

One Vision, One Team, One DeCA!

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deca vision

Vol. 21, No. 2 2012



**Savvy cashiers know value
of popular 'currency'**

Coupons

Page 4



deca^{vision}

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20 UNITED PRODUCE PRIZE WINNERS: This display at Travis Commissary, Calif., "The Amazing Power of Produce," shows the passion for produce from one of DeCA's two winners in this annual industry competition. See more, Pages 20-21. DeCA photo

14 LAST INSTALLMENT: DeCA Historian Dr. Pete Skirbunt completes a series on the agency's 20th anniversary.

ALSO IN THIS ISSUE:
Files go digital 18
You've got mail 22
Rewards of Schedule A hiring 33
Heart of the benefit 35



COVER STORY: Cashiers **Karen Lane** and **Ed Vetter, Fairchild Commissary, Wash.**, garner customer kudos for outstanding service to shoppers who love using lots of coupons (see Page 22). Learn what it takes to deliver great coupon customer service, **Pages 4-13.** DeCA photo: Ken Stephens



One vision:

Understand our customers and deliver a 21st century commissary benefit

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fromthetop

New world, new vision

DeCA poised to develop new benefit model

Joseph H. Jeu
DeCA director and CEO

We're operating in an era of unprecedented change, with challenges to everything we do and every dollar we spend.

The military has responded to these challenges by developing a lean, flexible and efficient All Volunteer Joint Force 2020; in turn, we need to take the benefit to the next level and create the Commissary Benefit 2020.

I met with our key leadership to discuss the way ahead, and we crafted a new vision statement:

**Understand our customers
and deliver a 21st century
commissary benefit**

We also decided to form a concept team to develop our goals. They will get all our ideas on paper, establish the possibilities and consider which objectives may be best for moving the agency forward. This team will report to Acting Deputy Director and Chief Operating Officer **Michael Dowling**.

I selected **Tracie Russ** as lead for this team. She currently serves as Mr. Dowling's executive officer. She and her team will focus all their energies on developing our strategies and objectives. She will have her work cut out for her, building teams, inspiring others, grabbing hold of great initiatives and making things happen. I'm confident Tracie and the team will help fuel our journey in creating a more efficient and effective commissary benefit of tomorrow.

I also announcing the following concept team members here at the headquarters:

- **Gordon Jones**, chief, business analysis division;
- **Mark Simpson**, supervisory planning analyst;
- **Jim Croom**, information technology specialist;
- **Hector Granado**, chief, store operations;
- **Cathie Mason**, management trainee program manager;
- **Michael Pulley**, commissary management specialist;
- **Willie Watkins**, chief, Guard/Reserve support branch;
- **Jason Haase**, planning specialist; and
- **Raffaele Iocco**, contract specialist.

Change in itself isn't enough; these aggressive initiatives must help ensure our relevance to the



DeCA Director and CEO Joseph H. Jeu presents a director's coin to Nathalie Evans, computer assisted ordering specialist, during his visit to Fort Hood II Commissary, Texas, in February. *DeCA photo: Norman Brown*

military and our success in delivering the benefit to our customers. All ideas need to be put on the table, with nothing held back and everyone open to change. We may need to take some calculated risks, but our initiatives will be based on solid research and a sense of not only what our customers want today, but what they will want tomorrow.

That means we'll study shopping trends, leverage social media, explore electronic and mobile commerce, and seek out the "latest and greatest" efficiencies in construction, technology and operations. That means it's time to drop the old standby phrases from our vocabulary – banish the words "business as usual" and "That's the way we've always done it."

How far can we go to reshape the benefit of tomorrow? The sky's the limit, and our concept team will help take us there. I look forward to sharing continuing developments with you as our team tackles this challenge! ■



coverstory

Coupon customer service

In dealing with coupons, think of them as cash

Cherie Huntington
Vision editor

As a cashier, just five seconds could give you a positive attitude about coupons – forever.

Try this simple exercise the next time a customer hands you a pile of coupons at checkout. Take the coupons in your hand, close your eyes and for five seconds, imagine you're holding a stack of green money.

After all, the customer worked hard to accumulate that “money,” and it “spends” just like cash. And, when you see some of those

high-value coupons for products you yourself use every day, don't you sometimes wish you'd clipped that coupon, too?

Coupon culture

It's easy to love coupons when you admit how valuable they are to each shopper and what a difference they can make on a grocery bill's bottom line.

“Coupons help our customers save above and beyond the 30 percent or more savings they get from shopping at their commissary,” said **Danna Eldridge**, DeCA Operation Guidance and Program

Standardization Division, DeCA Headquarters, Fort Lee, Va. “We gladly accept manufacturer coupons from legitimate sources, such as the Internet, magazines, Sunday inserts, direct mail and in-store offerings.”

Eldridge said DeCA cashiers probably don't realize the significance of their role when it comes to coupons, saying that in 2011, the agency ranked sixth out of all grocery retailers in coupon redemption.

“We have nearly 250 stores, while the chains ranked above us have about 10 times as many stores as we do,” she said. “And



Cashiers Karen Lane and Ed Vetter, Fairchild Commissary, Wash., receive kudos from shoppers for providing great coupon customer service. See Page 22. DeCA photo: Ken Stephens



DeCA's top stores in coupon dollars



1. Fort Belvoir, Va.	\$2,251,228
2. NAS Oceana, Va.	\$2,201,879
3. Randolph AFB, JB San Antonio	\$1,869,058
4. MacDill AFB, Fla.	\$1,843,733
5. Fort Campbell, Ky.	\$1,738,578
6. Fort Sam Houston, JB San Antonio	\$1,723,156
7. NB San Diego	\$1,706,164
8. Fort Meade, Md.	\$1,673,569
9. NAS Jacksonville, Fla.	\$1,627,419
10. JEB Little Creek-Fort Story, Va.	\$1,614,410
11. Scott AFB, Ill.	\$1,605,223
12. Fort Bragg South, N.C.	\$1,578,237
13. Langley AFB, Va.	\$1,534,557
14. MCB Camp Pendleton, Calif.	\$1,526,489
15. JB Lewis-McChord, Wash.	\$1,422,188
16. JB Lewis-McChord, Wash.	\$1,363,369
17. Wright-Patterson AFB, Ohio	\$1,360,098
18. MCAS Miramar, Calif.	\$1,346,567
19. Luke AFB, Ariz.	\$1,322,391
20. Lackland AFB, JB San Antonio	\$1,321,389 ■

most have longer operating hours. So when you think about it, DeCA cashiers take in way more coupons per cashier and per hour than any of the five retailers ranked above us. That's impressive!"

Cater to couponers

Eldridge readily admits that coupons have become her life at headquarters, and her dealings with coupons go back much further, back to 1979 when she started her commissary career as a GS-2, intermittent, on-call cashier, and in her years of experience in various commissary customer service departments.

"If you're a cashier and coupons aren't your 'thing,' I sympathize with you, because

I've been right where you are," she said. "Some of you may even dread having a coupon enthusiast come through your line. But when our body language or tone of voice toward a customer shows we are not happy to serve them, it can make the transaction unpleasant – for both you and the customer."

Eldridge said this can make customers feel anxious about using coupons, which is counterproductive to the agency's vision and mission.

Superior service

"Remember, our job is to give EVERY customer world-class customer service, even the ones who may be harder to serve than others," she said. "The best way to give great service when dealing with coupons is to get back to basics: Get familiar with DeCA's coupon policies."

Those rules can be found in Chapter 7 of DeCA Directive 40-6, Customer Service Department, and the information memorandum on coupon acceptance policy.

"Our best cashiers – the ones who garner customer kudos and letters of appreciation – treat couponers like all their other customers," Eldridge said.

"They greet the customer with a smile and provide world-class customer service, whether the patron uses hundreds of coupons or none at all." ■





Agency tweaks coupon policy

Certain coupon overages, refunds now paid via gift cards

Rick Brink

*Central and East Areas
public affairs officer*

Changes took effect May 1 in how commissaries handle coupons and product returns without receipts, among other things, as DeCA enacts customer service policy changes to protect the commissary benefit.

“The average coupon user might not notice the policy changes because they are aimed at preventing possible misuse of the commissary benefit – primarily using coupons to get large amounts of cash back,” said **Joseph H. Jeu**, DeCA director and CEO.

Commissary shoppers are big users of coupons, as evidenced by DeCA’s consistent ranking among the top 10 grocery retailers in coupon redemptions over the past several years. Commissaries welcome coupon usage, and to acquaint customers with the changes in the coupon acceptance policy, it has been posted on the agency’s website at [http://](http://www.commissaries.com/inside_deca/publications/directives/DeCAD40_6_PC_3.pdf)

www.commissaries.com/inside_deca/publications/directives/DeCAD40_6_PC_3.pdf and on Facebook at www.Facebook.com/YourCommissary.

Key changes include:

- Gift cards will be issued to a customer, in conjunction with cash, whenever a transaction total reflects \$25 or more is owed to the customer due to coupon “overages” (when the face value of the coupon exceeds the selling price of the item purchased and the transaction results in a negative balance)
- Gift cards will be issued to customers, in conjunction with cash, for refunds of \$25 or more when a receipt is presented showing the merchandise was originally purchased with gift cards
- Gift cards will be issued to customers, in conjunction with cash, for refunds of \$25 or more when a receipt is not presented
- Clarification for instances of suspected privilege abuse
- Update to the coupon acceptance policy that clarifies dot-scan barcode requirements and pin requirements for unique

numbering, that photocopies and counterfeit coupons are not accepted, and that coupons must be printed in English

The changes harness the scope of the new commissary gift card, which has been in use since last summer. Available only in denominations of \$25 and \$50, issuing gift cards as an alternative to paying out large sums of cash brings DeCA in line with other retailers’ practices and ensures DeCA’s cash flow is not adversely impacted. Amounts under \$25 will be in cash.

“Commissaries are providers of a benefit that sell groceries at cost, and using the gift cards to cover certain refunds and coupon ‘overages’ discourages practices contrary to DeCA’s mission,” Jeu noted.

“We value coupon usage because it helps our customers boost their savings,” Jeu said. “These changes are in the best interest of all concerned to help ensure that coupons continue to be a great source of savings for our customers.” ■

Cashier Rosa Green can’t help but smile at her happy customer, who amassed a pile of coupons to use at the Daylight Madness Sale held at Cherry Point Commissary, N.C., in February.

DeCA photo: Lowrina-Ramona Bueno





Everything you ever wanted to know about

Coupon\$

Q What does “one coupon per purchase” mean?

A A purchase is the item or set of items a customer must buy to meet the purchase requirements listed on the coupon. For example, if a customer uses a “Buy One, Get One Free” coupon, no additional coupons may be used on either item because both items were used to meet that coupon’s purchase requirements.

Q What does “one coupon per order” or “one coupon per transaction” mean?

A This means Sue Shopper can only use that coupon once per order. If Sue buys 10 jars of peanut butter and has 10 coupons, she can only use one coupon for that transaction.

Q Can we refuse to accept Internet coupons if they are not printed in color? Can we refuse to accept Internet coupons if they are only printed in red?

A No, we accept original prints of Internet coupons in color — whether it is multiple colors or just one — or black and white.

Q Can we require customers to put their coupons on the items being purchased to make it easier to validate purchase?

A No, DeCA’s policy is to ask customers if they have coupons at the beginning of the order. Customers must not be required to put the coupon with the item being purchased.

Q What do I do if a customer presents a coupon that I think is counterfeit?

A Every customer service department receives counterfeit alert notices from Headquarters DeCA. The coupon must be verified against the counterfeit coupon notices; ideally, this information should be available at each register. If the coupon is determined to be counterfeit and the customer questions it, they must be shown the notice. If you cannot verify the coupon is counterfeit, give the customer the benefit of the doubt and accept it. Then scan and email or fax a copy to the store operations point of contact, currently **Brooke Pfister**, at brooke.pfister@deca.mil or fax to 804-734-8009, enter 2 pauses, then dial ext. 76081.

Q What is the proper procedure if I get this message on the register when I scan a customer’s coupon: “Coupon must match previous sale. OK?”

A Do not automatically touch “OK.” Look at the coupon and determine exactly what is required to be purchased and how many. Look at the items purchased on your register screen — you may have to scroll up to verify the correct item and quantity was purchased. If it was, then press “OK” to continue. If it was not, you may have to validate it with the actual groceries. If the correct item and quantity were not purchased, don’t accept the coupon. ▶



Q Can I accept a coupon, including an Internet coupon, that only has a GS1 DataBar on it, and no UPC-A barcode??

A Yes. UPC-A barcodes are being phased out, and many manufacturers are putting only GS1 DataBars on coupons now. Coupons with only a GS1 Databar are expected to be the norm for all coupons in the near future; this includes coupons printed from the Internet.

Q Can I accept a coupon in a language other than English?

A No, all coupons must be in English. Coupons that have verbiage in English plus a language other than English are acceptable; e.g., coupons that contain both English and Spanish. As with all coupons accepted in our commissaries, worldwide, when we accept them, we are required to ensure the correct products are being purchased and that we comply with the manufacturer's terms and conditions.

Q How much do I accept coupons for if they read something like "Two jars for \$3"?

A Accept the coupon for the difference between the actual cost of the items and the cost on the coupon. For example, if the coupon reads "Two for \$3," and peanut butter costs \$1.75 a jar, then two jars would cost \$3.50. The coupon amount deducted would then be \$.50. Write the amount that was deducted on the front of the coupon. Do not scan this type of coupon.

Q If a customer presents a manufacturer's coupon, can they use a military coupon or commissary coupon, too?

A No, the commissary does not provide coupons. Military and commissary coupons are manufacturer's coupons, and DeCA's policy is to accept only one coupon per item or purchase requirement.

Q Can the commissary accept Smart Source coupons either from the dispensers in other retailers or from the Internet?

A As long as the coupons meet the coupon requirements in DeCA Directive 40-6, Chapter 7, we can accept them – see the next question.

Q What are the basic components of a valid coupon?

Q

A It must be a manufacturer coupon and have the word "coupon" on it.

It must have a redemption address.

It must state purchase requirement and face value.

It must have a message to the retailer specifying terms and conditions for accepting the coupon.

Q Can I accept copies of coupon "proofs" when the sales representative provides them?

A No. A proof is not a valid coupon.

Q What should I do if I have a coupon – not an Internet coupon – with a barcode that will not scan?

A If the coupon has a UPC-A barcode (the one that looks like the UPC you find on a product), manually enter the 11-digit number under the barcode beginning with the number 5. If you manually enter the numbers and it still does not ring up:

Ensure the customer purchased the correct item(s), then manually enter the coupon value using the manufacturer coupon key or local coupon key, as appropriate.

If a coupon has only a GS1 DataBar (the double-stacked barcode) and it does not scan, ensure the customer purchased the correct item(s) and manually enter the value using the manufacturer coupon key or local coupon key, as appropriate.

Fax a copy of the coupon to Coupons Inc. at 812-339-2201. Fax the coupon only one time and allow at least a month for it to be corrected. Do not fax copies of coupons with 992 family codes. If you are unsure about a coupon, and it is not on the counterfeit coupon list, give the customer the benefit of the doubt and accept it. Then scan and email or fax a copy to the store operations' point of contact.

Q What if it's an Internet coupon and the barcode will not scan?

A If an Internet coupon does not scan and contains a typical barcode – UPC-A – the first 11 digits under the barcode, starting with the number 5, will be manually input into the POS and the POS will validate the coupon



with the item(s) purchased. If the numbers from the UPC-A are manually entered and it still is not accepted by the register:

Ensure the customer purchased the item, examine the coupon for authenticity and, if deemed valid, the coupon value may be manually input using the manufacturer coupon key or local coupon key, as appropriate.

If an Internet coupon has only a GS-1 DataBar and does not scan, the cashier will ensure the customer purchased the item, then examine the coupon for authenticity and, if deemed valid, the coupon value may be manually input.

Fax a copy of the coupon to Coupons Inc. at 812-339-2201. Fax the coupon only one time and allow at least a month for it to be corrected. Do not fax copies of coupons with 992 family codes.

If you are unsure about a coupon and it is not on the counterfeit coupon list, give the customer the benefit of the doubt and accept it. Then scan and email or fax a copy to the Store Operations' point of contact.

Q A coupon shows a picture of a 12-pack of disposable razors, but the wording reads, "Save \$3 on one disposable razor package." Can the customer use this coupon to buy a two-pack of the razors?

A Yes, if no other restrictions are listed. It does not specify the coupon is only good for the items pictured on the coupon.

Q If a coupon doesn't scan for the value printed on the coupon, what should I do?

A Manually enter the coupon for the value printed on the coupon. A copy of the coupon should then be scanned and emailed or faxed to the Store Operations' point of contact.

Q A vendor is doing a demo and wants to hand out copies of a coupon printed off the Internet for the product. Can they do that?

A No, copies of coupons cannot be accepted.

Q How do I explain to a customer why the surcharge is added BEFORE coupons are deducted?

A By law, commissaries must recover the full cost of every item sold, so the surcharge must be collected on the full value – or gross total – of the transaction. Coupon values are deducted from transactions after the surcharge is computed and applied. The reference code is Title 10 U.S. Code 2486(d).

Q The numbers under the dot scan barcode are the same on all the coupons presented. Can I accept them?

A Each coupon's dot scan barcode must have a unique number; therefore, only one of these coupons can be accepted. ▷



Q Coupons are presented from a website that prints a PIN on each coupon. The PINs are all the same. Can I accept these coupons?

A Each coupon must have a unique PIN, therefore, only one of the coupons can be accepted.

Q Coupons are presented with a face value that is greater than the selling price of the item. Does the customer get the full value of the coupon?

A Valid coupons are generally entered at the value stated on the coupon. If the face value of a valid coupon exceeds the cost of the product — frequently referred to as “overage” — the customer will be given the full face value of the coupon unless prohibited by the manufacturer’s terms and conditions printed on the coupon. In instances where the coupon prohibits the coupon value from exceeding the selling price of the item, it might require that the price of the item be written on the coupon, up to a maximum value, or may contain other restrictive language, such as “No cash back” or “No cash back if coupon value exceeds retail price.”

Q What happens if a transaction with a coupon overage results in money being owed to the customer?

A If the amount due the customer is \$24.99 or less, the customer will receive cash. If the amount due the customer is \$25 or more, a combination of a gift card(s) and cash will be given to the customer. Gift cards must be issued to the customer in \$25 or \$50 increments until the remaining balance owed the customer is \$24.99 or less. For example, if the transaction results in \$100.87 owed to the customer due to coupon overage, four \$25 gift cards — or two \$50 gift cards — must be sold and activated within the transaction for the customer, and the remaining \$.87 will be given to the customer in cash.

Q Why did DeCA change their policy on giving cash back on coupon overages?

A Commissaries are providers of a benefit that sell groceries at cost, and using the gift cards to cover certain refunds and coupon overages discourages practices contrary to DeCA’s mission. ■



Coupon savvy

Expert wants more people to discover money-saving benefits

Leslie Brown

Europe Area public affairs officer

Military spouse **Sugin Musgrave** saves lots of money by using coupons at **Vogelweh Commissary**, Germany. She teaches a monthly class on couponing and also posts couponing and cooking videos on YouTube.

Describe the coupon scene today.

More people are using coupons today than ever before, including the military. The sad part is so many still don't because they don't know how. Being in the military, we have an advantage with coupons exclusively for us; and being overseas, we can use coupons up to six months past their expiration date. It's hard, while shopping, seeing a parent with kids at the checkout with no coupons and knowing she could be saving so much money. I want to stop them and explain how much money they could save with coupons.

