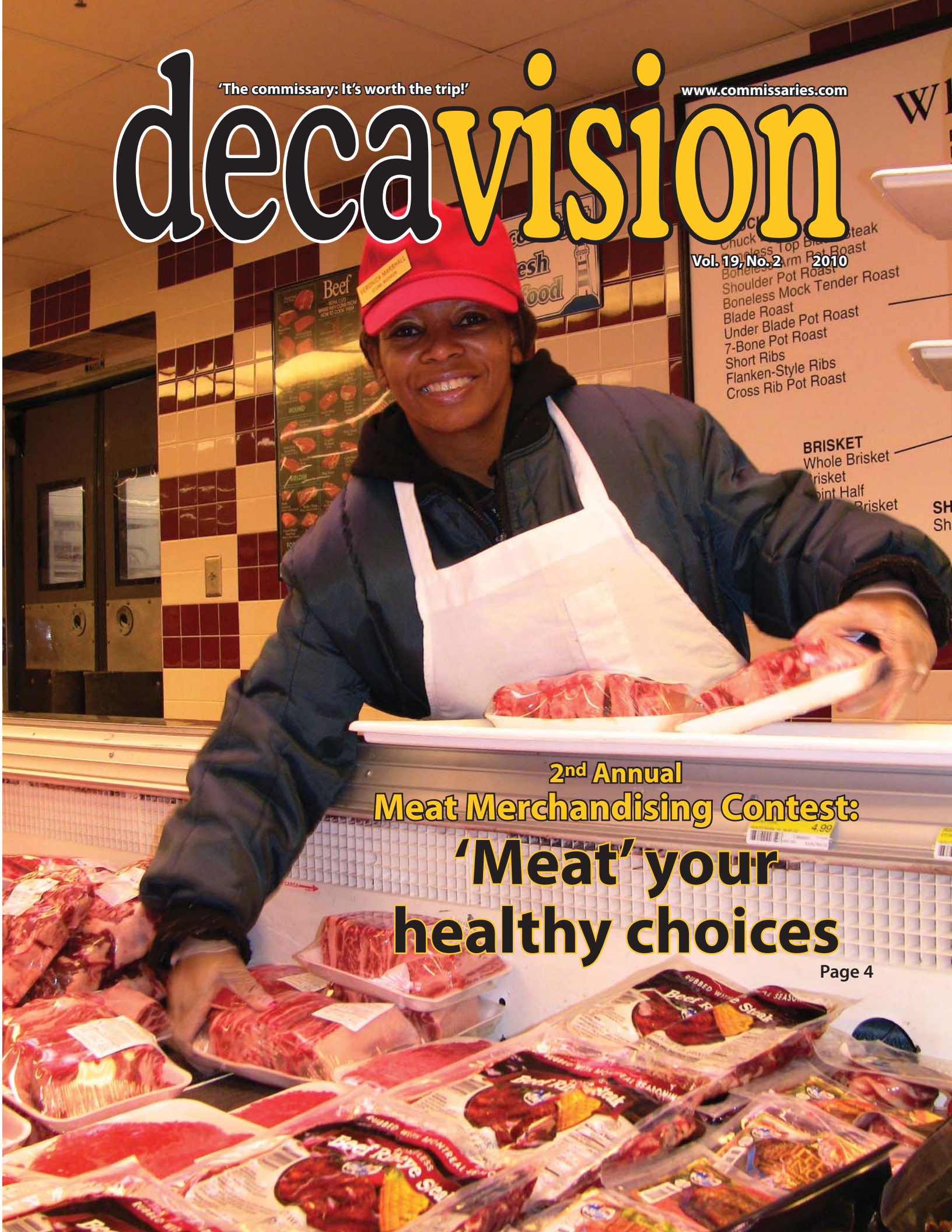


'The commissary: It's worth the trip!'

www.commissaries.com

deca**vision**

Vol. 19, No. 2 2010



- Chuck
- Class Top Brisket
- Boneless Arm Pot Roast
- Shoulder Pot Roast
- Boneless Mock Tender Roast
- Blade Roast
- Under Blade Pot Roast
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- BRISKET**
- Whole Brisket
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2nd Annual
Meat Merchandising Contest:
'Meat' your
healthy choices

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9 SUPER BOWL BLIZZARD: Quantico Commissary, Va., created a stadium with cases of soda as one of its many Super Bowl displays, but snow became the star of the show for many commissaries — see **Pages 9-14**. *DeCA photo: Leslie Ford*

