIXON**, store associate, bachelor's in kinesiology, California State University, Long Beach, Calif.  
**KEVIN O'SULLIVAN**, store associate, Kirtland AFB, N.M., bachelor's in English, cum laude; bachelor's in psychology, cum laude; University of New Mexico, Albuquerque, N.M.

**WALTER PEUGH**, distribution facilities manager, Iwakuni CDC, Japan, master's of business administration, University of Phoenix.  
**ORA ROBERSON**, store manager, NAS Jacksonville, Fla., commander's coin from Navy Region Southeast Command Master Chief Petty Officer for outstanding support to community.  
**STEFAN SCHLUETER**, produce manager, Bamberg, Germany, commander's coin from U.S. Army Garrison Ansbach commander for his hard work and dedication.  
**DANIEL SCHROEDER**, store associate, Goodfellow AFB, Texas, bachelor's in business management, magna cum laude, Park University, Goodfellow AFB, Texas.  
**WILLIE MAE SIMMONS**, quality assurance evaluator, Fort Sam Houston (JB San Antonio), bachelor's in psychology, Wayland University, San Antonio.  
**JOHN SIDELL**, store director, Fort Gordon, Ga., Department of the Army Achievement Medal for Civilian Service.  
**PETER WATTS**, storeworker, bachelor's in business, University of New Mexico, Albuquerque, N.M.

## on the move

**SUSAN EDMONDS**, store director, Fort Gillem, Ga., to store director, Robins AFB, Ga.  
**BUDDY KOLATH**, store director, Laughlin AFB, Texas, to store director, NS Great Lakes, Ill.  
**DARLENE ROBERTSON**, store manager, NS Everett Smokey Point, Wash., to store director, Fort Greely, Alaska. ■

Fort Benning, Ga., at Chattanooga, Tenn.	Feb 11	\$291,193
	Apr 11	\$287,112
Fort Gillem, Ga., at Chattanooga	Dec 10	\$282,677
Fort Benning at Charlotte, N.C.	Jul 11	\$238,789
Randolph AFB, JB San Antonio, at Houston	Sep 11	\$204,313
Patrick AFB, Fla., at Miami	Apr 11	\$197,867
Fort Bragg South, N.C., at Charlotte	Jun 11	\$183,234
Fort Campbell, Ky., at Knoxville, Tenn.	Aug 11	\$162,912
Fort Bragg South at Charlotte	Mar 11	\$156,259
Randolph AFB at Houston	Apr 11	\$138,329
Little Rock AFB, Ark., at Camp Robinson, Ark.	Apr 11	\$136,915
Fort Campbell at Symrna, Tenn.	Apr 11	\$131,307
JB Pearl-Harbor-Hickam, Hawaii, at Army National Guard	Sep 11	\$110,087
F.E. Warren AFB, Wyo., at North Platte, Neb.	Apr 11	\$106,852
Fort Drum, N.Y., at Burlington, Vt.	May 11	\$105,839
JB Pearl Harbor-Hickam at Wailuku, Hawaii	Mar 11	\$105,096 ■

## Six-figure on-site sales

Ten more commissaries host major events



**READY FOR BUSINESS:**

Lyndon Boone, meat commissary management specialist for DeCA West, puts finishing touches on a meat case in preparation for grand opening crowds at Fort Bliss Commissary, Texas. See the story on this groundbreaking new facility, Page 24. DeCA

photo: Kevin Robinson