Being in the military, we move a lot; and having the commissaries with most of the same items helps give a little comfort to so many. Knowing that, and knowing we can use coupons here, are extra blessings. I love that in the commissaries, the coupons are so easily accessible. I just wish more people would take notice of these wonderful money-saving opportunities.

How and when did you become a "super couponer"?

I became a super couponer before we came to Germany. My mother used coupons and taught me how to use them as well. I'm going to be 37 (cough, cough), so I became a super couponer years ago. As a child, seeing what deals you can get on the items you already buy taught me: Get the best deal you can. Seeing those savings would turn anyone into a super couponer.

Actually, I do not think of myself as a super couponer. I know others who save more money than I do, but I don't buy a lot of processed food or items I don't need just to brag about savings. Houses are smaller in Germany, and I don't have a room stocked full of items just because they're on sale. I buy what my family will use; I just always try to have coupons on what I buy. It's very hard to buy items that I need and don't have coupons for. I think of myself as more like a coupon junkie.

What are some cool personal examples of what couponing has done for you?

One great example of using coupons is being able to put



Coupon expert Sugin Musgrave, who shops at Vogelweh Commissary, Germany, shares her coupon savvy with the military community via social media and workshops. DeCA photo: Leslie Brown

the money we save into a savings account and use that for vacations. Using coupons helped pay for a weeklong vacation to Disney World for my whole family.

Another great feeling about coupons is having full cupboards and knowing you have money to pay your bills because of using coupons. ▶



For the beginning couponer, what are the easiest sources of useful coupons?

For someone new to coupons, they should start by seeing what products they use most and look for those coupons. Once you find coupons for the items you use, you start finding coupons on things that you didn't know they made coupons for. Reading the paper and contacting the stores about upcoming sales help you prepare your coupons and give you the best value. Try saving up your coupons for upcoming sales – doubling your savings without

being able to double coupons are the best kind of sales. Set a small goal of how much money you want to save. Don't ever compare the amount of money you saved to others, or don't say, "I didn't save enough."

What's a simple way to organize coupons?

You don't have to have your coupons alphabetized. A simple way to start organizing your coupons is by the aisles in stores. Most stores have the same items in the aisles. Example: toilet paper, hygiene products and baby

items are in the same aisles in most stores. I started with a small coupon carrier from a dollar store, and now I have two small coupon carriers – one for my husband and one for me. I'm making a three-ring binder to organize the extra ones at home.

Think small when you first start using coupons; organize them to your needs. You can even use white envelopes, writing the descriptions on the front. You can also organize your coupons the way you organize your cupboards; that way, your organization matches up, making it faster and easier.

Another great way to help organize your

coupons is by making a menu and a shopping list. Start small; a four-day menu plan can help you organize what you'll need to buy, thus showing you what coupons you need. On my shopping list, I write a little "CP" next to the item I need, showing that item has a coupon. This helps me stay organized on which items have coupons, what I need to get and what items I have at home.

Remember: Start small, get used to using coupons and organize the coupons to suit your needs. A little secret? Even the extreme couponers do not always have their coupons organized. Having your coupons organized does help save time and money. Don't let it stop you from saving money, if everything is not organized.

What coupons are too valuable for ANYONE to ignore?

The most valuable coupons are for items that you buy every day. I hear people say they can't find coupons on what they buy. There may not be coupons on everything I buy, but that does not stop me from taking coupons and saving money on what I do buy. To ignore coupons on all items you buy is just like throwing money in the trash.

The following are extra concerns I hear while teaching my class:

It takes so long using coupons, so why bother?

It does take time to use coupons. All the time you are putting into coupons is money back in your pocket. I save about \$300 a month on shopping I already have to do. If you are receiving money on the task that must be done, why not take an extra hour a month to get your coupons and save \$300? To me, I'm getting paid to shop for items that we need and on a task that must be done anyway.



Sugin Musgrave, military spouse and coupon expert, says that to ignore coupons on items you buy regularly is "like throwing money in the trash." DeCA photo: Leslie Brown



Military spouse Sugin Musgrave not only clips coupons to average \$300 in savings each month, she also teaches a monthly coupon class. She said her mother always used coupons and taught her the benefits of using them, too. DeCA photo: Leslie Brown

The store does not want me to use coupons.

This is not true. The stores want us to use coupons, and they get reimbursed for the coupons we use and 8 cents on each coupon to cover shipping and handling. It is a win-win for the stores and everyone who uses coupons.

When I first started using coupons, it was a challenge for me. I watched my mother use them for years. I thought people would get mad because I am holding up the line while the cashier looks at my coupons; or I felt intimidated at times, thinking I was using the coupons wrong, or that people would think I'm poor.

That is where I started my challenge. I learned the rules at the commissary, and that helped me save a lot more money. I take

advantage of the time the cashier is verifying my coupons to let others know how much I saved and how easy it is. I talk about the vacation that I am saving for or what I can do with the money I am saving. Don't be afraid to ask questions, because the more you know, the more you can save. Do not let other people, cashiers or the coupons intimidate you from saving money.

Why should more military members take time to use coupons?

Using coupons with items that are on sale gets you extra savings. As military members, we all know about budgeting or should, and using coupons will help your budget go further. Using coupons helps because of the extra money you'll have from all the savings. No matter what your rank is, using coupons is one more way that you can help make your dollar go further.

Where can new couponers find coupons?

Coupons are everywhere! They are on the companies' official Facebook pages, websites, sale papers, newspapers, packaging on the items you're buying and on the outside of the products themselves. Once you see where the coupons are, savings are at your fingertips.

Remember, overseas coupons are good up to six months past their expiration date (except Alaska and Hawaii). If you are stationed overseas, check with your military service centers, such as the Airmen and Family Readiness Center and Army Community Service Center. They get coupons mailed to them from Americans showing their support for all those serving in the military and their families. ■



makinghistory

21st century benefit

Sticky issues, success, growth hallmark DeCA's 'growing years'

Dr. Pete Skirbunt
DeCA historian

Part IV: In the previous issue, the new Defense Commissary Agency worked its way through the challenges of a complex consolidation and matured as a respected organization.

After DeCA got on its feet and established full operation, a number of controversial topics kept resurfacing. Chances are, some of them will continue to be of interest far into the future.

Tobacco sales

For years, there was controversy over whether the commissaries should continue to sell tobacco. Those opposed said cigarette smoking had been declared to be dangerous by the U.S. surgeon general in 1964, and commissaries should all have stopped selling it as of that date.

DeCA's viewpoint was that tobacco products were legal, commissaries were authorized to sell them, and they would continue to sell them until otherwise directed by Congress or the Defense Department. Cigarettes and other forms of tobacco were exceptionally popular products that commissaries were able to sell at a substantial savings to customers. That made them "destination items" — that is, people would go to the commissary specifically to purchase them; and while they were there, they would purchase other goods as well.

Considering there were such significant sales from tobacco, DeCA was concerned that taking tobacco out of the stores would result in lower sales. This, in turn, would lead to lower surcharge collections — both factors that could jeopardize the commissaries' future.

But in 1999, the Pentagon mandated a switch in tobacco-selling responsibilities. The new rules governing tobacco sales in the commissaries were controversial, but they were quickly implemented. DeCA would no longer own the tobacco products in



Livorno Commissary, Italy, dazzled customers when it opened in June 2009, doubling its normal sales on grand opening day. DeCA photo: wallyimages.com



The old Livorno Commissary, Italy, was built in 1953 and treated customers to its own special brand of charm, class and service. DeCA historical photo file

its stores; technically, those goods would belong to the exchanges. DeCA would simply sell it and give the profits, less a surcharge fee, to the exchange system that would now supply the tobacco.

Initially, DeCA reluctantly implemented the change, but it feared a big drop-off in surcharge fund conditions — which did occur. In fact, Congress agreed with DeCA, momentarily. It reacted negatively to the Pentagon's action, mostly because Congress had not been notified of the change. But Congress did not undo what had been done, and the tobacco products remained in commissaries but were owned by the exchanges.

Ultimately, DeCA became determined to turn the proverbial sow's ear into a silk purse and succeeded in making things work. The commissaries adjusted, just as they always had to other forms of adversity. Increasing savings everywhere possible throughout the store would more than offset the higher exchange prices DeCA had to charge on this destination item.

A string of successes

Since 1991, DeCA's successes included the completion of 106 new stores and the renovations of dozens more, the development of the DeCA Overseas Ordering and Receiving System, the introduction of self-checkouts, the garnering of a Presidential Quality Award, the receipt of several Hammer awards for efforts in "Reinventing Government," and the successful support of humanitarian missions in Somalia (1992-94) and Haiti (1994-95) with the use of Tactical Field Exchanges. This Air Force troop-support mission, inherited from the Air Force

Commissary Service in 1991, transferred back to the Air Force in 1995, followed by the downsizing of military positions within the agency. Several hundred uniformed personnel had worked for the agency since 1991, but when the troop-support mission disappeared, so did most of the agency's military billets. By 1997, the number of uniformed personnel working for DeCA had been reduced to 19.

Then there are our "unqualified" audit reports. To the uninitiated, an unqualified audit report sure sounds like a nasty thing. But it is actually a very *good* thing, since the term "unqualified" means "without doubt," and the report is accepted as correct with no strings or reservations.

It's tough enough to get one such report; DeCA has now done it 10 years in a row. That means in a time of fiscal austerity, we have consistently proven to be very fine stewards of the taxpayers' dollars.

In 1999, DeCA championed a revolutionary, enlightened proposal that a commissary shopper could be accompanied by someone not eligible to shop. This would enable aging, disabled or temporarily handicapped customers to bring an assistant with them. These guests would not be able to buy anything themselves, but they would increase sales by helping customers, making the benefit available to eligible people who otherwise might not be able to enjoy it.

By late 1999, a number of things were changing, and others were about to change in a very big, shocking way. First was the long-anticipated move by the United States to give control of the Panama





Canal, and responsibility for its daily operations, to Panama. In Panama, the last three of a dozen commissaries that had once served American families were about to close after almost a century of operation in-country.

Headquarters expansions, agency reorganizations

Two headquarters building additions – the second one undertaken in response to security concerns generated by the 9/11 terrorist attacks of 2001 – would be completed in the first decade of the 21st century. The first expansion, which primarily added office space, began with a groundbreaking in 1999; the funding for the expansion had been secured by Virginia Congressman **Norman Sisisky**, for whom the new wing would be named.

The new Sisisky wing of the headquarters building opened in August 2001, just as the agency approached its 10th birthday. But all thoughts of celebrating 10 years of DeCA operations came to a halt when the United States was rocked by the terrorist attacks of Sept. 11, 2001 – known ever since simply as “9/11.”

The attacks, and the greatly-increased base security that resulted, would cause DeCA multiple problems: Security checks

for people going on base were going to delay commissary employees and customers alike who lived off-post, and multiple new security measures were going to seriously delay shipments getting into the stores in a timely fashion.

Stores that were off post, or “outside the gate,” would not experience the same delays but were faced with a more serious security problem: They were the most vulnerable stores of all, decidedly conspicuous “soft targets” that would somehow have to receive extra protection.

But, largely due to the cost of the Defense Commissary Information System, the surcharge fund needed replenishing. DeCA needed to make sure that happened by making very sure of the way certain changes were implemented. Ultimately, DeCA received supplemental funds for its surcharge fund.

The second headquarters expansion was completed in 2010. It added more office space, a warehouse, numerous meeting and presentation rooms, a large multipurpose room and included a complete refurbishing of the Nichols and Sisisky wings.



Looking at both the old Oceana Commissary, Va., top, built in 1978, and the new facility, below, opened in 2001, it's easy to see why the new facility won first place honors in the City of Virginia Beach Planning Commission's Design Awards 2001. Kenneth Coston, then chief of store planning for DeCA's Directorate of Facilities, headquarters, Fort Lee, Va., said, "The Oceana Commissary is among the new generation of stores. It has all the bells and whistles ... our shoppers will know it's a first-class facility, worthy of an award and well worth the wait."
DeCA historical photo file



Top, Picatinny Arsenal Commissary, N.J., opened in 1979 in a building constructed for other purposes in 1952. The new store, below, opened in 1998 and features a high-bay center roof element. Clerestory windows along the sides allow natural lighting in store in addition to light from ceiling fixtures. DeCA historical photo file



never existed. DeCA had the funds and wherewithal to build new stores and refurbish others far ahead of the schedule the individual services' commissary agencies would have been able to keep.

All of the new stores were far superior to the ones they replaced; many were also far larger, sometimes enabling two nearby stores to close. In fact, all remaining store locations were "built out" for all services by 2012. That is, every remaining location in 1991 that had need of replacement or upgrade has either been upgraded or replaced with an all-new facility.

What now?

Between 1991 and 2012, we can see that numerous base closures and realignments have

whittled down the number of commissary sales stores from 411 to 248. There are now between 17,000 and 18,000 employees, rather than the 22,000 with which we started. Having started with seven regions, DeCA now has none, though there are five "areas": Pacific, West, Central, East and Europe. However, the area staffs are greatly reduced from what the regions used to have.

Odds makers in 1991 did not give DeCA much of a chance on surviving very long, but they have been proven wrong. Today, the future is once again filled with the uncertainty that normally comes with politics, budget cuts and widespread speculation about the end of the world, as we know it, coming Dec. 21 of this year.

But using recent history as a guide to what we should expect in the near future, my prediction is that you'll be reading in these pages five years from now about DeCA's progress, against all odds, as we celebrate our 25th anniversary – and the following year, the 150th anniversary of the of the modern commissary benefit. ■

NEXT ISSUE: The agency observes the benefit's 145th anniversary July 1, 2012.

Store closures: bad news, but mostly good news

Due to post-Cold War base closures, many of them through the Base Realignment and Closure program, by March 2012, DeCA had closed 188 stores, most in Germany and in the United States.

Under other circumstances, this would look ominous. But what it really means was that the United States and its allies had outlasted the Soviet Union and its allies and won the Cold War. That success, ironically, meant that the instruments of that success – our armed forces – would be "downsized" to reflect the new political realities in eastern Europe. A lot of bases would close, and with them would go their commissaries – many of which had been there since the end of World War II in 1945.

At the same time, DeCA had built 106 new stores. Of these, 24 were at brand-new locations that had either never had a commissary before or had done without a commissary for years – and were very glad to welcome one back.

Certainly, the construction program has been a success. DeCA has built progressively better, state-of-the-art stores all over the world. The installations that suffered for years with old, shabby stores would have waited much longer for new facilities had DeCA



getsmart

Electronic environment

DeCA headquarters gradually converts from paper-based processes

Cherie Huntington
Vision editor

For DeCA, the challenge could be called “Mission: Possible.”

The opening scene could go something like this: “Your mission – consider it accepted – came from the president himself, November 2011. Stop killing trees and filling file cabinets. Go paperless; digitize yourself.”

The edict wasn’t that blunt, but the meaning was clear: It’s time to convert to a paperless environment. Referred to as the Scanning Program Initiative, the project shifted into high gear last year at the headquarters at Fort Lee, Va., and stands nearly 50 percent complete.

Shrinking paper ‘footprint’

“We needed to reduce the number of filing cabinets after everyone relocated to the renovated Nichols and Sisisky buildings,” said **Andrea Smith**, program manager for the DeCA Electronic Records Management and Archive System, commonly called DERMAS. “This initiative not only reduces the agency’s paper footprint but also helps us meet requirements to digitize all the agency’s official records.”

Smith said the project hasn’t always been easy, since it calls for significant culture changes revolving around a dependency on paper – massive amounts of it – in spite of a proliferation of computer-based processes.

One thing’s for sure: Between the scanning project and overall culture changes, paper has fallen from grace.

“Of nearly 900 file cabinets that were once located in the headquarters and ‘Nick II’ buildings, at least 80 percent of them have been emptied,” said Records Management Officer **Carol Chambliss**.

Chambliss works with each functional area to walk people through the process of refining file plans, moving into the world of e-documents and embracing a paperless business environment.

“You might not realize it yet, but once your documents are scanned and verified, they can be destroyed,” she said. “Getting rid of all that useless paper really streamlines operations and frees up a lot of space.”

Success stories

Smith pointed out that many organizations have found that getting out from under mountains of paper may seem scary at first, but the results are gratifying.

“Some offices have adjusted well to a digital environment, so their success stories can help get everyone re-energized,” she said. “That way, we can move on to similar efforts with the stores.”

Pamela Croll, program coordinator of the government purchase card program in

the Acquisition Management Directorate, said her team became loyal fans once they completed the transition to a paperless operation.

“One hundred percent of the purchase card team is a champion for electronic files and workflow,” Croll said. “They can’t imagine managing our program without the benefits of e-docs.”

For Croll’s team, each step in the timeline took about two months, starting with document preparation, then scanning, then converting to a paperless workflow – roughly six months, followed by continuous refinement.

“The hardest part of the project was trying to visualize the end state without really understanding DERMAS yet,” she said. “After we had some files in DERMAS and started retrieving and using them, it became much easier to know how to structure our documents as well as plan and deploy a paperless workflow.”

She had only words of encouragement for others who contemplate the changes ahead.

“There is a whole new world of efficiency and organization waiting for you in the world of e-documents and DERMAS,” Croll said. “Your entire organization will benefit from converting, and many efficiencies will be gained by doing so.”



Tips for going paperless

□ **Start with an accurate, thorough file plan.** Have you looked at your file plan lately? Each office or organization should work together as a team to make sure the file plan is current and tailored to its business processes and requirements.

□ **Evaluate your processes and paper workflow.** Standardize all processes and get everyone managing documents in the same way.

□ **Recycle all excess, outdated records.** If the file plan has no provision to retain a document, either the plan needs revision or the document has no permanent value.

□ **Scan your records in PDF format.** Why PDF? These virtual records need to be accessible for many years into the future, so saving them as PDFs ensures there will be no issues relating to updated software. Just open your document with Adobe Acrobat 8 Professional, then save in DERMAS – your “virtual file cabinet.”

□ **Get in the habit of saving new documents in PDF format.** Review business processes to eliminate unnecessary printing and copying. Take advantage of office automation tools to manage documents digitally. If it’s digital, keep it digital.

Onward and upward

The latest challenge involves digitizing the time and attendance program, including leave slips and time sheets.

“The scanning project positions us well for modernization into an electronic environment,” said Smith. “It dovetails nicely into data warehousing initiatives, helping create one repository for records. Employees will be able to access or search records whether they’re sitting at their desk, teleworking or traveling.”

At headquarters level, the project should reach 100 percent complete in spring 2013. Action will then progress to store level.

“There are only six scanning techs left, and their tours expire at different dates,” Smith said, “with all gone by Dec. 30. They are only here for the heavy backlog; each section is expected to maintain their files in DERMAS moving forward.”

Questions or concerns regarding the technical scanning operations may be addressed to **Andrea Smith**, DERMAS program manager. Questions about records management or file plan requirements may be addressed to **Carol Chambliss**, records management officer. ■





peoplealways

Annual United Fresh Produce awards

Two win 'Top 25' industry honors

The produce industry recognizes its best talent once a year; and for the second consecutive year, two Defense Commissary Agency produce managers have been honored.

Elizabeth "Beth" Myers from **New River Commissary, N.C.**, and **Wanda "Ivy" Nicholas** from **Travis Commissary, Calif.**,

were chosen from hundreds of nominations by United Fresh Produce for its list of the Top 25 Retail Produce Managers in the United States and Canada. Myers and Nicholas received their honors during the association's convention and expo in Dallas, May 1.