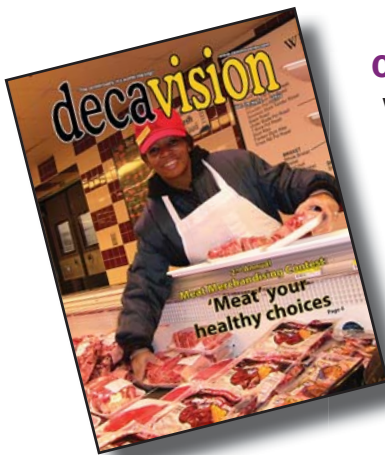
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COVER STORY: Storeworker meat wrapper **Veronica Williams**, Joint Base Charleston (Navy), S.C., stocks a case with fresh-cut items. Meat takes center stage in this issue as DeCA West sweeps all seven categories in the agency's 2nd Annual Meat Merchandising Contest, **Pages 4-8**. *DeCA photo: Rick Brink*

deca vision

Vol. 19, No. 2 2010

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fromthetop

Long, winding road

New Keesler Commissary ‘stands up’ nearly five years after Hurricane Katrina devastation

Philip E. Sakowitz Jr.
DeCA director and CEO

The recent opening of the new **Keesler Air Force Base Commissary** in Biloxi, Miss., is a great illustration of what we in the Defense Commissary Agency are all about. Here’s what I mean.

We are about providing a premier commissary benefit. Thanks to Hurricane Katrina relief funds, that’s what the Mississippi coastal region has: a \$64.5 million shopping center that houses the commissary, exchange and base pharmacy.

The April 6 grand opening came four years and eight months after the hurricane devastated the area. During that time, the commissary and exchange had been operating out of temporary facilities. The commissary was so important to the base that, within weeks of the hurricane, it quickly established store operations in a converted base club.

We are dedicated employees, who work as a team inside and outside of DeCA to provide a commissary benefit that’s “worth the trip.”

Keesler recovery operations involved folks from all echelons of DeCA – store, region and headquarters – along with our industry partners and government leaders. We all pulled together to not only set up the temporary commissary, but eventually make the new shopping center a reality.

Store Director **Gordy Harris** and his staff were seriously challenged to operate effectively in such a makeshift environment, but they had great support from their team and made even the temporary store worth the trip.

The temporary store, although not ideal, meant so much to the people of the area. Angela Greer, the last customer to shop there just before it closed for good, probably said it best. She and her husband, both retired Air Force, have shopped at Keesler since 1993. She said they were both so happy when the temporary facility opened so soon after the storm; and even though it didn’t have the selection of the former commissary, it was convenient and more than adequate to meet their shopping needs.

This brings me to my final point. The commissary benefit we provide is valued and appreciated by the military service members we are privileged to serve.



Jacoby Bruton, produce worker, MacDill Commissary, Fla., enjoys meeting DeCA Director and CEO Philip E. Sakowitz Jr. during a store tour in January. DeCA photo: James Smith

Heather Obermark, wife of an Air Force sergeant and mother of several children, commented on opening day about the extra selection of items the new store offered. She said she was grateful for the savings and selection the temporary store offered, which stretched the purchasing power of her family’s food dollars. Her comments were typical of many I received from grateful customers who were thrilled with the new store and appreciated what we provided in the interim – a commissary worth the trip – during the years after Hurricane Katrina.

As you can imagine, opening day was an exciting time for the entire community. It was my great pleasure to represent DeCA and speak to the large crowd that gathered there. The credit for such an accomplishment goes to the team I am privileged to be a part of; and I hope you feel that pride, too, as you go about the daily business of serving our nation’s military service members and their families. ■



coverstory

2nd Annual Meat Merchandising Contest ‘Meat’ your healthy choices

No matter what entrée gets you salivating at supper time – a traditional favorite such as filet mignon or something a little more on “the wild side,” such as bison burgers – you can find it at unbeatable savings at your commissary.

That quality, variety and value took the spotlight for the Defense Commissary Agency’s 2nd Annual Meat Merchandising Contest 2009.

“Merchandising talent helps remind customers that the meat department offers remarkable savings,” said **Philip E. Sakowitz Jr.**, DeCA director and CEO. “Maybe that helps you afford steak at the family gathering, plenty of turkey meatballs for that pasta dinner, or whatever you like best. And, you’ll receive the same personalized attention whether you’re buying a crown roast or a pound of ground beef.”

U.S. stores, sales band 10 to 14

First place:

Fort Bliss Commissary, Texas

Second place:

Fort Myer Commissary, Va.

U.S. stores, sales band 6 to 9

First place:

Offutt AFB Commissary, Neb.

Second place:

Fort Eustis Commissary, Va.

U.S. stores, sales band 1 to 5

First place:

Sheppard AFB Commissary, Texas

Second place:

MCAS New River Commissary, N.C.

U.S. site store

First place:

NAS Barbers Point Commissary, Hawaii,
supported by Pearl Harbor Commissary

Second place:

Fort McPherson, Ga.,
supported by Fort Gillem Commissary

Overseas store, sales band 4 to 14

First place:

Yokota AB Commissary, Japan (2nd consecutive)

Second place:

Ramstein AB Commissary, Germany

Overseas store, sales band 1 to 3

First place:

NAF Atsugi Commissary, Japan (2nd consecutive)

Second place:

Garmisch Commissary, Germany

Overseas site store

First place:

Camp Zama Commissary, Japan,
supported by Sagamiyama Commissary



Thirteen commissaries worldwide earned honors this year, judged for their performance during the contest period of June 1 through Sept. 30, 2009. Winning meat department teams are listed below by store category, including “site stores,” or small commissaries that receive fresh meats processed and wrapped at larger commissaries.