"Our health-conscious customers demand the best produce money can buy, so our produce departments have to offer impeccable quality items displayed with skill, creativity and imagination," said DeCA Director and CEO **Joseph H. Jeu**.



Myers



Nicholas

"We're so proud of Beth and Ivy for their tradition of gorgeous departments bursting with the freshest fruits and vegetables in the market."

Both women's commissary careers span several decades, Myers starting with DeCA in 1986 and Nicholas, in 1995. Both share a natural affinity for creating attractive displays and developing events to showcase produce in irresistible fashion.

"Merchandising is a way of showing off, but in a way to grab the attention of our customers once they walk in the door," said Nicholas. "We want to keep their attention and fill their bags with the best product available to them once they enter the building."

Both women also credit strong partnerships with installation representatives, including nutritionists and health and wellness experts, as well as industry

Wanda "Ivy" Nicholas, produce manager at **Travis Commissary, Calif.**, assists **Chef Sean Curler** and **Lisa Webster**, base dietitian, during a sampling to promote desserts made with fresh berries. *Rohrer Bros. photo: Booker Pannell*





Elizabeth “Beth” Myers, produce manager at New River Commissary, N.C., says one of her first jobs in high school was working in a produce department. DeCA photo: Pat Tourish

partners and even their own department staff members.

“I admire my team for their dedication in serving our military,” said Myers. “We’re dedicated and we have fun, and our good humor makes it easy to give a friendly smile to some of the best customers anywhere. We do, however, share some humor through our days, allowing us to return a friendly smile to some of the best customers anywhere.”

Sponsored by Ready Pac Foods, the awards program is now in its eighth year, presented through the Foundation’s Center for Leadership Excellence. Competitors represented 21 different supermarket chains, commissaries and independent retail stores in 15 states and Canada.

The awards pay special recognition to those on the front-line in supermarkets working everyday to increase sales and consumption of fresh produce. The evaluation criteria considered excellence in

merchandising, special displays and promotions, community service and commitment to total customer satisfaction.

“We see our troops and their family members as American heroes,” said Nicholas. “It inspires us when we see the level of engagement and compassion they reveal during their shopping experience at this commissary. It makes me proud to be part of the best team in the world as we show our customers why their commissary is worth the trip!”

This is the fifth consecutive year military commissary produce managers’ names have appeared on the Top 25 Retail Produce Managers’ list, and also the fourth consecutive year a Zone 15 produce manager has made the list.

Previous DeCA winners were **Harry “Spike” Lewis, Luke Commissary, Ariz., 2008; Nan Day, Lemoore Commissary, Calif., 2009; Juronald Williams, Ord Community Commissary, Calif., 2010; and Donald Courtright, Beale Commissary, Calif., and Jennifer Smith, Camp Pendleton Commissary, Calif., 2011. ■**



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

Customers love coupons ...

Fairchild

I shop at the **Fairchild Commissary**, Wash., and my trips normally include a large number of coupons – sometimes more than 300. I have

used a number of cashiers; however, two stand out in my mind: **Karen Lane** and **Ed Vetter** (*also see cover*). Although I do my best to be as organized as possible, sometimes things do not go as planned. Both of these cashiers have shown a great deal of patience while helping me sort out issues. Whenever there is a question, they are both very knowledgeable of the current coupon policy. They always have a positive attitude during what can be a long process. They are consistently courteous, kind and polite. They are able to do their jobs efficiently and effectively while, at the same time, holding a pleasant conversation. Prior to checking out, I notify the on-duty manager that I am about to check out with a large number of coupons and request either one of them by name. If they are working, they are more than happy to assist me, with a smile and a pleasant attitude. I would like to compliment Fairchild Commissary, and these two cashiers in particular, for excellent customer service. If possible, it would be nice if Karen Lane and Ed Vetter were to receive some type of recognition for putting up with “crazy couponers” like me.

Scott Farrell



Lane



Vetter



Blevins

Vilseck

I would just like to say that cashier **James Blevins**, teller at **Vilseck Commissary**, Germany is always so nice, even when I have a ton of coupons and the commissary is super crowded. It makes my shopping trip a lot better. I saved \$17 off an \$87 grocery bill yesterday.

Maggie Elise McDaniel

Goodfellow

I just wanted to give **Goodfellow Commissary**, Texas, a big thank you! The store is always clean, well-organized and well-stocked. They are very coupon-friendly, and the staff is always pleasant and ready to answer any questions.

Rachel Preen

Bitburg

I would like to compliment the two commissaries I shop at. **Bitburg** and **Spangdahlem**, both in Germany, are great and know how to deal with my coupon shopping. They seem well-trained, and special orders work well, too.

Jeffrey Birgit Palla

□ □ □



Howard

Barksdale

Tasha Howard at **Barksdale Commissary**, La., is very customer-service oriented. When I happen to end up in her line, which is every few months, she always remembers me. She is very professional and friendly.

Robin Rowan

(Letters are edited for length and clarity.)



Cristina Mellina-Bares, scanner at Aviano Commissary, Italy, garners praise from a customer for her pictorial display of the history of Aviano Air Base. (See letter, this page.) DeCA photo: Chiara De Conto

but also in how the employees interact with and assist customers. We have seen so many positive things that we enjoy going to the commissary. The store is better stocked and has more new items than ever before. Things just seem to be running better now that he is here. Thank you.

Annet Jackson

Camp Lejeune

I wanted to tell you how lovely my experiences always are with cashier **Mary Woods at Camp Lejeune Commissary, N.C.** It doesn't matter what time of day I come in or how busy it is, she is always cheerful and conversational. I always enjoy my experience when she checks me out. I think a lot of times we forget that the cashiers are the stores' last line of defense, so to speak. It's really the last chance the store has to make

the customer's experience pleasant, and Mary does an excellent job every time.

Stacey Cory

Kadena

Yunsuk "Maria" Jones at Kadena Commissary, Okinawa, was very helpful in fulfilling my special request to obtain a product and get it stocked. My first request was for a special cut of meat, boneless bottom sirloin flap. She wasn't familiar with this cut but contacted the meat manager at my previous base to get information and then started bringing in this product via special order. After ordering a few times, the item was no longer available. Then out of the blue, I got a call from Ms. Jones informing me that she was finally successful in finding a source and getting it added to the meats she offers. I was surprised to hear from her at all, much less that she remembered my request and added it to her stock list. Thanks to Ms. Jones, and keep up the great customer service. I really do appreciate it!

Michael Rivera



Jones



Woods

Aviano

I would like to compliment **Cristina Mellina-Bares** for her efforts to place the history of **Aviano Air Base, Italy,** in the form of pictures on the commissary walls (*see photo, above*). I understand that she took this effort on without aid or assistance from anyone and has taken the time and used her own materials to provide shoppers with a pleasant shopping experience. I have seen some of her efforts on Facebook, and as a former Air Force person stationed at Aviano in 1971-1973, I would like to thank her and the commissary staff for her effort.

Thomas Zahn

(Note: Dr. Pete Skirbunt, DeCA historian, provided guidance on this project.)

Riyadh

I want DeCA to know how much we appreciate you sending us Store Director **James Harkins at Riyadh Commissary, Saudi Arabia.** He has totally energized the store. I mean, he has done so many improvements, not just in the way the store looks



Harkins





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

Kelley Barracks

Just want to compliment **Robert Young**, store associate at **Kelley Barracks Commissary**, Germany, and his incredible customer service skills. He always has a smile on his face and is always helpful, especially in retrieving items from storage if not available on the shelf. I can always count on seeing a smile on his face regardless of what his day may be like.
Diane Le-Farnham



Young

Fort Myer

My wife and I enjoy shopping at **Fort Myer Commissary**, Va. We recently went shopping and had a pleasant trip. That store is so inviting! The decorations are so nice and welcoming. The customer service from **Kristi Banks**, meat manager, was outstanding. She was in the meat area, which also was decorated very nicely, but when my wife asked for her help, she took us to all the things we were looking for and answered all of our questions with a smile. She was polite and patient with us. I usually do not write unless we have a complaint or suggestion, but my wife and I cannot forget that great smile and excellent attitude. For someone to stop what they're doing to help us – and she looked busy – means so much to us. We'll continue to shop at that pleasant store. Keep the decorations going! It really brightens up people's day – well, it does ours. Great store!
Jackson Alan

Fort Sill

Jerome Jackson, meatcutting worker at **Fort Sill Commissary**, Okla., was very helpful in finding the right meat needed for a new recipe I was going to try. He was cordial and showed he cared by asking me exactly what I needed. He even looked up the recipe so he



Jackson

could try it out as well! After he cut the meat, he brought it to me a few aisles away. What service! I will definitely be back to ask Jerome for his help.

Julia Field

Whidbey Island

I recently experienced the best customer service I have ever experienced at the **Whidbey Island Commissary**, Wash. Usually my visits are satisfactory – nothing necessarily negative but nothing that dazzles. Yesterday, I mentioned to

Brenda Jatta, assistant grocery manager, while I was waiting in line, that I couldn't find my turkey sausage and ground turkey products. She said the shipment was late, and she'd run to the back to see if she could get me a few of the products as they unloaded. When she returned, she said they hadn't unloaded, but if I had a few minutes, she'd make sure I had my items. I had an appointment, so I opted not to take her up on her generous offer, but I wanted to let the store director know that this is the sort of service that sets the example. She should be commended for taking an extra step and having a true concern for her customer's happiness. Please let her know that her efforts meant a lot to me.

Jessica McFarlane

Fort Bragg North

I would like to pass on my thanks to **MacDaniel Rogers**, general manager at **Fort Bragg North Commissary**, N.C. After being overseas in Germany for many years, there were items that I missed. I spoke with him and he told me to bring in a sample. I did, and a few weeks later, the items were on the shelf and selling quickly. So I



Rogers

brought in some more items; he smiled and said, "I'll take care of it." No fuss, no drama, just honest, polite, great customer service. I thought it was worth mentioning because when I said I should tell someone how helpful he was, he said, "It's what we do." Thank you so much. A little piece of home means the world. Please let him know that his attitude is awesome, and we appreciate these items being available.

Sally Marshall

Goodfellow

I have been shopping at **Goodfellow Commissary**, Texas, for a long time, and I have always found it to be well managed and the people very helpful. I



have to single out **Josie Anderson** for the great service she provided concerning my dog food. My veterinarian recommended I switch my dogs from my brand of dry to canned food about two years ago. I asked at the time about the commissary stocking it, but I was told it could not be stocked. Last year, I saw Josie in the dog food aisle and asked her if it could be stocked. She was very positive and indicated she would see what she could do. I am very happy that it is now stocked and I get a case every week.

Master Sgt. Hubert Jackson, U.S. Air Force

Fort Gordon

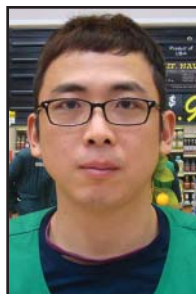
Payday and holiday weekend. The grocery buggies in the store reminded me of bumper cars at the local amusement park. The meat department was swamped. The main reason why I endure this chaos and drive 25 miles one way on my day off is that DeCA has the best meat at the best prices, and I will go out of my way to buy my meat here. **Shirley Moody** was restocking the shelves at **Fort Gordon Commissary**, Ga., when I approached her with questions on different cuts of meat. She listened and even walked me to the exact location of the product. While we were conversing, other patrons approached and asked questions. She was always polite and professional with everyone. In truth, the whole meat department staff has always been helpful to me. The appearance of the shelves has always been clean and stocked. With the outstanding quality of staff and product, I will keep returning to Fort Gordon Commissary for my future needs. Thank you, Shirley, for your time and attention!

Reva Csontos

Daegu Camp Walker

I want to recognize one of your employees at **Daegu Camp Walker Commissary**, South Korea. Mr. **Chong In-Hwan** works in the produce department and is a valued member of your staff. Not only is he efficient and polite, he was extremely helpful to me in selecting an appropriate appreciation gift for a group of on-post service providers.

As a foreigner and not familiar with all the customs and traditions of my host country, I wanted to give a thank-you gift to the on-post bus drivers that would be suitable and inoffensive. I explained my intent to Mr. Chong. After taking several factors into consideration, he suggested a fruit basket. The basket he made was absolutely lovely. It was beautifully prepared and arranged. He even helped translate my written thank-you message into Hangul, the Korean alphabet. I'm sure his advice and translation was



Chong

above and beyond his daily duties in the produce department. I just wanted to let you know how much I appreciated his time and assistance.

Staff Sgt. Linda Couch, U.S. Army



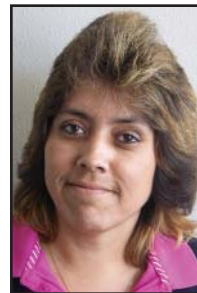
Lewis

MacDill

I wanted to say what a wonderful store director, **Paula Lewis**, we are honored to have at **MacDill Commissary**, Fla. I have been a shopper here for more than 10 years. Paula is that special person who not only knows her customers but also how products and services are to be fairly presented.

Paula invites conversation on special deals or issues that may make a customer's shopping experience a nightmare. For a manager to extend herself the way she has tells me that this is an exceptional manager and person. DeCA is fortunate to have her as a key component in its organization.

Mervat Sanders



Acevedo

Kirtland

The following checkout cashiers have been outstanding at **Kirtland Commissary**, N.M.: **Regina Richardson, Kim Acevedo, Gerty Geahry, Sally Moya, Mary Baxter, Myra Burnham** and



Baxter



Burnham



Geahry



Heath



Moya



Richardson



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

Lorraine Heath. Regina and Kim are always a pleasure to speak with. We have choices on where to shop, and the mentioned staff is just outstanding in the mannerisms they display to military families. Thank you for the wonderful staff at Kirtland Commissary.

Cornell Chappelle

Little Creek

I would like to say thank you to your wonderful cashier, **Angelique Walker**, at **Little Creek Commissary**, Va. She met me with a smile, a nice greeting and overall helpfulness that were VERY MUCH appreciated. She seemed genuinely happy doing her job and was just so friendly and helpful. Angelique sets the standard for all cashiers. She put the "customer" back in customer service. Thank you for a job well done, Angelique!

Michele Curth



Walker

Garmisch

I came to **Garmisch Commissary**, Germany, to do my shopping after my family and I returned from the United States where we had been for a recent death in the family. I was having a very bad day; my young son was screaming and crying at the top of his lungs and I was at the end of my rope.

Tommy Smith came walking up and told my child, "If you will be good for your mother and help her shop, I will give you one of these lollipops." My child stopped acting up right away. Not only did this young man help me with my child, he also walked with me about 10 minutes, helping me with my shopping. He told me if I needed anything else, just ask, and he would be more than happy to help. Store Director **Belinda Little** said Tommy buys lollipops for all the kids, out of his own pocket. He went above and



Smith

beyond the call of customer service, and I will never forget him as long as I live. I found out he was just here to fill in temporarily and is actually a supervisory sales store technician at **Hohenfels Commissary**, Germany. I wish we could keep him here at Garmisch forever, because in the 21 years I've been using the commissary, I have never had anyone show me the level of concern and customer service that Mr. Smith did. You should be honored to have a wonderful manager as this young man working your commissaries. Please find a way to reward and thank him for his great service.

Stacey Pointer



Rape

Hohenfels

I wish to compliment **David Rape**, storeworker at **Hohenfels Commissary**, Germany, for his help with ordering my brand of soft drink for me. When I returned after the holidays, he was helpful and told me that another shipment had arrived, and he went to the stock room and got me "fresh" soda.

Please note that I'm appreciative

for his kindness. I have had great experiences with many of the workers at his store, and I'm sorry I don't know more of their names. I just felt that Mr. David needs to be commended.

Michele Mihanovich

Eglin

My husband is retired, and we are staying at Eglin Air Force Base, Fla. We have been using the **Eglin Commissary** while we are here. We wanted to compliment one of the employees, cashier **Barbara Maloney** at the self checkout. She has been friendly and professional with the customers who use self checkout. Employees like Barbara are worth their weight in gold, because they keep things going and do it with a positive outlook and attitude. We have seen the same helpful, positive attitude with other customers also. Eglin Commissary is very lucky to have her.

Cathy McDowell

Offutt

I wanted to express my gratitude to teller **Kimberley Regler**, at **Offutt Commissary**, Neb., because she's all heart and gives great customer care. I worked late, as usual, on the other side of the base and was scrambling to get my shopping done from memory. I was trying not to forget anything for my family yet



not cause the wonderful staff to wait too long for me to get everything I needed for a three-day weekend. After Kimberley ushered me to a checkout lane, I realized I'd forgotten an item and started to run back after parking my cart in line. I changed my mind and returned to checkout, muttering it couldn't be that important to make staff people wait at the end of their full day of work so I could get one thing. The very thoughtful Kimberley asked what kind of popcorn I needed and scurried off to get it, delivering it quickly before my groceries were rung up. Like the Offutt DeCA staff, Kimberley is too nice! The commissary is a great privilege.

Chris Castro

Imperial Beach

I'm writing on behalf of **John Ruiz**, meat manager at **Imperial Beach Commissary**, Calif. His creative ideas in providing noticeable signs show customers where to go to purchase from the meat line. His ideas make it easy to find prices and specifications of what is to be purchased.

Chris Sunglao

Fort Riley

I want to thank **Jasmine Clayton**, deli worker at **Fort Riley Commissary**, Kan., for being such a huge help to me. She went out of her way to help me figure out what I needed for an upcoming event and took the time to check prices with me. This was not the first time that Jasmine has helped me. Every time I go into the commissary and Jasmine helps me, she is always very friendly and professional and always goes above and beyond for the customers. Kudos, Jasmine, and thank you again for being so helpful with every customer that I have seen you help, to include me!

Laurie Knize

Camp Humphreys

Marcus Brice, work leader at **Camp Humphreys Commissary**, South Korea, always makes coming to the commissary a warm and welcoming experience. I always get a teddy bear hug when I come in, and he spends a few minutes asking how I am. He'll check in on me if I'm shopping for more than a half hour. On rough days, he always has encouraging words.

Susanna Perez



Regler



Mitchell

to grocery shop that makes us feel like home.
Kristin Wood

Vicenza

I was in **Vicenza Commissary**, Italy, the other day, and I was really happy to be there. I felt like I was at a modern grocery store in the states. Store Director **Laurence Mitchell** has done an amazing job with the remodel as well as the displays. We needed him here and needed someplace comfortable

Grafenwoehr

I'm a physical education teacher at the local middle school, and **Ingrid Ruiz** and her awesome staff at **Grafenwoehr Commissary**, Germany, made our Field Day magical. We had more than 50 soldier volunteers working with our 500-plus students. Ingrid worked so incredibly hard to help us get support from various vendors



Ruiz

so that we could provide a "hospitality zone" for all those who volunteered and treat the kids to ice cream after lunch. For me, Field Day is not just about being a fun-filled day; more importantly, it allows a community to come together in a caring way. Pretty darn awesome when you see the miles of smiles from the soldiers and their sincere gratefulness. There is only one of me, and to pull off Field Day alone would be impossible, so it makes my heart so happy to thank them by filling their bellies with yummy food and beverages. It was also so cool that Ingrid and her staff were just as excited to help my mission of making both the soldiers and students have a day to remember. Ingrid even took time to come on the actual day to see it all in action. I clearly communicated with my staff at school that if and when they were in the commissary to give Ingrid a high five or a hug for helping make our field day so fantastic. I hope that you will recognize Ingrid and her support staff for going way above and beyond their normal duties!

Heide Hurd

Andrews

I had the extreme pleasure to shop at **Andrews Commissary**, Md., and would like to give kudos to **Shannon Butler**. Mr. Butler observed me shopping





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

using a motorized cart while pulling another shopping cart – I recently had knee replacement surgery and have three herniated discs. I didn't have assistance at that time, and Mr. Butler took time after his shift to help me navigate through the store, and he helped not only me, but several other customers in need. This young man was very patient and courteous, and he helped me for almost an hour. I cannot believe he even had the patience to help me with shopping while I searched through various coupons! Please pass my sincere gratitude on to Mr. Butler and please take time out of your busy day to let him know how appreciative I am of him to take time to go the extra mile and help me in my time of need.

Amy Brandt

Luke

Willie Reliford is a superior assistant store director at **Luke Commissary**, Ariz. He went completely out of his way during his busy and demanding schedule to help my wife and me find a product that we couldn't locate. He is a wonderful, respectful, knowledgeable, humble and confident individual who focuses on total customer care and satisfaction. He is outstanding. Please thank him for his conscientious service.

Master Sgt. Vincent, Konesky (retired)

Patrick

As I was being directed to the next available self-checkout register at **Patrick Commissary**, Fla., I noticed how calm **Santina Worthy**, sales store checker, was with people who seemed to be coming from all directions. As I continued to check out, I noted how organized Santina seemed, in spite of an almost disorganized environment. More importantly, she never wavered in how well she controlled the scene without effort under the deluge of questions that seemed to come her way.



Worthy

It takes a special person to deal with that particular work environment. Thank you for selecting Santina to be the one to lead in that job today.

Maj. Robert Nicholas

Camp Kinser

I can't say enough about the staff at **Camp Kinser Commissary**, Okinawa. 2011 was another great year. The support they provided to the Camp Kinser military and civilian community was outstanding. I always tell

people if you need it, the Kinser Commissary will have it; if they don't, they will get it. They are always there to provide awesome service in all aspects, no matter what it is. Keep up the good work!

Paul Newman (deputy camp commander)

Schinnen

I would like to thank Store Director **Ernie Stewart** of the **Schinnen Commissary**, Netherlands. This is one tremendous person who, from the time I have observed and known him, has contributed to our community in so many positive ways. He ensures that all customers are happy, no matter whom they are. He is kind, generous and giving – he works to make our community a better place and provides service that can't be beaten by anyone. Also very notable is Produce Manager **Christa Allen**. Ms. Allen is loved by all customers and contributes daily to a better community through her tremendous efforts at the commissary. We truly believe, if other customers were asked, it would be found out that she is liked and respected by many. Lastly, there is **Dennis Ferguson**, storeworker, a big, friendly bear type of person we always see on the floor. This person is one heck of a good man, kind, always helping the customer and friendly. There are not enough good words in the dictionary to describe him. He contributes to the community in so many positive ways. The commissary chain of command should take note of these people and the positive things they do for our community in so many unacknowledged ways.

Randal and Marcia Garfield



Stewart



Allen



Ferguson



Langley

I'm a military wife and mother of four. My husband is currently overseas and, unfortunately, he wasn't here today to see the shopping experience I had at **Langley Commissary**, Va. The young lady who helped me was **Clarisse Wilson**. Every time I see her, she is always so polite and pleasant. I asked her about a product that the commissary normally carries and I didn't find any on the shelf. Without any complaints, she made it her business to walk with me and my screaming children to find out what I was looking for. While asking me how my day was, she just smiled and continued to make small talk with me. I really appreciated that. I just wanted to let someone know how great of a worker they have on their hands and that she is well appreciated.

Amanda Ramirez

Lackland

I commend a cashier at **Lackland Commissary**, Texas – **Vissia Paman**. On a recent visit, I was checking out in the self-checkout line when I received a call from my wife asking me to pick up an additional item. I had no idea what this was or where to find it. I asked Vissia, who was monitoring the self-checkout line. She said she knew what it was and exactly where to find it. I asked her if I could leave the checkout and go find it. She said she would get it. [With a co-worker remaining at the checkout], she left and came back in about 30 seconds with the item. This is not the only time I have had excellent service from her. She is very alert and observant when she is on duty in the self-checkout area, not waiting for someone to hold up their hand or turn on the help light. She is quick to see anyone having a problem and to come to their assistance. She is also extremely knowledgeable about what items are stocked and where to locate them. On many occasions when I couldn't find an item or didn't know if the store carried it, Vissia always knew if the store had the item and where I could find it. Now if I need that kind of help and I see she is on duty, I go directly to her for help. I am a frequent visitor to the commissary and have noticed that Vissia is always very cheerful and enthusiastic when doing her job. I would appreciate it if this comment could be passed on to her superiors.

Chief Master Sgt. Roger Schneider, U.S. Air Force



Paman

McChord

I was using the self-service checkout at **McChord Commissary**, Wash., and the tomatoes would not go through properly. **Betsy Munoz**, sales store checker, tried as well and couldn't get it to work, so [with a co-worker remaining at the checkout], she went to the produce department, found the price, notified the manager so they could put the correct information into the system and continued to help me with my transaction. The best part was she did it all with a big smile, making my shopping experience one of the best. Thank you, Betsy!

Bonnie Taylor



Johnson

was absent, and I'm happy to see that she is back.

Anonymous

Holloman

As a former officer with more than 30 years in the military, **C.J. Johnson**, store associate, is my favorite at **Holloman Commissary**, N.M. The checkout lanes seem to just flow extra smoothly when she is there. No matter what the problem is, she always handles it quickly, professionally and cheerfully. I missed her while she

Livorno

I commend Store Director **Giuseppe Ricci** and the staff at **Livorno-Camp Darby Commissary**, Italy, for their outstanding customer service and pride in providing the community with the best commissary in Europe. The staff consistently goes out of their way for the military community.

I frequently receive positive comments from military members visiting our post from other European areas about the ease and friendly environment at the Livorno facility. Please let Mr. Ricci and his staff know that they are greatly appreciated for the services they provide and are clearly a valued resource of the Livorno military community.

Maj. Kenneth Davis, U.S. Army

Fort Jackson

So one evening I am heading into the **Fort Jackson Commissary**, S.C., and I see a cashier running out of the



Kimpton





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



Baker-Ashcraft



Middleton

building chasing after a customer. Needless to say, the customer had used the self-checkout lane and had walked off without his change - which was close to \$20. How good is that? I'd say pretty darn good, and Ms. **Sunok Kimpton** is to be commended!

Robert Weigand

Parris Island

I want to ensure these two women get acknowledged for their above-and-beyond customer service at **Parris Island Commissary**, S.C. I called the produce department this morning to order a last-minute fruit platter. I couldn't get in touch with anyone, so I called the bakery to see if they had another number for me. **Delores Middleton** in the bakery said she would take my order and walk it to produce, no problem at all. I told her I knew it was last minute, so if they couldn't fill the order, I understood - but I just asked that they give me a call. A few minutes later, **Cassandra Baker-Ashcraft** called from produce to say she got my order and she was almost done with it, so I could pick it up at my earliest convenience. Both ladies were very pleasant. I felt it was important to write in, because there were many opportunities for these ladies not to extend this level of customer service. This is not my first interaction with either of these ladies - they are always focused on the customer and meeting our needs. And oh, by the way: This all took place BEFORE the commissary was even open! Please let them know how much they are appreciated.

Crystal Hundley



▲ **NATURALLY SWEET HEART:** A customer at Camp Courtney Commissary, Okinawa, takes time in a letter (see next page) to compliment a colorful Valentine's Day display in the produce department. *DeCA photo*



Naschold

Patch Barracks

I had shopped at **Patch Barracks Commissary**, Germany, on my lunch break, took the food home and returned to work. Once I got off work, I discovered the clementines were molded, and my daughter had already eaten two of them.

I called the store and spoke to **Steve Naschold**, sales store checker, and he asked me to bring them back to the store. I informed him that I had to travel with the high school wrestling team on Saturday and would not be able to bring them back until Sunday. He told me it was OK and that I could exchange them



for another case. I'm thankful for the nice, friendly and calm response I got from Steve. He was very accommodating. Thanks for having such pleasant customer service.

Katherine Kirklin

Camp Courtney

I went into the **Camp Courtney Commissary**, Okinawa, and was surprised to see a beautiful arrangement with the apples in the shape of a heart (see photo, previous page). I have noticed over the past few holidays that the staff always works very hard to decorate, and it is heartwarming to see this much effort going into displaying our grocery items. It makes grocery shopping a joy.

Kristina Trujillo

Port Hueneme

Julie Hernandez has been an outstanding cashier since I've been going to the **Port Hueneme Commissary**, Calif. She is always smiling; she greets you and is fun just to talk to when she is checking you out. I would like to personally thank Julie for outstanding customer service, and she deserves the recognition. Port Hueneme Commissary should be proud to have employees who continually excel in customer service skills. Great job!

Neil Friedrichsen



Hernandez

Norfolk

Annette Randall, meatcutter at **Norfolk Commissary**, Va., was in the midst of filling out the depleted meat section, when I asked if she had any beef chuck eye steak in stock. She stopped, went back to the stockroom and took time to get me three packages. She had a smile and was very friendly. Her customer service was refreshing.

Timothy Egan



Randall

Fort Meade

I want to share my appreciation for **Veronica Thomas**, store associate at **Fort Meade Commissary**, Md. She is very helpful and gracious to work with. I went to see her on my visit and asked about the store's new look and checkout lines.



Thomas

Though I live in York, Pa., I still travel to the Fort Meade facility, without question. Veronica makes it a very wonderful place. Please pass on my comments to her for the outstanding job that she is doing!

Sgt. 1st Class Jeffrey Clagett, U.S. Army (retired)



Cooper



Rivera



Robinson

Mayport

I would like to recognize **Antonio Cooper, Paul Rivera** and **Olivia Robinson** and in the deli at **Mayport Commissary**, Fla., for always being helpful and friendly. They remember me and my order each time I visit. They greet me with a cheerful welcome and always are helpful, answer any questions and are pleasant to deal with every time I visit. Way to go!

Carmen Rooksberry



Veronda

Fort Sam Houston

This is a follow-up to the in-store comment card I filled out on Store Associate **Veronica Veronda** at **Fort Sam Houston Commissary**, Texas. I just want to be sure Ms. Veronica is recognized and to elaborate on my comments since there was limited space on the card. Every time she is my cashier, she is extremely friendly, polite and professional. On this particular day, she displayed outstanding customer service by voluntarily delaying her lunch time to get my special order out. I really appreciate this extra effort, as it had already been a long day. Please pass on my gratitude to Ms. Veronica for her excellent customer service and dedication.

Kevin Wolf



Zone 35 recognition program proves popular

When Zone 35 Manager **Bruce Graf** established the “Caught Doing Something Right” program (*see sample, below*), apparently he, too, did something very right.

The initiative drew hundreds of employee kudos in 2011 and continues to do so this year.

“It makes me proud to see all of the good work being accomplished by our dedicated team members,” said **David Carey**, Pacific Area director.

Graf discussed the program recently and how it came to be.

How did you come up with this idea?

I picked it up from a management course I attended years ago. The idea was originally for a manager



Graf

to catch employees “doing something right” as often as possible. I expanded the program to the entire zone as a way to make sure that our employees knew how much we valued their contributions to the DeCA mission.

I ask that each store director catch at least one employee doing something right once a week.

It’s not a requirement, but most store directors participate in the program. They send me an email telling me what the employee

did. I send the employee an email thanking them for their act, copying all other employees at the store, along with our area director, so they are recognized by their peers. If it’s a best practice, I also copy the other stores in the zone so all can benefit from what the employee has done.

What kind of response have you experienced with this program?

The employees enjoy the program and like to be recognized for their work. I sincerely believe that making sure our employees know how much we value them improves morale and reinforces pride more than anything else we do.

Review these kudos in public folders under DeCA West, then Caught Doing Something Right. ■

‘Caught Doing Something Right’:

Yokosuka Commissary, Japan

Daniel Smith
Store director

What follows is an interesting story a bit like one of those Paul Harvey pieces, “and now you know – the rest of the story.”

Yesterday afternoon I heard on the public announcement system, “Store Manager **Mike Crippen**, you have a visitor at the ID desk.” I thought nothing of it until about five minutes later, when Mr. Crippen came to my office and showed me a coin he had just received on behalf of the commander, U.S. Pacific Fleet.

The 7th Fleet had held a change of command ceremony the prior evening. There were a number of visiting dignitaries on the base for this event. There was also an event on the red brick area in front of the store. The street directly in front of the store was closed off for the afternoon, so the base bus was rerouted for the day.



Smith



Crippen

And now, the rest of the story. Mike proceeded to tell me that he saw a gentleman in civilian clothing with a shopping cart full of groceries looking very confused, walking toward the exit and asking about the bus schedule or where he could get a taxi.

Mr. Crippen explained to him where the taxi stand was, but he didn’t know the base layout or where to go. So Mike, in his typical down-to-earth, friendly style, says, “Let me help you,” and he walked the gentleman to the taxi stand, helped him load his groceries, wished him a nice day, refused a tip and brought the cart back to the store, thinking nothing of the event until he was called to the ID desk the next day. At the ID desk, the same gentleman he had helped the day before was waiting for him and introduced himself as the senior enlisted aide to Admiral Patrick Walsh, commander, U.S. Pacific Fleet. He presented the admiral’s coin to Mr. Crippen and told him that he wished more people gave the same great customer service as he was given by Mike Crippen. ■



Benefits of Schedule A hiring

Nancy O’Neill

Pacific/West Areas public affairs officer

It’s all about finding the right fit for employee, agency alike

If you’ve ever been stuck in a job that wasn’t right for you, you understand how important a good fit can be. When an employee holds a job matched well to knowledge, skills and abilities, the result is usually a more productive employee — and both the company and employee benefit.

Helping an employee find the right job is something most good supervisors do intuitively. By considering an employee’s strengths and preferences, a supervisor can help a new hire grow into areas of the business in which the worker does well and enjoys the job.

Candidate search

This was the thought process former **McClellan Commissary**, Calif., then Store Director **Nancy Robinson** went through when she was filling a management support clerk vacancy in 2009. To find the right candidate, Robinson used the Schedule A Appointing Authority 5 Code of Federal Regulations 213.3102(u) to consider candidates with a targeted disability.

Robinson hired **Jennifer Pryor** in December 2009 to fill the vacancy. Because Robinson used Schedule A Appointing Authority, she was able to select Pryor noncompetitively and fill the position quickly. Pryor’s primary responsibility is to update prices to the store’s electronic shelf label system.

Pryor is more than satisfied with her position. She says the job suits her, and Robinson hit a home run matching her to the job responsibilities.



Jennifer Pryor, management support clerk at McClellan Commissary, Calif., says her commissary work appeals to her natural attention to detail. DeCA
photo: Nancy O’Neill

Good match

“This job is perfect for me,” Jennifer said one morning in the commissary employee break room. “Routine, pattern and consistency help with my disability. I like the routine and consistency of this job. I like things in order; I’m very detail oriented.”

Jennifer has an auditory processing disorder, which she says she’s adapted to by taking copious notes when learning a new task. And she credits the three women she works with

in the office for helping her through any difficult times she’s had since coming to work at the commissary.

“**Tambra Bishop**, our lead worker, is encouraging, and she pushes me,” Jennifer said. “**Eithne Gonzales** has a knack at simplifying tasks, and she helps me through new projects; and **Theresa Sewell** is my moral support, friend and sounding board.” ▶



Jennifer Pryor credits her friends and mentors at the commissary for helping her do a great job, including Tandra Bishop, management support center lead; Eithne Gonzales, store associate; and Theresa Sewell, management support clerk. DeCA photo: Nancy O’Neill

‘Commissary language’

Not that the job wasn’t a challenge for Pryor at first. Between a mountain of DeCA acronyms and vendor names to learn, Jennifer said her first few months on the job were somewhat trying.

“I learned that the commissary has its own language,” she said. “But now that I know it, when I talk about work at home with my husband, he says, ‘What’s that?’”

All of Pryor’s former jobs were in retail sales. Her current job placement in the commissary management support office was the first time an employer selected her for an administrative position. When making the job match, Robinson looked at Pryor’s knowledge, skills and abilities.

If Robinson had considered only Pryor’s work history – all in retail sales – she might have missed the opportunity to place Pryor in the MSC job, one that requires intensely detailed work and repetitive tasks.

Valued team member

“Jennifer has become a very important part of our overall operation,” said current McClellan Commissary Store Director **Brian Aipperspach**. “She’s eager to learn and do a good job, and she helps in other areas of the management support office when asked.”

Pryor was converted to a career conditional appointment in December 2011, just two years after her initial appointment. Pryor says she still loves coming to work each day and helping to make McClellan Commissary a valued benefit for military shoppers. ■

Editor’s note: Store Director Nancy Robinson retired in December 2011 with 35 years of dedicated service.

Did you know?

Under Schedule A Appointing Authority 5 CFR 213.3102(u), when hiring mentally disabled people or anyone with severe physical or psychiatric disabilities:

- Qualified candidates who meet Office of Personnel Management’s guidelines for Schedule A can be hired noncompetitively without posting and publicizing the position or going through the competitive process.
- Candidates are held to the same performance standards as all other employees – with or without a reasonable accommodation.
- Candidates can gain competitive status after two years of satisfactory employment in a non-temporary, excepted service position.
- Individuals with disabilities are an untapped source of applicants with excellent skills sets and abilities.

For more information on Schedule A hiring, contact **Beverly White**, DeCA diversity program manager, at beverly.white@deca.mil; or 804-734-8000, ext. 48576; or visit the OPM website, www.opm.gov, and click on People with Disabilities. ■



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

Merriha Hartman-Smith

Picatinny Arsenal Commissary, N.J.

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

I am presently a cashier and training to be a lead cashier. I am very friendly and outgoing with customers in hopes of making their shopping experience as pleasurable as possible. The thing I like best about my job is the people; from my co-workers to the customers. Everyone at Picatinny Commissary is a pleasure to be around every day. I also enjoy having the opportunity to serve our military community.

How do you help make the commissary worth the trip?

I am motivated to learn as many tasks or jobs as possible, not only to enrich myself, but to be more of an asset to the commissary, which in turn helps serve the military community. I have also gained a lot of knowledge while being an employee of the commissary.

What is your professional history?

I've worked in several grocery and retail stores while my husband was stationed in different areas of the country during the past 10 to 15 years.



Merriha Hartman-Smith *DeCA photo*

What are your professional goals?

My career goals are to take on more responsibility where I can use my skills and abilities.

Who influenced your career most and how?

My daughter, Charlotte Lee, has influenced my career by making me want to do better and to strive for a better life for both of us.



Ms. Hartman-Smith is a very positive team player who exhibits a win-win philosophy. She is very efficient and thorough in her work. The combination of her high ethical standards and experience enables her to be an excellent role model for other employees.

David Kowal
Store director



Susan Bayquen

Travis Commissary, Calif.