The annual competition highlights the commissary’s goal to serve as nutritional leader for the Department of Defense. Winning stores excelled in quality and team performance in areas including display and merchandising, customer education and outreach, and increased sales.

“Our theme this year was, ‘Meat Your Healthy Choices,’” said **Chris Burns**, DeCA’s sales director. “You’ll find plenty of lean, health-conscious selections at your commissary, and other favorites are well trimmed and cut to your exact preferences – at no extra cost to you.”

Results of DeCA’s 2009 Commissary Customer Service Survey, completed by more than 20,000 customers, rated meat quality and selection as 4.72 on a 5-point scale, its highest mark in DeCA history.

Congrats to winners

Store directors worldwide shared their pride in the winners’ achievements.

Atsugi: “It came as no surprise to the Atsugi team when the announcement was made that we had won,” said Store Director **Rose Castro**. “To win it two years in a row is a real honor for **Lucas White** and his dynamic team. Lucas is constantly searching for ways to enhance the appearance of his meat department. He is highly motivated, dedicated and by far the most creative meat manager I have had the pleasure of working with.”



Lucas White
Atsugi

1st place meat department leadership



Yong Apana
Barbers Point



Toshinori Ogawa
Camp Zama



Larry Brazell
Offutt



Chun-Yen Nugent
Fort Bliss



Randall Pricer
Sheppard



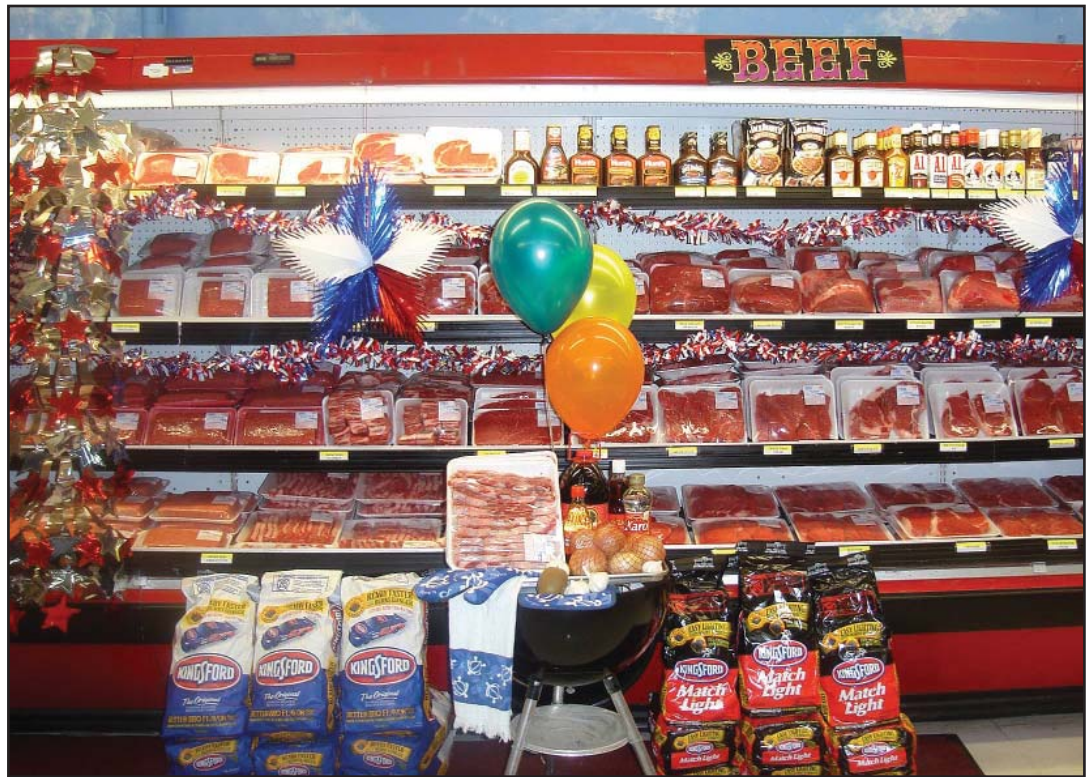
Bill Hicks
Yokota



Left, the staff at Fort Bliss Commissary, Texas, created “Healthy Choice Man,” a customer tutor to emphasize health benefits of a variety of meat selections.

DeCA photo: Michael Mena





Right, a holiday barbecue could become irresistible for shoppers passing this colorful display at Barbers Point Commissary, Hawaii. DeCA photo: Yong Apana



Camp Zama Commissary, Japan, simplifies healthy meal planning by merchandising plenty of fresh veggies to grill with an assortment of fresh meats. DeCA photo: Yoko Banko

Barbers Point: “Yong Apana and the crew at Barbers Point did a outstanding job mastering an appealing display, full of lot of excitement,” said Store Director **Rhonda Smith**. “With the many challenges we encountered at Barbers Point, I commend the team for their hard work accomplishing this award.” (Smith is now store director at Fort Carson, Colo.; Apana is supervisory store associate, Hickam Commissary, Hawaii.)

Camp Zama: “My sincere appreciation goes to **Toshinori Ogawa**, assistant store manager, for his tireless effort and giving his best for this contest,” said Store Manager **Yoko Banko**. “Also, I don’t want to forget our parent store, Sagamihara Commissary, for always being there when we need them.”

Fort Bliss: “Our first goal was to have fun with it,” said Store Director **Michael Mena**. “The fun turned into some seriousness as our team started to realize, we can win this! This was a great way to build morale, impress customers and increase sales.”

Fort Eustis: “Our meat department is one of the best,” said Store Director **Nadine Johnson**. “They constantly strive to satisfy our customer expectations while delivering an efficient benefit!”

Fort McPherson: “**Richard Allen**, the meat manager, does a great job in providing meat for our store,” said Store Manager **Marilyn Pargo**. “Team McPherson does an awesome job displaying and merchandising the display cases for our patrons.”

Fort Myer: “**Michelle Mays**, meat manager, is truly one of a kind,” said Store Director **Nancy Mitchell**. “Her creative display ideas and her



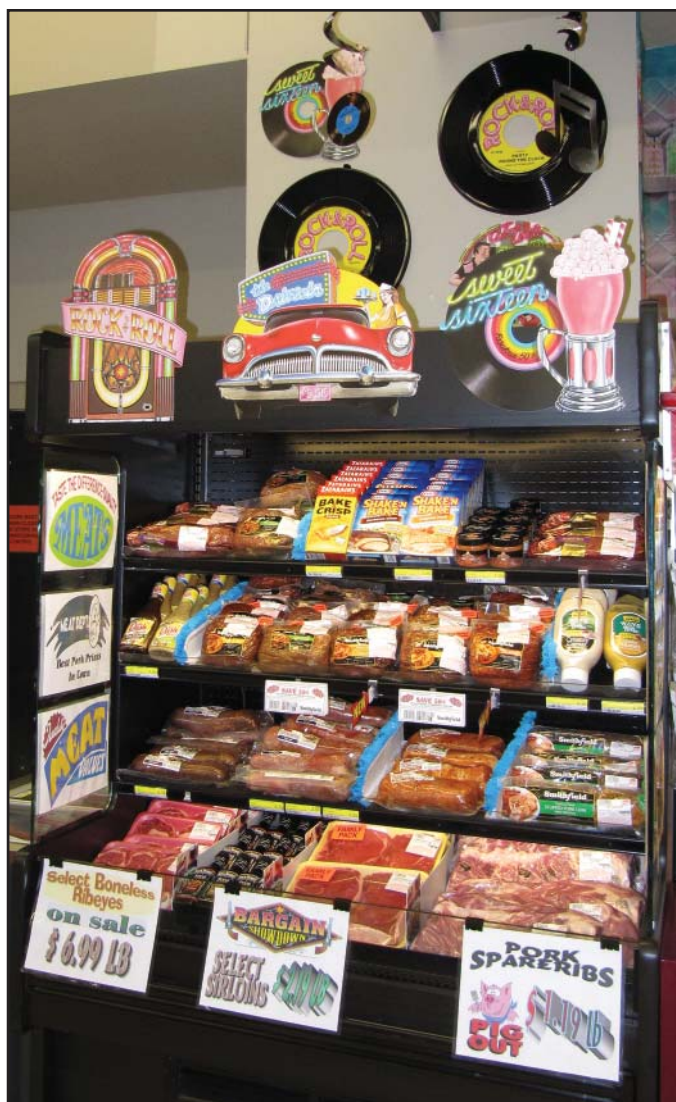
customer education programs have set her and her department at the top. Creativity plays a major impact on our customers, but what really sets her department apart is its customer service skill. The team understands the importance of commitment to our patrons and aspires to provide shoppers with the highest level of service. It's an honor to have Michelle and her staff as part of Team Fort Myer."

Garmisch: "I commend storeworker **William Campbell** and store administrator **Norbert Boehmert** for their outstanding work for the Garmisch Team," said Store Director **Belinda Little**. "We're all dedicated to making every customer's visit to Garmisch Commissary a special experience, so it's great to be recognized along the way by our peers."

New River: "It's difficult to create colorful mass displays in the meat department, so the team had to think outside the box to draw interest," said Store Director **Pat Tourish**. "The idea of a cow and pig sign was a fun way to bring attention to the department and increase sales. The entire store pitched their ideas and **Roey Taylor**, sales store checker, designed and painted the props. All meat department personnel strive to grow sales and provide excellent customer service resulting in repeat sales. I am so proud of the department."