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

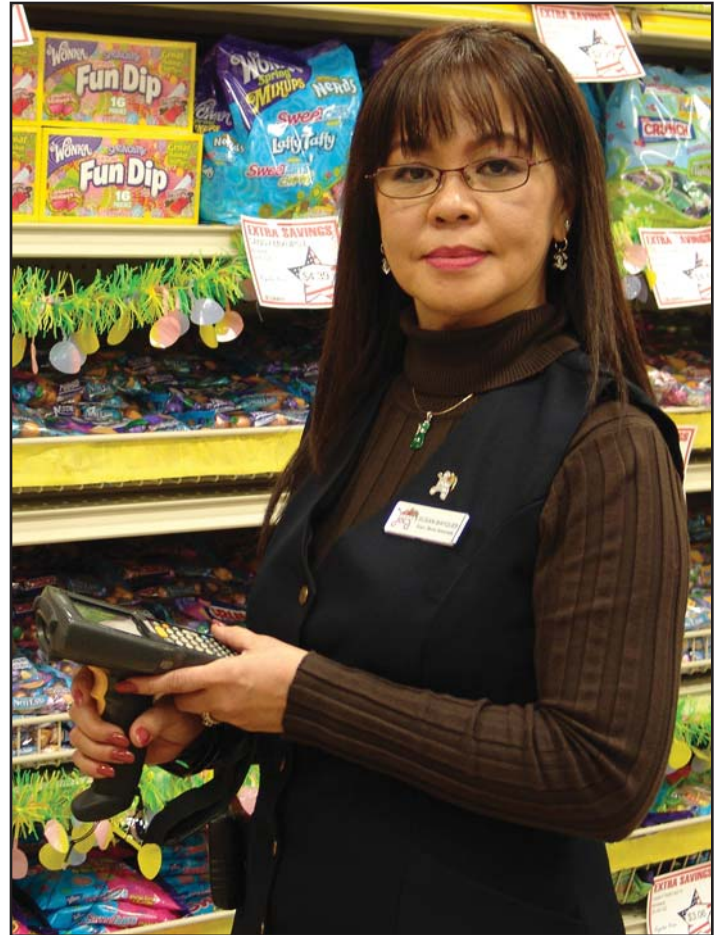
As a member of the commissary customer service support team, I have the special privilege of interacting with our customers during most of my day. When I make a customer smile by providing high-quality customer service, I feel a great sense of accomplishment.

How do you help make the commissary worth the trip?

I help make the commissary worth the trip by telling customers, as they shop, about the great deals going on in the commissary. I help customers who need directions or assistance find items in the store, and I inform them about what's currently on sale and about upcoming sales events. I make our customers' shopping experience more pleasant by monitoring popular sale items and replenishing the stock to ensure sale items are always available on the shelves when a customer is looking for them.

What is your professional history?

Along with my responsibilities as a sales store clerk on the commissary customer service support team, I am also a store associate coordinator. I train new employees as they rotate throughout the store to help them become more proficient at their jobs. I also serve as the timekeeper for the grocery department.



Susan Bayquen DeCA photo: Christiana Butte

Ms. Susan Bayquen provides exceptional customer service to everyone she encounters, which is fostered by her friendly, cheerful and helpful attitude. Her dedication and drive continue to propel her to the upper performance level. She leads by example and is admired by her co-workers for her dedication and drive. Susan recently accepted the duty of store associate coordinator. She provides support and guidance to new employees as they rotate through the departments. She takes the time to personally get to know each associate. Susan is a true professional, a caring individual and a force within the Travis Commissary. Susan provides great customer service not only to our customers but also to her co-workers.

Mitch Kennerly
Store director

Prior to working at the Travis Commissary, I worked for seven years as a lead education technician and supervisor at the child development center at Naval Fleet Activities Yokosuka and Fleet Activities Sasebo, Japan. Prior to that, I worked for three years as a lead sales associate at the commissary on Mare Island Naval Shipyard, Calif.

What are your professional goals?

I am a certified medical assistant, and I plan to continue my nursing degree in two to three years.

Who influenced your career most and how?

As a customer service support team member, I have learned immensely from the challenging tasks assigned to me by my supervisor, store administrator Ms. **Annette Corsey**. Ms. Corsey has provided me with the guidance and support I have needed to excel in my job. I'm also inspired by my family members who work in the health care industry in nursing, information technology administration and biomedical equipment repair. I'm inspired by their job experiences and their satisfaction with their careers. Because of my family, I would like to pursue my own career in the health care industry.



Camillo Valentini DeCA photo

Camillo Valentini

Naples Commissary, Italy

What do you like best about your job as merchandiser?

Meeting new people and being afforded the opportunity to work with my hands, which is my passion. When I build a display to merchandise our products for our customers, it makes me happy when they like it.

How do you help make the commissary worth the trip?

My years of experience have taught me that proper planning brings forth success. I challenge myself everyday to “think outside the box” when executing the Marketing Business Unit promotional package with creativity and “shop-a-ability” while creating meal solutions for our on-the-go customers. In doing this, I know the Naples Commissary is worth the trip for our customers.

Camillo’s passion and enthusiasm are expressed in every task he performs, whether it’s assisting a customer in locating an item or helping his fellow co-workers on the job. His skill in merchandising, down to the very last detail, does not go unnoticed by his keen eyes. His passion for woodworking and creativity in executing promotional packages have won the Naples Commissary numerous laudatory comments from patrons and peers, as well as merchandising awards. In a few short words: Every commissary needs a person like Camillo Valentini. I’m grateful that I have him here at the Naples Commissary.

Sharon Washington
Store director

What is your professional history?

I’m a carpenter by trade; and for the last 15 years, I expertly maintained the frozen and chill sections at the previous Naples Commissary that was located in Agnano, Italy, and now at our new facility. So with my carpentry skills, it’s only natural that I help build the displays for our store.

What are your professional goals?

To pursue my dream of owning and opening my own business in woodworking and furniture design. Until then, I am very happy that I can build things at our store.

Who influenced your career most and how?

My father, Rodolfo Valentini, who taught me everything I know about being a respectful, responsible and caring young man. And I try to instill these same values in my sons today. ■



frontandcenter

obits

CATHERINE "KAYE" CROWDER, Hunter AAF, Ga. (Feb. 15)
RICHARD "DICK" DOSA, MCAS Yuma, Ariz. (Feb. 15)
DEBRA HARRIS, Peterson AFB, Colo. (Feb. 10)
JOSEPH SANDOVAL (retired), Camp Lejeune, N.C. (April 8)
HARRY SOWERS (retired), HQ DeCA, Va. (April 7)
KARIN WARREN, Vilseck, Germany (April 11)

retirements

MUNEMICHI AKA, Kadena AB, Okinawa
MICHAEL BOSCH, Ellsworth AFB, N.D.
JOE GATTO, Sigonella, Sicily
EDWARD GRIFFIN, Beale AFB, Calif.
DORELL HAMPTON, FE Warren AFB, Wyo.
JEROME HICKS, Kadena AB, Okinawa
PAUL SCHNEIDER JR., White Sands MR, N.M.
HIROKO YOZA, Camp Foster, Okinawa

anniversaries

40 years
ROBERT BONNEAU, JB Charleston, S.C. (Navy)
 * **REINHOLD ERFF**, Wiesbaden, Germany
MARITA GEUTHER, Illesheim, Germany
 * **ROGER GRANGER**, NAS Oceana, Va.
 * **ARTHUR HENRY**, Fort Polk, La.
ROBERT HUGHES, HQ DeCA, Va.
 * **JAMES KIMBREL**, Camp Humphreys, South Korea
WAYNE KING, Harrison Village, Ind.



Erff (40)



Granger (40)



Henry (40)



Kimbrel (40)

ROSIE REESE, Los Angeles AFB
JAMES WINSTEAD, MacDill AFB, Fla.

35 years
ALANZO ARMOUR, Fort Polk, La.
JANICE BENNER, Shaw AFB, S.C.
GARY BIELSKI, Scott AFB, Ill.
GLORIA CROWDER, HQ DeCA, Va.
WAYMON CUNNINGHAM, Fort Campbell, Ky.
PATRICIA DAVIS, Luke AFB, Ariz.
ERNEST DOUGHTY, HQ DeCA, Va.
ROBERT DOYAL, Barksdale AFB, La.
BRUCE DUBISAR, HQ DeCA, Va.
LEE FIELDS, NAS JRB Fort Worth, Texas
DONALD FLECK, Ellsworth AFB, S.D.
LARRY HILL, JB Andrews, Md.
ROBERT HOAK-KAGEY, Fort Irwin, Calif.
ROYDEN HUNNEWELL, Moody AFB, Ga.
ROBERT JIMENEZ, JB LEWIS-McChord, Wash.
BETTY KENNEDY, Robins AFB, Ga.
GARY MCKOWN, HQ DeCA, Va.
IRIS MOJICA, Fort Buchanan, Puerto Rico
DONALD OWEN, Fort Leavenworth, Kan.
RHUBEN PETTUS JR., NS Norfolk, Va.
MICHAEL PHILSON, Fort Hood II, Texas
COLEMAN RAYNER, HQ DeCA, Va.
DAN SCLATER, Pentagon, D.C.
WILLIAM SMITH, USAF Academy, Colo.
JOSEPH STEWART, MCB Quantico, Va.
LAQUITA STRANGE, HQ DeCA, Va.
LYNETTE WANGELIN, Selfridge ANGB, Mich.
PATRICIA WILDE, Barksdale AFB, La.
NICHOLAS ZMIJEWSKI, Fort Drum, N.Y.

30 years
DOROTHY ADAMS, MCLB Barstow, Calif.
JANA ALVAREZ, Fort Bliss, Texas
REBECCA ANTICO, HQ DeCA, Va.
RONALD AUSTIN, Fort Knox, Ky.
DANIEL BEARD, Fort Knox, Ky.
DAVID BELL JR., JB Anacostia-Bolling, D.C.
PAMELA BENSON, McConnell AFB, Kan.
JUDY BLAIR, HQ DeCA, Va.
EVELYN BROWN, Fort Knox, Ky.
HIEN BYRAM, Fort Huachuca, Ariz.
MARIO CAPUTI, JB Lewis-McChord, Wash.
ANNA CHARRETTE, Selfridge ANGB, Mich.
TAKAO CHIBANA, Camp Courtney, Okinawa
ANTHONY CIVITARESE, Hanscom AFB, Mass.
JOYCE CONLEY, NB San Diego
JOAN COUNTEE, McConnell AFB, Kan.
SHIRLEY DRISCOLL, Beale AFB, Calif.
ROSA EDMONDS, Fort Benning, Ga.
DANNA ELDRIDGE, HQ DeCA, Va.
GERHARD ENDRES, Bamberg, Germany
TRINIDAD ESPULGAR, Andersen AFB, JR Marianas, Guam
STAN FERGUSON JR., HQ DeCA, Va.
RAYMOND FREDERICK, Lackland AFB, JB San Antonio
BRYAN FRISTOE, JB LEWIS-McChord, Wash.
RICKEY HALL, Fort Meade, Md.
MIKE HARGRAVE, Shaw AFB, S.C.
DELIA HARRIS, Fort Gordon, Ga.
IVORY HAYES, Shaw AFB, S.C.
FRANCIS HEFFRON, MCAS New River, N.C.
KYUNG HOBBS, Ord Community, Calif.
I SUN HOFFMANN, Aberdeen PG, Md.
EDWARD HUDSON, Tinker AFB, Okla.
ARNOLD IBANA, JB Pearl Harbor-HICKAM, Hawaii
DENNIS JOHNSTON, Fort Monmouth, N.J.
LISA KEETER, Hill AFB, Utah

RANDALL KEETON, Fort Leonard Wood, Mo.
KIM HON-SU, Daegu Camp Walker, South Korea
JON KITAGAWA, McClellan, Calif.
JOY KNIGHT, Tinker AFB, Okla.
MAX KRAFTCHICK, Zone 2, Robins AFB, Ga.
EUGENE LANTZ, JB LEWIS-McChord, Wash.
PATRICIA LASKOWSKI, Selfridge ANGB, Mich.
RICHARD LOECHEL, Fort Meade, Md.
SARAH LUCKENBIHL, Fort Carson, Colo.
VORANUS LUDEWIG, Schofield Barracks, Hawaii
GREGORY MARVIN, Holloman AFB, N.M.
MICHAELA MAZZA, FE Warren AFB, Wyo.
MARCELINO MILLARE, JB PEARL HARBOR-Hickam, Hawaii
VICKIE MILLS, Wright-Patterson AFB, Ohio
CARLA MILOT, HQ DeCA, Va.
DEBORAH NETTLE, Fort Stewart, Ga.
RONALD NUNN, Fort Carson, Colo.
PAUL PACKER, Wright-Patterson AFB, Ohio
VIVIAN PALMER, Travis AFB, Calif.
JEANNIE PELLICCIOTTI, Eglin AFB, Fla.
ANNETTE RANDALL, NS Norfolk, Va.
WILLIE RELIFORD, Luke AFB, Ariz.
KENNETH RHODES, Port Hueneme, Calif.
WILLIE RODALL JR., Fort Lee, Va.
JOANN RODRIGUEZ, Fort Sam Houston, JB San Antonio
CHARLES ROUTH, Tinker AFB, Okla.
JOAN ROWE, Fort Bragg North, N.C.
DIANE ROZELLE, NAS Lemoore, Calif.
CELINEANN RUIZ, JB Pearl Harbor-HICKAM, Hawaii
BEATRIZ SANCHEZ, Randolph AFB, JB San Antonio
PATRICIA SEWELL, McClellan, Calif.
CAROLYN SHAFFER, NSB New London, Conn.
BRUCE SHIMABUKURO, JB Pearl Harbor-HICKAM, Hawaii
JAMES SHULTS, HQ DeCA, Va.
MARIA SIMKONIS, NAS Jacksonville, Fla.
JACKIE SPENCE, Hurlburt Field, Fla.
MARGARET STANLEY, NS Mayport, Fla.
ELIDA STONE, Lackland AFB, JB San Antonio
RICHARD TAGUE, USMA West Point, N.Y.
PHYLLIS THACKER, Eglin AFB, Fla.
LC WILLIAMS, Fort Hood II, Texas
CHRISTINA WILSON, Fort Rucker, Ala.
RAPHEAL WOODLAND, Dover AFB, Del.
MARY WOODWARD, Carlisle Barracks, Pa.
YI CHAE-KYU, USAF Yongsan, South Korea
WILLIAM YOUNG, JB LANGLEY-Eustis, Va.

25 years
SHARON ALVAREZ, Fort Stewart, Ga.
BRENDA ANDREWS, Harrison Village, Ind.
LESLIE BALLARD, Fort Hood I, Texas
VELIA BASTIAN, NAS Pensacola, Fla.
VANESSA BECKER, Luke AFB, Ariz.
AZMI BENLI, Bamberg, Germany
MARY BOLAR, NAS Pensacola, Fla.
CHAYEEWAN BORIBOON, Fort Knox, Ky.
KELLY BRODY, Keesler AFB, Miss.
DEBRA BROGER, JB Charleston, S.C. (Navy)
RUSSELL BROWN, MCAS Yuma, Ariz.
TANYA BROWN, Lackland AFB, JB San Antonio
DONALD BURNETT, Travis AFB, Calif.
JERROLD BURNS, Hill AFB, Utah
VENNIA BUTTS, Fort Knox, Ky.
JOSEPHINE CARNAHAN, NB San Diego
PATRICIA CARTER, JB Anacostia-Bolling, D.C.
GWENDOLYN CHAMBERS, Fort Benning, Ga.
MARIAFE CLEMONS, USCG ISC Kodiak, Alaska



HARRY COLE JR., NAS Miramar, Calif.
DIANE COLEMAN, Peterson AFB, Colo.
SUN YE COLLINS, Redstone Arsenal, Ala.
GWENDOLYN COX, Fort Belvoir, Va.
KIM CRAWFORD, Fort Belvoir, Va.
CHERYL DANCY, HQ DeCA, Va.
BEVERLY DAVIS, Fort Jackson, S.C.
CARLA DAVIS, NAS Pensacola, Fla.
LESTER DEAN, Fort Leavenworth, Kan.
ESTHER DELGADO, Hill AFB, Utah
DEANNA DILLON, Davis-Monthan AFB, Ariz.
VILMA DIRKS, Andersen AFB, JR Marianas, Guam
JACQUELYN DIXON, MacDill AFB, Fla.
YONG DIXON, Robins AFB, Ga.
SANDRA EVANS, NAS Pensacola, Fla.
MICHELLE FROST, HQ DeCA, Va.
MARY FRYE, Dover AFB, Del.
JANICE GARLAND, Redstone Arsenal, Ala.
ANNIE GOROZA, MCBH Kaneohe Bay, Hawaii
JOSE GUARDIOLA, Fort Buchanan, Puerto Rico
LEILA GUNN, Fort Benning, Ga.
THAI GUSTIN, Fort Gordon, Ga.
MICHAEL GUTIERREZ, Scott AFB, Ill.
DUNCAN HARRINGTON, Hanscom AFB, Mass.
MAI THI HENRY, Nellis AFB, Nev.
JUAN HERRERA, Fort Sam Houston, JB San Antonio
BEVERLY HOFFMAN, Carlisle Barracks, Pa.
MARILYN HOUSTON, Moody AFB, Ga.
MARSHA JONES, Little Rock AFB, Ark.
WANDA LAMB, NS Norfolk, Va.
ACQUANETTE LASSITER, Fort Sam Houston, JB San Antonio
TINA LEAMAN, NBK Bremerton, Wash.
GRETA LEDEE, Hunter AAF, Ga.
PATRICIA LILLY, Moody AFB, Ga.
LORI LOONEY, Grand Forks AFB, N.D.
KRIS LUCAS, Fort Sam Houston, JB San Antonio
CURTIS LYNCH, NS Norfolk, Va.
KEVIN MALLOY, Wright-Patterson AFB, Ohio
DONALD McCLOUD, JB Elmendorf-Richardson, Alaska
KAREN McCOMAS, HQ DeCA, Va.
WOODROW MILLER, MCAS New River, N.C.
SHARON MITCHELL, HQ DeCA, Va.
MARK MONTGOMERY, NAS Pensacola, Fla.
JANICE MULLOY, Ellsworth AFB, S.D.
KUI HUI NEGRON, Fort Belvoir, Va.
MILDRED NELSON, NAS Oceana, Va.
LAUNICE NICHOLS, Whiteman AFB, Mo.
WILMA NIXON, Vance AFB, Okla.
REBECCA ORTEGA, White Sands MR, N.M.
NANCY PALIK, Picatinny Arsenal, N.J.
CYNTHIA PARKER, NAS Lemoore, Calif.
JAMES PARKS, Fort Lee, Va.
RICKY PARTIN, Arnold AFB, Tenn.
REBECCA PAUL-HARMON, Hurlburt Field, Fla.
SON PELFREY, JB Lewis-McCHORD, Wash.
DARETTA PERRY, NNSY Portsmouth, Va.
MARGARET PRINCE, HQ DeCA, Va.
PAUL REYNOLDS, HQ DeCA, Va.
JEANETTE RIDDICK, MCB Quantico, Va.
ANDY SALAZAR, NB San Diego
ROSIE SALDIVAR, Edwards AFB, Calif.
PENNY SINGLETON, Dyess AFB, Texas
CATHERINE SMITH, NAS Oceana, Va.
MARCIA SOTO, Dyess AFB, Texas
LARRY STILL, Eglin AFB, Fla.
PAULA SULLIVAN, NBK Bangor, Wash.
ELEANOR TAFT, JB LANGLEY-Eustis, Va.
ERROL THOMAS, JB McGUIRE-Dix-Lakehurst, N.J.
GERALD TOMASINI, Camp Pendleton, Calif.
YONNETTE TOOMER, Fort Gordon, Ga.
ELPIDIO TORQUIANO, JB Elmendorf-Richardson, Alaska



▲ **FROM OUR HEART TO YOURS: Osan Commissary, South Korea, delights customers with a display of romantic selections perfect for Valentine's Day gifts.** DeCA photo

DIANNA TRUSSELL, Arnold AFB, Tenn.
DIANNE TUSTIN, Fort Knox, Ky.
FRANK VALENTINO, JB McGuire-Dix-LAKEHURST, N.J.
DEBBIE ANN WAGNER, Fort Meade, Md.
EUGENE WENDLAND, Goodfellow AFB, Texas
KATHY WENTZ, Fort Sill, Okla.
KEITH WESTBROOKS, Goodfellow AFB, Texas
ERVIN WHITE, Laughlin AFB, Texas
SUE WILKINS, Maxwell AFB, Ala.
GEORGIA WILLIS, NSA Mid-South Memphis, Tenn.
WILLIE WINDHAM, Hunter AAF, Ga.