Ofutt: "Since starting the meat merchandising competitions. I have seen such a change in our meat department," said Store Director **Anthony Chaki**. "They really get up for this wanting to show off their skills and they are having fun competing. **Larry Brazell** and his team get together and brainstorm what they're going to do, then they go out and execute their plan. I have seen so much excitement and enthusiasm in his team, and watching it all come together is great. Their submission was such fun to watch, I can hardly wait to see what they're going to do this year."

Ramstein: "**Angeleena Jaramillo** and her team did a fantastic job," said Store Director **Harry Nichols**. "They took the ball and ran with it. For



Themed sales events in the meat department create customer excitement at Sheppard Commissary, Texas. The "Bringing back the '50s" sale inspired popular selections such as "Bebop Burgers" and "Sock Hop Angus Sirloins." DeCA photo: Donna Romolton



Left, Yokota Commissary, Japan, draws customers to the meat department with interesting works of art, such as this huge C-130 transport model hanging from the ceiling. The commissary celebrates its second consecutive win in this competition. DeCA photo: Bill Hicks



2nd place meat department leadership →

an employee of her grade level, organizing and executing this contest was a phenomenal accomplishment. Thank you, Angeleena!”

Sheppard: “**Randy Pricer** and the crew were extremely excited about the meat displays they created for our customers,” said Store Director **Donna Romolton**. “The exuberance and creativity shown by Mr. Pricer exceeded any efforts I have seen in the meat department in my entire career. He involved the customer and really had fun with the themes that he chose. His dedication has continued to build the meat business here, and I really appreciate the talent and effort put forth.”

Yokota: “**Bill Hicks** and his staff take this very seriously and put significant effort into creating eye-catching displays that jump out and grab our customers attention as they enter the meat department,” said Store Director **Ronald Yoder**. “It is a significant accomplishment to win this contest two consecutive years, and I look forward to witnessing what they create for this years entry ... Can you say ‘three-peat,’ anyone?” ■



Ronald Owens
Fort Eustis



Richard Allen
Fort McPherson



Michelle Mays
Fort Myer



Norbert Boehmert
Garmisch



William Campbell
Garmisch



Ray Jenkins
New River



Larry Young
New River



Angeleena Jaramillo
Ramstein



Atsugi Commissary, Japan, helps customers understand the health benefits of bison meat and consider easy meal options. This marks the store’s second consecutive win in DeCA’s annual meat merchandising competition. DeCA photo: Lucas White



Offutt Commissary, Neb., connects with its customers’ love of Cornhuskers football to merchandise items for a tailgate barbecue. DeCA photo: Judy Ring



hotsales



MacDill Commissary, Fla, offered plenty of fresh produce snack alternatives in this display, along with a football made of peanuts. DeCA photo: Kathryn Pilley-Lynn

Super sales denied

Weather sacks 'Super Saturday' record sales streak

Some called it the “Super Bowl Snowstorm of 2010,” while others preferred “Snowmageddon” or “Snowpocalypse.”

No matter what the nickname, the storm spelled disappointing sales as heavy snow paralyzed the East Coast on “Super Saturday,” ending DeCA’s winning streak of all-time sales records on the day preceding the Super Bowl.



Super Bowl week sales % change, 2009–2010				
	East	Europe	West	DeCA
Sunday	- 5.2%	+17.4%	+25.5%	+10.5%
Monday	+14.6%	+37 %	+46.4%	+32.1%
Tuesday	+52.9%	+28.6%	+43.4%	+46.8%
Wednesday	+63.1%	+11.3%	+13.3%	+34.5%
Thursday	+27.4%	+ .8%	- 6.7%	+10.7%
Friday	-18.2%	-13.4%	-21.8%	-19.4%
Saturday	-39.5%	-15.8%	-20.6%	-29.5%
Prior 7 days' total	2.3%	4.4%	3.1%	2.8%
Super Bowl Sunday	-37.2%	-9.5%	-15.3%	-25.2%



Right, Fort Detrick Commissary, Md., goes with a big display for the big game, complete with goal post. DeCA photo: Robert Cauffman



Game-day snacks stationed near self-checkout lanes keeps shopping convenient at McGuire Commissary, N.J. DeCA photo: John Zoubra



Right, project manager James Glasper and general manager Joy Gonzalez, Mitchel Field Commissary, N.Y., don game faces and favorite jerseys. DeCA photo: Michael O'Brien



Customers can stock up for game day or every day at this huge wall of soda at Barksdale Commissary, La. DeCA photo: Pat Wilde



Redstone Arsenal Commissary, Ala., brings healthy snack selections to the front of this game day display. DeCA photo: Robin Daniel

On a brighter note, however, snow-pounded stores enjoyed strong sales earlier in the week from shoppers anticipating the huge storm.

DeCA East took the brunt of the massive storm, especially stores in Maryland, Pennsylvania, Virginia and Washington, D.C. Thirty inches of snow buried some areas, with 25 locations suffering power outages and multiple-day

closures, and estimated loss of sales of close to \$4 million. When considering the deep-South snowstorm the week following Super Bowl, affecting at least 46 stores, lost sales climbed to more than \$9.6 million in the region.

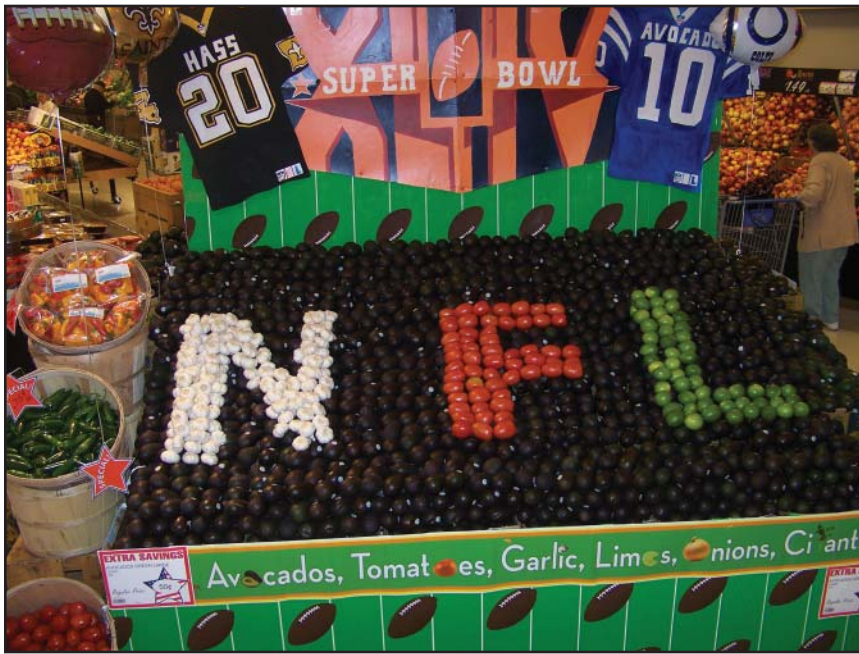
Quantico Commissary, Va., lost power on Friday, Feb. 5; it wasn't restored until early evening, Feb. 8. (See related story, Page 13.) Perishable

product losses were nearly \$300,000. **Fort Detrick Commissary**, Md., closed without power for several days as well. **C.E. Kelly Commissary**, Pa., closed early Feb. 5, remaining closed until Feb. 9. Supported by a backup generator, the store suffered no perishable losses.

Fort Belvoir Commissary, Va., suffered losses of \$128,139



Left, "essential" game-day snacks take front-and-center attention at Robins Commissary, Ga. DeCA photo: Chris Milligan



Garlic, tomatoes and limes atop a field of avocados, surrounded by baskets of more fresh produce goodies, help herald Super Bowl excitement in this inviting display at Davis-Monthan Commissary, Ariz. DeCA photo: Glynnda Krahenbill

during a 13-hour power outage on Feb. 6. (See related story, Page 14.) At **Bolling Commissary**, D.C., the wing commander visited the commissary twice during the week to thank employees who braved the weather to open the store, expressing his gratitude for their sacrifices and dedication.

DeCA West received no reprieve from bad weather, either, with store closures at **Altus, Tinker and Vance Air Force bases** in Oklahoma; **Cannon Air Force Base and White Sands Missile Range**, N.M.; and **Sheppard Air Force Base**, Texas.

As an indicator of “what might have been,” some stores that enjoyed routine weather, such as **MacDill Commissary**, Fla., recorded brisk sales for “Super Saturday.” MacDill achieved record sales of \$255,185, an increase of more than 30 percent



Fort Leonard Wood Commissary, Mo. doubles game day’s fresh produce selection via two tilt-top Euro tables, with cheese dip options tucked conveniently below. C & C Produce photo: John Lesmeister



Charleston Commissary, S.C., creates a massive chip-and-soda display to entice hungry football fans. DeCA photo: JB Rice



Fort Riley Commissary, Kan., highlights produce as the star attraction of this display. DeCA photo: Peter Howell

compared to Super Saturday 2009. **Yongsan Commissary**, South Korea, achieved a 10 percent increase in sales on the day before Super Bowl, and a 15 percent increase in the three days leading up to the big game. (See related story, Page 14.)

Read the following narratives from a few store directors — who were either buried in snow or enjoyed sales success.

Quantico: 'snow-covered chaos'

Store Director
Carrie Butler

What should have been a record-breaking Super Bowl weekend turned out to be snow-covered chaos!



Carrie Butler

On Thursday, Feb. 4, Quantico Commissary was ambushed by patrons fearing the worst:

snow! With weather forecasts calling for heavy accumulation, patrons rummaged through the aisles, scooping up commissary savings by the cartload. Sales topped \$406,994, making snow the “bread winner” at the commissary!

The sales celebration was short-lived, as the following day, Feb. 5, extreme weather conditions caused a power outage that lasted until Monday evening, Feb. 8. The loss was devastating, topping \$298,495. Management worked throughout the week, removing product while ensuring accountability.