20 years
DIANE ALEXANDER, Fort Lee, Va.
IRMA ANDINO, JB Langley-EUSTIS, Va.
FEDERICO ANDONE, Schofield Barracks, Hawaii
NIDA BAKER, HQ DeCA, Va.
JERRY BANKS, Fort Riley, Kan.
MARILYN BARNHART, Andersen AFB, JR Marianas, Guam
EULALIA BEARD, NNSY Portsmouth, Va.
DIN BELL, Patrick AFB, Fla.
BRIAN BERUBE, NS Newport, R.I.
JANICE BOELTER, Nellis AFB, Nev.
CAROL BOLOSAN, JB Pearl Harbor-HICKAM, Hawaii
BARBARA BOYNTON, Fort Benning, Ga.
FENTON BRETT, Fort Belvoir, Va.
SALLIE BURRELL, Edwards AFB, Calif.
MARCIA CAMPBELL, MCB Quantico, Va.

ESPERANZA CASH, JB PEARL HARBOR-Hickam, Hawaii
LYDIA CHURCH, Nellis AFB, Nev.
ADELITA CIMANES, NOLF Imperial Beach, Calif.
SCOTT COLEMAN, NSU Saratoga Springs, N.Y.
MICHAEL CONWELL, HQ DeCA, Va.
TANYA COOKSEY, HQ DeCA, Va.
CARRIE COOPER, NAS Miramar, Calif.
JONATHAN COOPER, Offutt AFB, Neb.
JOHN CULP, JB Elmendorf-Richardson, Alaska
AVELINA DACANAY, Luke AFB, Ariz.
CONRADO DEJESUS, NAS Jacksonville, Fla.
TRINA DENNIS, Fort McPherson, Ga.
EVELYN EBIO, JB LEWIS-McChord, Wash.
WINNIE EDWARDS, NSE Smokey Point SC, Wash.
TERRI ELLIOTT, Rock Island Arsenal, Ill.
BRUCE ERNSTING, JB Lewis-McCHORD, Wash.
LAFITAGA ESE, Fort Bliss, Texas
DEBORAH EVANS, NAS Oceana, Va.
HARRY FARRELL, JB Anacostia-Bolling, D.C.
ROBERT FERNANDEZ, Vandenberg AFB, Calif.
THOMAS FERRARA, Patrick AFB, Fla.
ESTRELLA FISHER, Fort Wainwright, Alaska
MARGARET FLORES, Camp Pendleton, Calif.
SANDRA FLYNN, JB Charleston, S.C. (Navy)
KENNETH GANDY, NAS JRB Fort Worth, Texas
LUZ GELTMACHER, JB LEWIS-McChord, Wash.
LEONILA GLENN, Patrick AFB, Fla.
ROBERT GORDON, Robins AFB, Ga.
NANCY GUTIERREZ, Fort Sam Houston, JB San Antonio



(20 years)

ALBERTA HALL, Barksdale AFB, La.
ARCHIE HARDEN, Gunter AFB, Ala.
LIVIA HAYNES, Fort Bliss, Texas
KATHLEEN HELTON, Shaw AFB, S.C.
CHARLES HENRY, HQ DeCA, Va.
ARCHIE HOLLAND, NCBC Gulfport, Miss.
BRIAN HOOLEHAN, Camp Pendleton, Calif.
LOLA JACKSON, JB Lewis-McCHORD, Wash.
PATRICIA JACKSON, Patrick AFB, Fla.
MARINA JONES, Sheppard AFB, Texas
ALAN KUPARI, JB Andrews, Md.
NESTOR LACTAOEN, Orote, NB Guam, JR Marianas
ANNE LAMPE, Beale AFB, Calif.
GARY LARKIN, USMA West Point, N.Y.
JEANNETTE LEHOULLIER, Moffett Field, Calif.
JOSEPH LESTER, Robins AFB, Ga.
GARY LINE, NB San Diego
MIGUEL LOZANO, Fort Buchanan, Puerto Rico
DARYL LUCAS, Camp Pendleton, Calif.
PORFIRIO MARQUES, Camp Pendleton, Calif.
CARMEN MARQUEZ, JB Elmendorf-Richardson, Alaska
CYNTHIA MASON, HQ DeCA, Va.
EDWARD MAXWELL, NAS JRB New Orleans, La.
RENE McBRIDE, Dyess AFB, Texas
JACQUELINE McCLAIN, USA Forest Glen, Md.
ANNE McWILLIAMS, HQ DeCA, Va.
KYONG MEDRANO, March ARB, Calif.
MARIANNA MEHUTCS, HQ DeCA, Va.
JOAN MEYER, Beale AFB, Calif.
JAMES MIDGETT, Fort Lee, Va.
ANA MARIE MIRABAL, Fort Buchanan, Puerto Rico
MIRTA MONTANEZ, HQ DeCA, Va.
EMILIA MOORE, JEB Little Creek-Fort Story, Va.
ROMEO MORALES, Fort Belvoir, Va.
ROBERT MORGAN, McConnell AFB, Kan.
MICKEY MORIN, HQ DeCA, Va.
RENEE MOZINGO, HQ DeCA, Va.
TAMMARA MULLINS, JB LANGLEY-Eustis, Va.

JENNIFER MURRAY, MCAS Cherry Point, N.C.
BARBARA NAGMA, NBK Bangor, Wash.
NICHOLAS NARBETH, Nellis AFB, Nev.
MICHAEL NEWBURY, Tyndall AFB, Fla.
REVIS NIOLET JR., Keesler AFB, Miss.
TYRONE OAKES, NAS Pensacola, Fla.
JUAN PEREZ, Fort Buchanan, Puerto Rico
CINDY PERRY, Fort Campbell, Ky.
PAMELA PETERSON, Los Angeles AFB
LOIS PIATEK, Tobyhanna AD, Pa.
CAROLYN POWELL, Seymour Johnson AFB, N.C.
LESLEY QUESNEL, Travis AFB, Calif.
EDWIN QUINATA, Orote, NB Guam, JR Marianas
BRENDA RAHOE, Hurlburt Field, Fla.
LUZ RAYEL-STRAUB, HQ DeCA, Va.
KATHERINE RAY, Fort Rucker, Ala.
VALERIE REED, NS Mayport, Fla.
CORY REILLY, Hario Village, Japan
DORA RIVERA, JEB Little Creek-Fort Story, Va.
EDNA ROBERSON, Whiteman AFB, Mo.
ROSALIE ROBILLOS, Fort Irwin, Calif.
PEDRO ROMAN, USMA West Point, N.Y.
JIMMY ROSE, JB Pearl Harbor-HICKAM, Hawaii
DENNIS RUSSO, MCB Quantico, Va.
DENNIS SAKAMOTO, Nellis AFB, Nev.
LILLIAN SANTIAGO, NNSY Portsmouth, Va.
ANNIE SMITH, Gunter AFB, Ala.
DONNA SMITH, Fairchild AFB, Wash.
TAD SOMA, MCBH Kaneohe Bay, Hawaii
JOSEPH SPASARO, Fort Meade, Md.
MARIA STENGLE, Patrick AFB, Fla.
GLENN STIGERWALT, JB Elmendorf-Richardson, Alaska
CYNTHIA STRAIT, Fort Knox, Ky.
ANGIE STRAND, Fort Knox, Ky.
ALICE SWACKHAMER, Altus AFB, Okla.
LISA TALCOTT, HQ DeCA, Va.
MICHAEL TAYLOR, Beale AFB, Calif.
ROBERT TEDDER, Shaw AFB, S.C.
CYNTHIA TORREZ, NAS Fallon, Nev.
CHARLES TURNER, Fort Detrick, Md.
MERCY VELORIA, Orote, NB Guam, JR Marianas

RUPERTO VILORIA, NAS Miramar, Calif.
ALICIA WASHINGTON, Redstone Arsenal, Ala.
CELIA WILLIAMS, JB LANGLEY-Eustis, Va.
CHRISTINE WILLIAMS, JB Elmendorf-Richardson, Alaska
MARILYN WILLIAMS, Dover AFB, Del.
PATRICIA WILLIAMS, Ord Community, Calif.
MERLYN WRIGHT, Buckley AFB, Colo.
PAULA WYSSMAN, Offutt AFB, Neb.

15 years

NIKITA ABRAMS, Fort Jackson, S.C.
DANTE ABUNDO, NAS Pensacola, Fla.
PAMELA ALANIZ, Fort Sam Houston, JB San Antonio
ROBERT ALDRICH, Ellsworth AFB, S.D.
FREDERICK ALEXANDER, Bangor ANGB, Maine
NORMA ANDRES, Tinker AFB, Okla.
JOSEPHINE ARENA, NSB New London, Conn.
JOSEPHINE ARVISO, NAS North Island, Calif.
LOIS BAKER, Randolph AFB, JB San Antonio
DEBRA BARNES, Hanscom AFB, Mass.
DUNCAN BAXLEY, JB Andrews, Md.
DOMINGA BELANDRES, Camp Lejeune, N.C.
LOUVERTA BENJAMIN-BEST, NS Norfolk, Va.
EUGENE BRADFORD, Nellis AFB, Nev.
RAYNARD BROOKS, Fort Meade, Md.
VERA BROWN, Wright-Patterson AFB, Ohio
CYNTHIA BURR, JB Myer-Henderson Hall, Va.
DEBORAH BURSIK, Fort Drum, N.Y.
JAMES CABRERA, Fort Bliss, Texas
ADRIAN CARRANCO JR., Little Rock AFB, Ark.
SHARON CASKEY, Hill AFB, Utah
CELIA CEARNIS, Little Rock AFB, Ark.
ANDREA CHISHOLM, MacDill AFB, Fla.
MICHAEL CHISM, Nellis AFB, Nev.
ELLIOT CLARK JR., HQ DeCA, Va.
JOSEFINA CLARKSTON, JB Andrews, Md.
HERMAN COFFIN, Luke AFB, Ariz.
PATRICIA COLEMAN, USAF Academy, Colo.
VIRGINIA CORPUZ, Fort Hunter Liggett, Calif.
SHELLEY CRANDALL, Tinker AFB, Okla.
ROSE MARIE CURRY, McClellan, Calif.
ERLITO DALUZ, NAS Lemoore, Calif.
WILLARD DEATON, Wright-Patterson AFB, Ohio
YOLANDA DECAMBRA, JB PEARL HARBOR-Hickam, Hawaii
LOURDES DELACRUZ, NAS Jacksonville, Fla.
ANGELINA DELEON, Little Rock AFB, Ark.
VICTORIA DURAN, Port Hueneme, Calif.
YONG ETHRIDGE, NSF Dahlgren, Va.
MINNIE FALCON, Fort Buchanan, Puerto Rico
CAROLYN FERGUSON, Mitchel Field, N.Y.
ROSITA FERNANDEZ, Andersen AFB, JR Marianas, Guam
ANGELA FIELDS, JB McGUIRE-Dix-Lakehurst, N.J.
NELIA GARDIOLA, NAS Oceana, Va.
MARY JANE GODIN, MCAS Yuma, Ariz.
LADONNA GRABER, McConnell AFB, Kan.
MITCHELL GRIMM, FE Warren AFB, Wyo.
DIANA GROSS-BENDALL, HQ DeCA, Va.
ANNE HALFORD, Guam CDC
KIMBERLY HAMMOND, HQ DeCA, Va.
SONYA HAMPY, Whiteman AFB, Mo.
NOEL HARRIS, HQ DeCA, Va.
DANIEL HOLLAND, Fort Meade, Md.
LEONORA JACKSON-BOYKIN, Wright-Patterson AFB, Ohio
FREDERICK JOHNSON, Fort McPherson, Ga.
MONICA JONES, Fort Campbell, Ky.
ANNE JOSEPH, Mitchel Field, N.Y.
BELINDA LABRADOR, Schofield Barracks, Hawaii
YOLANDA LAPLANTE, Nellis AFB, Nev.
CHONG LAWSON, Fort Bliss, Texas
DIANA LEAF, Eglin AFB, Fla.
DIANA LEIGHTY, HQ DeCA, Va.



▲HEALTHY FUN: Fort Belvoir Commissary, Va., hosts one of several tours for the child development center in celebration of Month of the Military Child in April. A dietician accompanied the tours to share nutritional information, and Military Produce Group activities featured a theme of “Eat Like a H.E.R.O. — Healthy Eating Reduces Obesity.”
Military Produce Group photo: Josh Cassidy



▲GROCERY SHOPPING BOOT CAMP: Store Director LaVida Nethercutt, behind the register at Columbus Commissary, Miss., says the “\$10 a Day” program has the entire command wanting to participate. The store, working closely with the Airmen and Family Readiness Center, helps teach young airmen how to cook, eat healthy, budget and plan meals – on just \$10 a day. U.S. Air Force photo: Airman 1st Class Chase Hedrick

NATALIE LINDSEY, Tinker AFB, Okla.
LORI LOCKER-BROWN, JB LANGLEY-Eustis, Va.
STEPHANIE LOPEZ, NS Newport, R.I.
DONALD LOVETT, MacDill AFB, Fla.
DONNA LOZANO, Davis-Monthan AFB, Ariz.
AZUCENA LUIZ, JB Pearl Harbor-HICKAM, Hawaii
REMIGIO MARASIGAN, USCG ISC Kodiak, Alaska
DEBRA MARSHALL, NSA Mid-South Memphis, Tenn.
LORRIE MARTINEZ, Hill AFB, Utah
GREG MERGOGEY, JB McGuire-Dix-LAKEHURST, N.J.
DOMINIC MONTERO, Schofield Barracks, Hawaii
LEON NEWSOME, Fort Bragg South, N.C.
ROXANA OLWIN, MCAS Cherry Point, N.C.
RAUL ORTIZ, Port Hueneme, Calif.
CORAZON PARKER, Yuma PG, Ariz.
AMY PERKINSON, HQ DeCA, Va.
MARY ANN PETERSON, Tinker AFB, Okla.
KWANG LIM PIRTLE, Scott AFB, Ill.
KERRIE POWELL, NS Mayport, Fla.
CHRISTINA PRATER, Altus AFB, Okla.
DALYS PULLON, Little Rock AFB, Ark.
CYNTHIA RABELL, Fort Buchanan, Puerto Rico
CRYSTAL RASMUSSEN, JB PEARL HARBOR-Hickam, Hawaii
VICKI REBAR, Selfridge ANGB, Mich.

STEVEN REEDY, Eglin AFB, Fla.
MARCUS REYES-HERNANDEZ, Fort Buchanan, Puerto Rico
DAMARIE RIVERA-NIEVES, Fort Sam Houston, JB San Antonio
DIANA ROBLES, USAF Academy, Colo.
LUIS CARRERO SANTIAGO, Fort Buchanan, Puerto Rico
RODANTE SANTOS, Port Hueneme, Calif.
FRANKLIN SHOLEDICE, Zone 4, NAS Jacksonville, Fla.
JOSEPH SIMMONS, NAS Jacksonville, Fla.
RIKKA SMITH, Davis-Monthan AFB, Ariz.
WOL HUI SMITH, Peterson AFB, Colo.
QUATONYA SOLIS, Dyess AFB, Texas
DIANE STRANG, NS Mayport, Fla.
CHRISTOPHER SWANSON, Ord Community, Calif.
ERIC SWAYZEE, HQ DeCA, Va.
DARLENE TAITINGFONG, Davis-Monthan AFB, Ariz.
SHIRLEY TAYLOR, Nellis AFB, Nev.
CLAUDIA TELLONE, Patrick AFB, Fla.
NOLASCO TEMPLADO, Beale AFB, Calif.
LYDIA VALDEZ, Fort Drum, N.Y.
KAREN WALKER, Little Rock AFB, Ark.
MELITA WALKER, McConnell AFB, Kan.
TROY WALTERS, Kirtland AFB, N.M.
MERRY WASHINGTON, Davis-Monthan AFB, Ariz.

COOPER WATTS JR., JB Lewis-McCHORD, Wash.
DEAN WILLIAMS, Davis-Monthan AFB, Ariz.
HARRIET WILLIAMS, Redstone Arsenal, Ala.
ARTIE WILTSHIRE, NAS Key West, Fla.
JANNICE WRIGHT, Redstone Arsenal, Ala.
KATHLEEN YAMADA, NS Great Lakes, Ill.
RAQUEL YOUNG, Randolph AFB, JB San Antonio

10 years

DIOLITA ABEL, Kadena AB, Okinawa
LISA ADAMS, Dover AFB, Del.
MERLIE AGUILO, JB PEARL HARBOR-Hickam, Hawaii
MARY ALLISON, NNSY Portsmouth, Va.
CORA AMES, NB San Diego
MICHAEL BAKER, NAS Lemoore, Calif.
WENDY BANKS, HQ DeCA, Va.
PATRICIA BARNHART, Davis-Monthan AFB, Ariz.
CORA BAURIES, Dyess AFB, Texas
CHARLES BLEVINS, Whiteman AFB, Mo.
SHARON BOND, JB McGuire-Dix-LAKEHURST, N.J.
LATANNA BROWN, Harrison Village, Ind.
LARRIE BUNEVICH, Davis-Monthan AFB, Ariz.
DENNIS BURGOS, NS Mayport, Fla.





(10 years)

ROBERT BURROWS, Scott AFB, Ill.
MELINDA CAGANAP, NOLF Imperial Beach, Calif.
LIONEL CALVERT, JB Charleston (Air Force), S.C.
IRMA CARDENAS, Fort Knox, Ky.
MARY CARTER, JB LEWIS-McChord, Wash.
JUONG KUM COLLETT, JB Anacostia-Bolling, D.C.
REMEDIOS COPPLE, Edwards AFB, Calif.
CHRIS COPPLER, HQ DeCA, Va.
MARY COSTNER, Fort Knox, Ky.
DON CRUMP, USA Forest Glen, Md.
RONALDO CUNNINGHAM, Camp Pendleton, Calif.
MICHELE DALLAS, NSA Annapolis, Md.
MI DAVIS, NS Newport, R.I.
GEORGE DEJESUS, NOLF Imperial Beach, Calif.
CHARLES DOHERTY, Buckley AFB, Colo.
ALBERT DOLLENTE, NAS North Island, Calif.
LYLE DRONE, Fort Irwin, Calif.
KIM DWYER, Luke AFB, Ariz.
CARLTON EDWARDS, MacDill AFB, Fla.
GISELE ELISARA, NAS Whidbey Island, Wash.
ESTELLA ENNY, Ord Community, Calif.
MARIA FIELDS, Fort Meade, Md.
BECKY FLOREZ, Patrick AFB, Fla.
ALIDA FRENCH-HAMMOND, NSA Annapolis, Md.
PATRICIA FUERST, Fort Wainwright, Alaska
VERONICA GADSDEN, Robins AFB, Ga.
KIMBERLY GALVIN, HQ DeCA, Va.
LIONEL GONZALEZ, Luke AFB, Ariz.
PAUL GRANZOW, NS Great Lakes, Ill.
CYNTHIA GRAVES, Fort Leavenworth, Kan.
LIDA GUNN, Fort Meade, Md.
DONNIE HAYNES, MCRD Parris Island, S.C.