Treacherous roads and the removal of product weren't the only battles to be fought that week. Our chill and frozen areas were now empty, and our distributor was having issues of



Carlisle Barracks Commissary, Pa., makes this snack stop impossible to resist. DeCA photo: Steve Oldham



its own. With icy, snow-covered roads, MDV Nash Finch was unable to provide deliveries until late into the week.

After a long, hard recovery, we succeeded in reopening Friday, Feb. 12. Most patrons were unaware of the challenges we had overcome, but all were grateful to have their commissary open once again.

Fort Belvoir: 'massive effort'

Store Director Antonio "Tony" Matthias

We were poised to do some serious business, but ...

The store was very well stocked. We had at least five demos from different vendors lined up on Friday and Saturday, and extra employees were scheduled for the



Tony Matthias

anticipated crowd both days. The colorful and massive displays we had in the store of chips, dips, chicken wings, meat balls and veggie trays were all for naught.

Once the storm hit, because of road conditions, we could do

nothing until the post authorized us to get back on the base. The phone calls and constant coordination with post officials kept us in the loop and helped ensure, once we reopened, that deliveries and resources were where they needed to be.

It was a massive effort and everyone – government employees; our distributor, MDV Nash Finch; CAV International contract stockers and cleaners; vendors and reps helped us maintain the level of produce and support our patrons deserve. What a great experience, to show that a little snow, 30-plus inches, cannot keep Fort Belvoir Commissary from making the commissary worth the trip.

Yongsan: It takes a village

Store Director Matthew Whittaker

The secret to success was teamwork, communication, creativity and a lot of fun. We had a lot going on, spread throughout the store. Zone Manager **Wayne Walk** made a wise suggestion to bring it all together en masse and create a Super Bowl party one stop. The light bulb went on, and the wheels got rolling. We explained this concept to the vendors and gave them the



Matthew Whittaker

freedom to work their magic along with our team, and the result was a huge Super Bowl Party Zone.

The project generated a lot of excitement – it created

an opportunity for every vendor to join in the fun in the prime location in the store during one of the busiest weekends of the year. This excitement translated into excited customers, not only because it was a very cool display, but also the savings were fantastic. The store team and vendors made it happen quickly, because this all took place on Wednesday and Thursday leading into Super Bowl weekend. We had a lot going on in the store, as most stores do, but we got customers in the mood for football the moment they walked in the door.

But, if you ask anyone around here, Super Bowl weekend was just business as usual. This is true because every weekend is Super Bowl weekend at Yongsan. Our folks do it right, day in and day out, no matter the occasion. ■

Miramar Commissary, Calif., capitalizes on stunning color breaks in this display. *Coast Produce photo: Steve Morgan*





Harrison Village Commissary, Ind., offered fans a garden-fresh spread of veggies for Super Bowl snacking. Clockwise from bottom left are Tolualii Gardner, storeworker; Greg Sienerth, acting produce manager; Jenny Willis, store associate; and Courtney Hoskins, student associate. DeCA photo: Sharon Harris

Healthy choices prevail

Nutritious snacks, meals score Super Bowl win

Karen Hawkins
DeCA dietitian

What do 90 percent extra lean ground beef, bananas and grapes have in common? They all top the list of items sold both the day and the week before Super Bowl XLIV.

The weather may have kept some folks away, but it didn't stop those who showed up with their game plan on to buy better-for-you foods for game day. Not to stop there, many other items — such as boneless chicken breast, sushi and ground buffalo meat — made the top 20 list.

Talk about a dietitian's dream come true! This made my day to see that our customers are not only asking for better-for-you-foods, they are buying them in quantities causing them to top the list during one of the biggest shopping events of the year.

Some of the other top 100 sellers included: tomatoes, cucumbers, apples, oranges, avocados, strawberries, sweet potatoes, green onions and baby carrots. Notice a trend here? All of these foods are found in the produce area.

So why does a dietitian get so excited about seeing all these delicious fruits and vegetables on the top 100 list? They are packed with nutrients, high in fiber and low in calories, unless you deep fry or douse them in sauce or butter. ■



Karen Hawkins

Super Bowl Top 20

Top-selling items by sales, day prior to game day

1. 90% extra-lean ground beef
2. Bananas
3. 81% lean ground beef
4. Chicken wings
5. Skinless, boneless chicken breast
6. Pork spareribs
7. Pepper turkey breast
8. 93% value-pack ground beef
9. White seedless grapes
10. Red seedless grapes
11. Jumbo chicken wings
12. Sushi
13. Rib-eye steak
14. Processed cheese loaf
15. Buffalo chicken wings
16. Beef stew meat
17. Ground buffalo
18. Skinless chicken breast
19. Chicken tenderloins
20. Cola

(Week prior top 20 seller list closely mirrors day-prior list, with addition of boneless pot roast, vine tomatoes and cigarettes.)



futurenow

Chièvres

New store delivers ‘huge quality-of-life boost’



Susanne Heatwole, storeworker from Menwith Hill Commissary, England, helps ready signage for opening day. DeCA photo: Gerri Young



A fresh pepper display spices up the chilly day for Chièvres Commissary customers for the grand opening. DeCA photo: wallyimages.com



These enclosed, energy-efficient freezers, a low-profile style commonly called “coffin” cases, are built to European specifications and are not available in the United States. Coffins require more space than upright freezers but are thought to give customers a better line of sight to product assortment. DeCA photo: wallyimages.com

After years of grocery shopping in an aircraft hangar, tent or temporary building, customers in the Chièvres, Belgium, community can finally shop in a purpose-built commissary.