KATHERINE HILL, Columbus AFB, Miss.
SOON HOUGHTON, JB PEARL HARBOR-Hickam, Hawaii
SHONTRICIA HOUSE, Fort Sill, Okla.
MICHELLE HOUSEKNECHT, Randolph AFB, JB San Antonio
DARLENE HURRYE, HQ DeCA, Va.
COLETTE JENKINS, JB Andrews, Md.
JOHN JENNINGS, NAS Lemoore, Calif.
SUN JOHNS, Fort Knox, Ky.
CURTIS JONES, JB LEWIS-McChord, Wash.
GWENDOLYN JONES, MCB Quantico, Va.
TERRESA JONES, MCB Quantico, Va.
BERNADITA KAIHUA, MCBH Kaneohe Bay, Hawaii
JENNIFER KELLY, Kirtland AFB, N.M.
DARLENE KIRK, Altus AFB, Okla.
SHERRY KNOBBS, NSA Memphis, Tenn.
JOHN LAPSLEY, Fort Leavenworth, Kan.
KISUK LARA, MCB Quantico, Va.
VERONICA LEWIS, JB Andrews, Md.
TIMOTHY LIVENGOD, Orote, NB Guam, JR Marianas
DELORES LIVINGSTON, Cannon AFB, N.M.
DELNISE LOGAN, Schofield Barracks, Hawaii
KAREN LYONS, HQ DeCA, Va.
EMITERIO MALLARI, Los Angeles AFB
THELMA MARK, Peterson AFB, Colo.
MIKYONG MARTINEZ, McClellan, Calif.
BOBBY MILLER, Randolph AFB, JB San Antonio
BELEN MILLS, NOLF Imperial Beach, Calif.
STACY MINTER, Robins AFB, Ga.
ASHLEY MOBLEY-CARNES, Keesler AFB, Miss.
JOSE MONTANEZ, JB Anacostia-Bolling, D.C.
SALLY MOORE, Scott AFB, Ill.
PATRICK MORIN, Bangor ANGB, Maine
CARLOS MUNOZ, MacDill AFB, Fla.

BRUCE NYHUIS JR., Little Rock AFB, Ark.
CAROLYN ODEN, Fort Carson, Colo.
JENNIFER ONEAL, Fort Rucker, Ala.
KENNETH O'NEILL, Patrick AFB, Fla.
CARLOS ORTIZ, Fort Buchanan, Puerto Rico
ONELL PACHECO, HQ DeCA, Va.
ESTRELLA PAINTER, NAS Corpus Christi, Texas
LEONA PAYES, JB PEARL HARBOR-Hickam, Hawaii
JASON PETTIT, JB Elmendorf-Richardson, Alaska
GINA PHILPOT, Fort Leavenworth, Kan.
TIFFANY POULSON, JEB Little Creek-Fort Story, Va.
ANNA RAINVILLE, NB San Diego
ENGRACIA REAP, Edwards AFB, Calif.
BRENDA REYES, Fort Knox, Ky.
JASON RIVAS, NAS Jacksonville, Fla.
EVELYN ROBINSON, NAS JRB Fort Worth, Texas
LEEANN ROBINSON, NAS Fallon, Nev.
LANITRA RUCKER, Fort Benning, Ga.
SUELYNN SCHEIB, Moody AFB, Ga.
THOMAS SCOTT, MacDill AFB, Fla.
GLENN SERGEANT, Goodfellow AFB, Texas
JENNIFER SIMMONS, Tyndall AFB, Fla.
BENJAMIN SMITH, Arnold AFB, Tenn.
CORNELLIA SMITH, Fort Sill, Okla.
CORAZON SPARR, MacDill AFB, Fla.
DANIEL SPICER, NS Great Lakes, Ill.
SHERRY STANHOUSE, Tinker AFB, Okla.
NATHANIEL STERLING, Fort Polk, La.
FRANK STEWART JR., JB Langley-EUSTIS, Va.
SUNTOK STIENEN, Fort Lee, Va.
LINDA STOUT, Kirtland AFB, N.M.
SHELLEE SUZUKI, JB PEARL HARBOR-Hickam, Hawaii
TRACY SWAYZER, NAS Whidbey Island, Wash.
GERALD TAYLOR, NBK Bangor, Wash.
ANTHONY TYLER, JB LANGLEY-Eustis, Va.
RAYNETTE VALDEZ, Barksdale AFB, La.
ZENAIDA VITUG, NB San Diego
MICHAEL VOLGRAF, NS Mayport, Fla.
CARMEN WASHINGTON, NS Mayport, Fla.
VERONICA WILLIAMS, JB Charleston, S.C. (Navy)
WANDA WITHERSPOON, JB Andrews, Md.
RACHAEL WOODARD, Hill AFB, Utah
BILLY WOODS, Vance AFB, Okla.
LAURA YANCEY, Mountain Home AFB, Idaho

5 years

MARIA ADAMS, Moffett Field, Calif.
JOSEPH ALCORDO, Schofield Barracks, Hawaii
NASHINA ANDERSON, Lackland AFB, JB San Antonio
ELFRIEDE ANQUILH, JB Myer-Henderson Hall, Va.
JANICE ARMSTRONG, Fort Campbell, Ky.
EVELYN AYALA, Fort Buchanan, Puerto Rico
CYNTHIA BLUNK, JB Lewis-McCHORD, Wash.
DEVIN BOGGS, JEB Little Creek-Fort Story, Va.
CHRISTOPHER BOSSELMAN, NSB New London, Conn.
JAMES BOYES, NAS Whidbey Island, Wash.
DELVIN BREEDEN, HQ DeCA, Va.
EMILY BURNS, Fort Knox, Ky.
DEBORAH BUTLER, USAF Academy, Colo.
MONICA TETREAU, Offutt AFB, Neb.
ROGERS CAMPBELL, HQ DeCA, Va.
ROTHSTEIN CAMPBELL JR., Europe Area, Germany
AARON CHAPMAN, Kirtland AFB, N.M.
NICOLE CHAVES-HUGGINS, Kirtland AFB, N.M.
KATHERINE COLE, NAS Meridian, Miss.
HUMBERTO COLON, Fort Buchanan, Puerto Rico
LASHAUNDA COOPER, HQ DeCA, Va.



▲**SPRING BASKET:** This colorful display of spring bedding plants at Fort Sam Houston Commissary, Joint Base San Antonio, gives customers a little taste of spring blooms in late February. DeCA photo: Kenneth Dawson



◀ TAKES THE CAKE:
 Cake designer Jessica Orozco, with Military Deli and Bakery Services Inc., at Randolph Commissary, Joint Base San Antonio, created this colorful toybox cake for baby showers. Send high-resolution photos of your confection that “takes the cake” to Vision magazine, in care of: cherie.huntington@deca.mil. DeCA photo: Norman Brown

JONATHAN COUSER, JB Andrews, Md.
IRMA CRAMINS, NAS JRB Fort Worth, N.J.
ASHLEY CUFFEE, NAS Oceana, Va.
SALVATORE D'AMBROSIO, NAS Jacksonville, Fla.
KIRK DAVIS, Davis-Monthan AFB, Ariz.
JONATHAN DEFOREST, Tinker AFB, Okla.
BRIDGET DICKENS, JB Pearl Harbor-HICKAM, Hawaii
ANGELICA DIZON, Travis AFB, Calif.
DEREK EDWARDS, Fort Belvoir, Va.
STACY ELLIOTT, NAS Patuxent River, Md.
VERNAJUNE ERLICH, NOLF Imperial Beach, Calif.
LAURA FAMA, NAS Key West, Fla.
CARLISA FIELDINGS, Fort Gordon, Ga.
TINISHIA FILOIALII, JB PEARL HARBOR-Hickam, Hawaii
CASSANDRA FLETCHER, Kirtland AFB, N.M.
PHILLIPE FOREMAN, Fort Benning, Ga.
DEDE FRENCH, HQ DeCA, Va.
JOHN FUNTANILLA, JB PEARL HARBOR-Hickam, Hawaii
MELISSA GONZALEZ, Sheppard AFB, Texas
MIA HALL, Hurlburt Field, Fla.
BRIGITTE HAMILTON, NAS JRB Fort Worth, Texas
GLADYS HARWELL, USMA West Point, N.Y.
MARIO HERNANDEZ, MCAS Yuma, Ariz.
ROGER HICKMAN, JB Langley-EUSTIS, Va.
ERIC HILYARD, NAS Jacksonville, Fla.
TINA HOWELL, Fort Campbell, Ky.
SUSAN HUNN, Eielson AFB, Alaska
ROSELETTE IGNACIO, NB San Diego
WILLIE JACKO, Travis AFB, Calif.
KEISHA JACKSON, Fort Hood II, Texas
SHANDESA JONES, JEB Little Creek-Fort Story, Va.

PAMELA KALLAY, Fort Drum, N.Y.
GLORIA KAUTEN, Luke AFB, Ariz.
CHARLES KING, NS Great Lakes, Ill.
TIFFANY KING, NAS Key West, Fla.
CHRISTINE LIPHAM, Luke AFB, Ariz.
MICHAEL LOO, Fort Gordon, Ga.
JANICE LORD, Davis-Monthan AFB, Ariz.
ARTURO LOYOLA, NS Newport, R.I.
RYAN LYSAGHT, NAS Patuxent River, Md.
LELANI MALAMANIG, NB San Diego
MARLA MANSFIELD, USMA West Point, N.Y.
RAYMOND MARTIN, Columbus AFB, Miss.
KAREN McCLAIN, Fort Huachuca, Ariz.
AMANDA McDONALD, Little Rock AFB, Ark.
PATRICIA MILNE, Lackland AFB, JB San Antonio
BETSY MUNOZ, JB Lewis-McCHORD, Wash.
LINDA MYERS, Fort Jackson, S.C.
ANTHONY NOTO, Patrick AFB, Fla.
SAVAH ODEN, Fort Belvoir, Va.
RAYMOND OUTLAW, Peterson AFB, Colo.
BRIDGETT PARKER, NAS Miramar, Calif.
MARK PFAFF, Beale AFB, Calif.
KIMBERLY PHELPS, Wright-Patterson AFB, Ohio
KRISTINE POLTRICK, HQ DeCA, Va.
ALTEPETL PORATH, Port Hueneme, Calif.
PERART RAMOS, NB San Diego
ENGRACIA REAP, Edwards AFB, Calif.
STEVEN REDUS, Lackland AFB, JB San Antonio
JERMAINE ROBY, NS Great Lakes, Mich.
ANDREA RODRIGUEZ, Fort Wainwright, Alaska
MICHAEL SAELEE, Travis AFB, Calif.
SIN TAEK-KYUN, USAG Yongsan, South Korea
AARON SMITH, Fort Bliss, Texas
AUTUMN SMITH, Fort Belvoir, Va.
EDDIE SOMMELLA, JB Myer-Henderson Hall, Va.
RACHEL THOMAS, NAS Miramar, Calif.

ARTURO TORNITO, USCG ISC Kodiak, Alaska
VUONG TRAN, Moffett Field, Calif.
ESSENCE TRUMPET, MCB Quantico, Va.
ELVIA VIVAS-CHAVEZ, Nellis AFB, Nev.
CHARLES WATTS, MacDill AFB, Fla.
EDDY WATTS, NAWAS China Lake, Calif.
JOSHUA WHITAKER, Carlisle Barracks, Pa.
ERIC WHITE, NAS Key West, Fla.
IMELDA WILLIAMS, Davis-Monthan AFB, Ariz.
BARNEY WILLIS JR., MCLB Albany, Ga.
MARK WOODRING, Hill AFB, Utah
MYONG WRIGHT, Fort Campbell, Ky.
MICHELLE ZUDONYI, JB LEWIS-McChord, Wash.

top employees

Employee of the Year 2011

- * **JACQUELINE BRADSHER**, RAF Mildenhall, England
- * **MICHAEL HUSONG**, USAG Wiesbaden, Germany



Bradsher



Husong



McDonald

(Employee of the Year 2011)

- * **CHRIS McDONALD**, RAF Mildenhall, England
- * **MALIA PALMER**, RAF Lakenheath, England
- * **JEREMIAH WALKER JR.**, RAF Lakenheath, England

Manager of the Year 2011

- * **ARTHUR HIDALGO**, RAF Lakenheath/Mildenhall, England

Cashier of the Year 2011

- SAMANTHA CASTILLEJA**, Ellsworth AFB, S.D.

Employees of the Quarter

2nd Quarter 2012

- SUEKO ARAKAKI**, Kadena AB, Okinawa
- ALEJANDRA BOWERS**, MCAS Iwakuni, Japan
- ALBERTO CARAGAN**, NAWA China Lake, Calif.
- VIRGINIA CARAGAN**, NAWA China Lake, Calif.
- CHA YU-CHIN**, USAG Yongsan, South Korea
- TAKASHI CHINEN**, Okinawa CDC
- CHOE SA-KUK**, Hannam Village, South Korea
- CHONG IN-HWAN**, Daegu Camp Walker, South Korea
- MARIAH DURAN**, Fort Irwin, Calif.
- ANDREW GARRIDO**, Orote, NB Guam, JR Marianas
- KATSUMI GIMA**, Okinawa CDC
- MICHIO ISHIKAWA**, Okinawa CDC
- KIM MYONG-SU**, Camp Red Cloud, South Korea
- TAKESHI KUROKAWA**, NFA Yokosuka, Japan
- EMITERIO MALLARI**, Los Angeles AFB
- OKITAKA MEDORUMA**, Okinawa CDC
- LUPE MIRANDA**, Kanto Plain CDC, Japan
- BRIAN MORIMIYA**, Osan CDC, South Korea
- MUN SANG-YONG**, Camp Stanley, South Korea
- KOTARO NAKAMURA**, Iwakuni CDC, Japan
- RASIA QUINTANILLA**, Orote, NB Guam, JR Marianas
- DAMON RAUH**, Iwakuni CDC, Japan
- SIN TAE-SU**, Osan CDC, South Korea
- KYONG SMITH**, Camp Casey, South Korea



Palmer



Walker



Hidalgo

RODNEY TURNER, Kanto Plain CDC, Japan
RAUL VASQUEZ, Kanto Plain CDC, Japan

1st Quarter 2012

- GAYLA BARTOW**, Vance AFB, Okla.
- LIONEL CALVERT**, JB Charleston, S.C. (Air Force)
- NORMAN CHANDLER**, NFA Yokosuka, Japan
- CHOE SA-KUK**, Hannam Village, South Korea
- CHRISTINE CUNDALL**, Camp Humphreys, South Korea
- SHARON DAVIS**, JB Charleston, S.C. (Air Force)
- ADRIAN DIMLA**, MCAS Iwakuni, Japan
- SHALONA EDWARDS**, JB Charleston, S.C. (Air Force)
- KATSUHIRO FUKU**, FA Sasebo, Japan
- LESLIE GAMILO**, Riyadh, Saudi Arabia
- ANDREW GARRIDO**, Orote, NB Guam, JR Marianas
- LaDONNA GRABER**, McConnell AFB, Kan.
- VANESSA HINES**, Edwards AFB, Calif.
- SHARON HOPKINS**, March ARB, Calif.
- MERCEDITA JAUSS**, MCLB Barstow, Calif.
- LAMONT JOHNSON**, Goodfellow AFB, Texas
- ALPHONIA KENNEDY**, MCB San Onofre, Calif.
- KIM OK-MAN**, Kunsan AB, South Korea
- KIM TAE-YON**, USAG Yongsan, South Korea
- DORIS KIMMINAU**, McConnell AFB, Kan.
- HIROYUKI KIYUNA**, Kadena AB, Okinawa
- VONDA KNELL**, Sagamiyara, Japan
- EUGENE NAM**, JB PEARL HARBOR-Hickam, Hawaii
- KAZUE NISHINO**, Misawa AB, Japan
- EDWIN ODELL**, Los Angeles AFB
- LINDA POTTER**, Camp Foster, Okinawa
- BABAR RASSAQ**, Riyad, Saudi Arabia
- GEORGETTE RAVENEL**, JB Charleston, S.C. (Air Force)
- WARDELL ROSS**, Edwards AFB, Calif.
- NORA ROWLAND**, McConnell AFB, Kan.
- ROCHAUD SALLY**, JB Charleston, S.C. (Air Force)
- TOMOMARU SHIROISHI**, NAF Atsugi, Japan
- JESSI SMITH**, Richard-Gebaur, Mo.

- SO YONG-SIK**, Camp Red Cloud, South Korea
- SONG HAE-CHUN**, Camp Casey, South Korea
- LOUIS STILLE III**, JB Charleston, S.C. (Air Force)
- KINJI URAKAWA**, Hario Village, Japan
- GREGG VALENTI**, Richards-Gebaur, Mo.
- WI U-YANG**, Osan AB, South Korea
- VICTORIA WILSON**, McConnell AFB, Kan.
- YI SONG-POK**, Osan CDC, South Korea
- YU YONG-KUN**, Camp Stanley, South Korea
- YUN HWA-SIK**, Osan CDC, South Korea

1st Quarter Cashier

- IRENE DONAHUE**, Schweinfurt, Germany

1st Quarter Safety Employee

- RAYENNA HERNANDEZ**, Goodfellow AFB, Texas
- HONG CHOM-SIK**, Osan CDC, South Korea
- PEGGY JORDAN**, Beale AFB, Calif.
- MARK PFAFF**, Beale AFB, Calif.
- VICTOR SAUCEDO**, Vance AFB, Okla.
- LOIMATA TIALAVEA**, JB PEARL HARBOR-Hickam, Hawaii

4th Quarter 2011

- JARED CAYWOOD**, USAF Academy, Colo.
- PIERRE RIGGINGS**, USAG Wiesbaden, Germany

3rd Quarter 2011

- MICHAEL HUSONG**, USAG Wiesbaden, Germany

Employees of the Month

March 2012

- HONG SONG-CHOL**, Osan AB, South Korea
- DOUGLAS IVES**, Edwards AFB, Calif.
- KIM CHOL**, Camp Casey, South Korea
- KIM MYONG-SU**, Camp Red Cloud, South Korea
- KIM SANG-HYON**, Osan AB, South Korea
- KIM UN-PONG**, Camp Humphreys, South Korea
- KIM YONG-CHAN**, USAG Yongsan, South Korea
- KWON CHI-YUN**, Osan AB, South Korea



▲ **MARCH HOOPLA:** Patch Barracks Commissary, Germany, gives customers a chance to toss a few free throws near their soda display during the National Collegiate Athletic Association Final Four Men's Basketball Championship, March 31-April 2. DeCA photo



CHRISTOPHER MCKENZIE, Osan CDC, South Korea
BRIAN MORIMIYA, Osan CDC, South Korea
MUN SANG-YONG, Camp Stanley, South Korea
PAK SIN-KYU, Hannam Village, South Korea
DARLENE QUIDACHAY, Orote, NB Guam, JR Marianas
EDWIN QUINATA, Orote, NB Guam, JR Marianas
YUN SOK-MIN, Camp Carroll, South Korea

February 2012

CHONG MYONG-HWA, Osan AB, South Korea
CHONG SON-KON, Osan AB, South Korea
KIM HON-CHU, Kunsan AB, South Korea
KIM MYONG-SU, Camp Red Cloud, South Korea
KIM YONG-CHAN, USAG Yongsan, South Korea
MIN SUN-CHOL, Osan AB, South Korea
O CHUNG-CHIN, Osan AB, South Korea
PAE YONG-MI, Kunsan AB, South Korea
PAK SIN-KYU, Hannam Village, South Korea
ALANA QUENGA, Orote, NB Guam, JR Marianas
KYONG SMITH, Camp Casey, South Korea
REMEDIOS STAKE, Osan CDC, South Korea
SON SUNG-HYUN, Camp Stanley, South Korea
HERB SUNUNTA, Orote, NB Guam, JR Marianas
WI U-YANG, Osan AB, South Korea
YI KYONG-KI, Camp Humphreys, South Korea
YI YI-YONG, Osan CDC, South Korea

February Cashier of the Month

ROSINA ASARE, NFA Yokosuka, Japan
MYONG SINKUC, Misawa AB, Japan

January 2012

CHO SANG-HUN, Camp Carroll, South Korea
CHOE MI CHAE, Kunsan AB, South Korea
GLORIA FANNING, Beale AFB, Calif.
SUNUNTA HERB, Orote, JR Marianas
KIM CHI-YONG, Osan AB, South Korea
KIM CHONG-IL, USAG Yongsan, South Korea
KIM MIN-CHOL, Osan AB, South Korea
KIM YONG-CHOL, Kunsan AB, South Korea
KIM YONG-HEE, Hannam Village, South Korea
KIM YUN-CHIN, Osan AB, South Korea
H. YOO ONKYOUNG, Osan CDC, South Korea
ROSIA QUINTANILLA, Orote, NB Guam, JR Marianas
ROBERT QUITANO, Orote, NB Guam, JR Marianas
WARDELL ROSS, Edwards AFB, Calif.
SIN TAE-SU, Osan CDC, South Korea
JENNIFER SAWYERS, Camp Stanley, South Korea
ELIDA STONE, Lackland AFB, JB San Antonio
JOEY TOPASNA, Orote, JR Marianas, Guam
CRAIG TRACY, Camp Red Cloud, South Korea
ROSA UMADHAY, Orote, NB Guam, JR Marianas
YI CHI-YON, Camp Humphreys, South Korea
YI TONG-YOU, Camp Casey, South Korea
YIM YONG-HWAN, Osan AB, South Korea

December 2011

KATHLEEN ABILLE, Camp Foster, Okinawa
TRACY ALLRED, Vandenberg AFB, Calif.
MARIVIC BRIONES, Hario Village, Japan
CHANG SONG-IM, Kunsan AB, South Korea
CHOE PYONG-KANG, Osan AB, South Korea
ADRIAN DIMLA, MCAS Iwakuni, Japan
KATSUHIRO FUKU, FA Sasebo, Japan
CARMEN GARRIDO, Orote Point, Guam
ASAKO HANYU, Yokota AB, Japan
KAZUO HATA, NFA Yokosuka, Japan
MASAHIDE HIRAKAWA, Camp Courtney, Okinawa
HONG KWON-HUI, Camp Casey, South Korea



▲ RED, BITE AND CHEW: Cupcakes placed in the shape of an American flag were one of the many food giveaways available March 13 following the ribbon-cutting ceremony at Fort Riley Commissary, Kan. U.S. Army photo: Parker Rome

IM CHUN, Kunsan AB, South Korea
TAKASHI ISA, Camp Kinser, Okinawa
KIM CHONG-IL, USAG Yongsan, South Korea
NAOMI MORISHIGE, MCAS Iwakuni, Japan
ROSEMARIE OSBORNE, Camp Stanley, South Korea
PAK CHONG-TAEK, Osan AB, South Korea
ALANA QUENGA, Orote, NB Guam, JR Marianas
EDWIN QUINATA, Orote, NB Guam, JR Marianas
ANA RARANGOL, JB PEARL HARBOR-Hickam, Hawaii
TSUTOMU SAITO, Sagamihara, Japan
GERMAINE SANTIAGO, Orote, NB Guam, JR Marianas
DAVID SEELY, Camp Zama, Japan
TOMOMARU SHIROISHI, NAF Atsugi, Japan
SO YONG-SIK, Camp Red Cloud, South Korea
TAKAHIRO SUZUKI, Misawa AB, Japan
SU THOMPSON, Camp Humphreys, South Korea
HIDEAKI TOUYAMA, Kadena AB, Okinawa
HILARY TOVES, Orote, NB Guam, JR Marianas
WOO JUNG-MIN, Hannam Village, South Korea
YU SANG-HYE, Osan AB, South Korea
YI SONG-POK, Osan CDC, South Korea
YUN HWA SIK, Osan CDC, South Korea

December Cashier of the Month

ROSINA ASARE, NFA Yokosuka, Japan
KWANKAEW DANIELS, MCAS Iwakuni, Japan

November 2011

YUKO ARCHER, Okinawa CDC
ROBERT ARMEL, Okinawa CDC
MARK BARCINAS, Orote, NB Guam, JR Marianas
CHO SANG-HUN, Camp Carroll, South Korea
CHOE SONG-WON, Osan AB, South Korea
CHONG MYONG-HWA, Osan AB, South Korea
LEO GIABALVO, FA Sasebo, Japan
SYLVIA GUTIERREZ, Hario Village, Japan
EIZO IKEHARA, Okinawa CDC
INAFUKU YOSHIKAZU, Camp Foster, Okinawa
RYOKO KANO, Camp Zama, Japan
NAOHIRO KAWASAKI, Kanto Plain CDC, Japan
KIM AE-SOP, Kunsan AB, South Korea
KIM CHUNG-HWAN, Hannam Village, South Korea

KIM OK-MAN, Kunsan AB, South Korea
HIROATSU KINJO, Camp Foster, Okinawa
TAKUMA KINJO, Camp Kinser, Okinawa
MASASHI KINOSHITA, NFA Yokosuka, Japan
CHOJIN KIYUNA, Okinawa CDC
VONDA KNELL, Sagamihara, Japan
MIA KUSAKA, Camp Kure, Japan
MARK LOPEZ, MCAS Iwakuni, Japan
CRISALINA MAGBUAL, JB PEARL HARBOR-Hickam, Hawaii
TADASHI MATSUMOTO, Iwakuni CDC, Japan
TAKAHASHI MATSUZAKA, Kanto Plain CDC, Japan
HIROMITSU MIYAGI, Camp Foster, Okinawa
BRANDON MOHLER, Iwakuni CDC, Japan
JUNKO MUNAKATA, Yokota AB, Japan
KEIICHI NIKARUBE, Misawa AB, Japan
PARK SUN-HO, Camp Casey, South Korea
DARLEEN QUIDACHAY, Orote, NB Guam, JR Marianas

MARIA SANTOS, MCAS Iwakuni, Japan
MASAYUKI YONAH, Camp Courtney, Okinawa
EMI SAITO, NAF Atsugi, Japan
HITOMI SAKIHARA, Camp Foster, Okinawa
HOWARD SANTIAGO, Orote, NB Guam, JR Marianas

MICHELLE SIBINSKI, Camp Humphreys, South Korea
SO YONG-SIK, Camp Red Cloud, South Korea
NAOKI YAMAUCHI, Kadena AB, Okinawa
TADASHI YAMAZAKI, Kanto Plain CDC, Japan
YU CHIN-YOL, USAG Yongsan, South Korea
YU YONG-KUN, Camp Stanley, South Korea

November Cashier of the Month

KWANKAEW DANIELS, MCAS Iwakuni, Japan
LANYGRACE JONES, NFA Yokosuka, Japan
NOBUKO KINJO, Kadena AB, Okinawa
TADASHI MATSUMOTO, Iwakuni CDC, Japan
NATSUKO MORINO, Misawa AB, Japan
KOTARO NAKAMURA, Iwakuni CDC, Japan
TETSUO OKAMURA, Iwakuni CDC, Japan
KAYLA PARKER, MCB San Onofre, Calif.

October 2011

TRISHAMAE AVELLANEDA, JB PEARL HARBOR-Hickam, Hawaii





pro honors

Chinese New Year Display
Pacific: OSAN AB, South Korea

Coca-Cola Holiday Best Display
Central: FORT GORDON, Ga.
East: CE KELLY, Pa.
Pacific: NFA YOKOSUKA, Japan
West: MOUNTAIN HOME AFB, Idaho

Coca-Cola Super Bowl Contest
Europe: ZONE 31, Grafenwoehr, Germany
Pacific: ZONE 35, Kadena AB, Okinawa;
ZONE 36, USAG Yongsan, South Korea

Coleson Big Catch Contest
Central: NAS PENSACOLA, Fla.; SELFRIDGE ANGB, Mich.
East: NS NORFOLK, Va.
Europe: GRAFENWOEHR, HEIDELBERG,



▲ **HOSPITALITY HUG:** Store Director Phyllis Black, Cherry Point Commissary, N.C., gets a hug from Special Olympics athlete Andy Delafield, during the store's game day held annually in January. The Special Olympics is the world's largest sports organization for children and adults with intellectual disabilities, providing year-round training and competitions for nearly 4 million athletes. DeCA photo: Lowrina Bueno

SPANGDAHLEM (3rd consecutive), Germany;
RAF LAKENHEATH, England; **NS ROTA**, Spain;
VICENZA, Italy
Pacific: ANDERSEN AFB and **OROTE**, NB
Guam, JR Marianas; **DAEGU CAMP WALKER**,
South Korea; **JB Pearl Harbor-HICKAM**, Hawaii
West: DAVIS-MONTHAN AFB, Ariz.; **ORD**
COMMUNITY, NB SAN DIEGO, PORT
HUENEME, Calif.

ConAgra DeCA 20th Anniversary
Central: FORT CAMPBELL, Ky.
Pacific: NOLF IMPERIAL BEACH, Calif.; **MCBH**
KANEOHE BAY, Hawaii
West: BEALE AFB, McCLELLAN, Calif.;
MOUNTAIN HOME AFB, Idaho

ConAgra Truckload Event
Europe: HEIDELBERG, Germany
Pacific: OROTE, NB Guam, JR Marianas
West: CAMP PENDLETON, Calif.

DelMonte Pet Products Truckload
East: MCAS NEW RIVER,
N.C.; **NS NORFOLK**, Va.
Europe: RAF LAKENHEATH,
England
Pacific: ANDERSEN AFB, JR
Marianas, Guam
West: ALTUS AFB, Okla.

Frito-Lay Super Bowl
Pacific: ZONE 36, South Korea

Gatorade Sales Contest
Europe: ZONE 37, Italy

General Mills Back to School
Display
Central: GUNTER AFB, Ala.

General Mills Boxtops for
Education
East: ABERDEEN PG, Md.
Pacific: USAG YONGSAN,
South Korea
West: MCLB BARSTOW,
ORD COMMUNITY, NB SAN
DIEGO

General Mills Just Add Milk
Europe: WIESBADEN, Germany

General Mills Outstanding
Sales
Central: MAXWELL AFB, Ala.
East: HANSCOM AFB, Mass.;
JB McGUIRE-Dix-Lakehurst,
N.J.; **NSU SARATOGA**
SPRINGS, N.Y.
West: CAMP PENDLETON,
NB SAN DIEGO

General Mills Sandsational
Savings
Central: ARNOLD AFB, Tenn.;
BARKSDALE AFB, La.; NAS
PENSACOLA, NAS WHITING
FIELD, Fla.
West: OFFUTT AFB, Neb.

Hartz Your Pet, Your Family
Central: BARKSDALE AFB,
La.; **FORT BENNING, Ga.,**
LITTLE ROCK AFB, Ark.;
MAXWELL AFB, Ala.

Europe: BAMBERG, HEIDELBERG, Germany
West: EDWARDS AFB, MCAS MIRAMAR, NB
SAN DIEGO, TWENTYNINE PALMS, Calif.;
FORT WORTH, Texas; YUMA PG, Ariz.

Hartz Wounded Warrior Display
West: EDWARDS AFB, Calif.

Heinz Super Bowl Display
West: ALTUS AFB, Okla.; **NB SAN DIEGO,**
VANDENBERG AFB, Calif.

Kellogg's Crystal K Award
Pacific: DAEGU CAMP WALKER, South Korea
West: NB SAN DIEGO

Kraft Excellence in Execution
West: VANDENBERG AFB, Calif.

Monster Energy Drink Halloween Display
West: CAMP PENDLETON, Calif.

National Apple Month Fastest Apple Contest
East: CE KELLY, Pa.
Central: MAXWELL AFB, Ala.

Nestle Lean Cuisine Display
West: LOS ANGELES AFB

Purina Beneful Birthday Bash Display
Central: FORT BENNING, Ga.; **NAS WHITING**
FIELD, Fla.

Smucker's Letters to Santa Display
Pacific: JB Pearl Harbor-HICKAM, Hawaii

Smucker's Mission Breakfast Event
East: JB Langley-EUSTIS, Va.
Pacific: USAG YONGSAN, South Korea

Smucker's National Apple Contest
West: NAS CORPUS CHRISTI, FORT SAM
HOUSTON and LACKLAND AFB, JB San
Antonio; NAS FALLON, Nev.; MARCH ARB, Calif.

Snapple Creative Merchandising
Europe: HEIDELBERG, PATCH BARRACKS,
Germany

StarKist Charlie Tuna Display
Central: FORT BENNING, Ga.; **FORT RUCKER,**
Ala.
East: FORT BUCHANAN, Puerto Rico; **FORT**
MEADE, Md.; HANSCOM AFB, Mass.
Europe: KELLY BARRACKS, PATCH
BARRACKS, Germany; RAF LAKENHEATH,
England
Pacific: OSAN AB, USAG YONGSAN, South
Korea
West: FORT BLISS, FORT HOOD II, Texas;
WHITE SANDS MR, N.M.

Unilever Italian American Display
East: JB McGUIRE-Dix-Lakehurst, N.J.
West: EDWARDS AFB, Calif.; **MCCONNELL**
AFB, Kan.

Unilever Project Common Cause Display
Pacific: OSAN AB, South Korea

Organizational honors
□ Transporters at **HQ DeCA**, Fort Lee, Va.,
and **WEST-PACIFIC AREAS**, McClellan,
Calif., won multiple Department of Defense
awards for container movement in 2011. The
Military Surface Deployment and Distribution



Command honored 16 government shippers for outstanding performance with the Defense Transportation System. This included two different categories spanning three areas. DeCA captured the Medium Shipper Category for the Caribbean, and Super Shipper Category for Europe and the Pacific. During 2011, DeCA transporters successfully booked and shipped 20,216 containers to central distribution centers and commissaries overseas.

- **HQ DeCA**, Fort Lee, Va., had numerous people who participated in the Monument Avenue 10K in Richmond, Va., March 31: **Arie Ackerman, Michele Burk, Chris Burns, Andrea Coyle** (right), **Cindy Craft, Jill Craft, Russ Ellison, L. Bernae Gordon** (center), **Rebecca Haase, Gordon Jones, Teena Standard, Gordon Jones, Willie Moye, Wanda Wallace, Sheila Walton and Brandie Wells** (left).



- **FORT BLISS**, Texas, National Industry for the Blind Best Large Continental United States award
- **FORT IRWIN**, Calif., Visionary Award, National Industry for the Blind for largest percentage sales to store volume, West Area.
- **HOLLOMAN AFB**, N.M., National Industry for the Blind Best Commissary honorable mention
- **PATCH BARRACKS**, Germany, commander's coin and letter of appreciation from Special Operations Command Europe commanding general for outstanding support, including several store tours with command spouses, and support along with our industry partners to help with a memorial to honor a fallen warrior.
- **PICATINNY ARSENAL**, Md., National Industry for the Blind Partner in Excellence plaque
- **SHAW AFB**, S.C., National Industry for the Blind Excellence Award

Individual honors

□ **SVETLANA LOYD**, storeworker, and **DANIEL REIS**, supply technician, Lajes Field Commissary, Portugal, were selected as Lajes Warriors of the Week in April for outstanding service to the military community.



Loyd



Reis



▲HOLIDAY GIVING: Marcie Scipio, secretary at Fort Riley Commissary, Kan., poses Dec. 15 in front of the one-day clothing donation box she decorated. Scipio organized the drive and also collected, laundered and dispersed the clothing. U.S. Army photo: Melony Gabbert

on the move

Zone manager assignments

- **KEN CHASTAIN**, from Zone 30 (England) to Zone 18 (Southern and Central California)
- **ARNIELLE FERNANDEZ**, from Zone 1 (Louisiana, Mississippi, Alabama) to Zone 8 (Kansas, New Mexico, Oklahoma, Texas)
- **RICCARDO LIEFFORT**, from store director, JB Lewis-MCCHORD, Wash., to Zone 30 (England)
- **MICHAEL MERTZ**, from store director, Fort Meade, Md., to Zone 1 (Louisiana, Mississippi, Alabama)

Store management assignments

- **JOYCE ADAMS**, from store director, Selfridge ANGB, Mich., to Harrison Village, Ind.
- **BRIAN AIPPERSPACH**, from lead commissary management specialist, Pacific Area, to store director, McClellan, Calif.
- **KUEI BLOSSOM**, from assistant store director to store director, Lackland AFB, JB San Antonio
- **ARRIE CARSON**, from lead commissary management specialist, Central Area, HQ DeCA, Va., to store director, Fort Benning and Camp Merrill, Ga.
- **PATRICE FUNDERBURK**, from store director, NAWS China Lake, Calif., to Fort Hood 1, Texas
- **FRANK HART**, from store director, Kelley Barracks, Germany, to Chièvres, Belgium

- **CYNTHIA HERNANDEZ**, from store administrator, Fort Bragg South, N.C., to store director, Fort Irwin, Calif.
- **ED KOERNER**, from store director, NSB New London, Conn., to Holloman AFB, N.M.
- **YOUNG MONTNEY**, from grocery manager, Orote, NB Guam, JR Marianas, to store manager, Hannam Village, South Korea
- **RONALD SMITH**, from deputy director for resale activities and nonappropriated fund activities, Washington, D.C., to store director, MCB Quantico, Va.
- **JOHN TWIGG JR.**, from grocery manager to store director, Kelley Barracks, Germany
- **PATRICIA WARD**, from store manager, NSU Saratoga Springs, N.Y., to store director, Mitchel Field, N.Y.
- **ERVIN WHITE**, from store manager, NS Norfolk, Va., to store director, Laughlin AFB, Texas
- **SHARRYL WHITLEY**, from store director, Chièvres, Belgium, to MCBH Kaneohe Bay, Hawaii
- **RICHARD YOCUM**, from private industry to store manager, Dugway PG, Utah ■

CUSTOMER SERVICE WITH A SMILE: Tiziana Graziosi, Aviano Commissary, Italy, selected as the store's Cashier of the Year 2011, straightens up the self-checkout stand in preparation for on-the-go customers. Front-End Manager Julia Roveredo said, "Coupons are a great benefit to our customers, and Tiziana has mastered the coupon instructions and is able to clarify any and all questions on the subject. Ms. Graziosi is a shining example of a professional employee with **PASSION.**" DeCA photo: Chiara De Conto