The new \$16 million store opened its doors Jan. 20 to eager customers braving a long line and frosty temperatures for the chance to be among the store’s first shoppers. Opening day sales totalled more than \$56,000, more than double the same day’s business in 2009.

The 48,000-square-foot facility is nearly 13,000 square feet larger than the old store. It features a deli with sandwiches made to order, rotisserie chicken, self-serve bakery, salad bar and an area with doughnuts and coffee.

“This new commissary is a huge quality-of-life boost to all of the soldiers living in this community,” said **Sgt. Maj. Linda Ricker**, DeCA Europe senior enlisted advisor. “It’s especially nice for the soldiers and their families living in the lodge. They can walk here, shop, and then use the kitchenettes in the lodge. So families can save money as they are transitioning.” (See related photo, back cover.) ■



Team Chièvres and DeCA augmentedees from four countries stand ready to welcome customers to the new commissary. DeCA photo: Robert Byrne
Right, the store awaits customers who will arrive the next day to explore their new store for the first time. DeCA photo: wallyimages.com



Left, Zone 30 Manager Ken Chastain rolls up his sleeves and helps hang signage, putting the finishing touches on Chièvres Commissary for grand opening day. DeCA photo: Gerri Young



Completed in December, a \$7 million renovation gave Alconbury Commissary, England, better lighting, wider aisles and a new floor. Below, ribbon cutters include Zone 30 Manager Ken Chastain, Store Director Paula Bennett, Base Commander Col. Amy Hammond, and Deputy Director Cheryl Conner, DeCA Europe. The store scored record sales of nearly \$43,000 that day. *DeCA photos: wallyimages.com*

Alconbury

Major renovation delights customers



Customers enjoyed some celebratory cake and sparkling cider after opening day festivities. ■





peoplealways

Tuskegee heritage

Patrick cashier honors family patriot

Tamara Eastman
Deputy historian

When the staff at **Patrick Commissary**, Fla., created their Black History Month display this year, it represented both a historical tribute and a unique labor of love: It honored a commissary employee with his own special place in history.

Cashier **Johnny Walker** is the nephew of one of the original training instructors of the Tuskegee Airmen, the nation's first African-American airmen. Not only did they fight the Germans in World War II, they fought the racial prejudice of the day just to earn the right to fly in combat. The armed forces themselves were still segregated – a fact the men from Tuskegee would help to change.

Walker began working for DeCA in 1993 as a cashier at Elmendorf Air Force Base, Alaska. He later held the same position at Fort Stewart, Ga.; in Hawaii, at both Hickam Air Force Base and Naval Base Pearl Harbor; and now at Patrick.

He credits many of his life's successes to his uncle, James "Muscles" Wright, to whom he turned for advice on many occasions. Wright earned his



Johnny Walker, cashier at Patrick Commissary, Fla., pays tribute to his uncle in this special display. A skilled pilot, James "Muscles" Wright served as an instructor for the Tuskegee Airmen. DeCA photo: Thomas Ferrara



nickname from his ability to single-handedly move a P-51 Mustang fighter aircraft, a task that normally required at least two men.

Winds of change

Wright's flying career began in July 1941, at a tumultuous and ominous moment in history. Nazi concentration camps had established full operations; Germany had conquered much of Europe and invaded Russia; and Japan would soon bomb Pearl Harbor. Many Americans recognized war was coming, and enlistment in the armed services began to increase.

A student at what is now Savannah State in Georgia, Wright answered an ad inviting young black men to the Tuskegee Institute in Tuskegee, Ala., to train with the Army Air Corps. The sixth in his class to become certified, he was one of the 994 pilots who graduated from the program between 1941 and 1946. Wright soon became one of the first instructors for the Tuskegee Airmen.

Wright worked alongside Daniel "Chappie" James, a decorated military pilot who became the nation's first black four-star general. Walker jokingly related how his uncle told young James he was "too big to fly."

Distinguished service

Throughout their history, 66 Tuskegee Airmen died in aerial combat and another 32 were shot down and captured. The German Luftwaffe pilots referred to them as "Schwartzte Vogelmenschen,"



Pilot James "Muscles" Wright kneels in the front row, far right, with his fixed-wing classmates at Tuskegee Institute. The late Wright's nephew, Johnny Walker, works at Patrick Commissary, Fla. *Courtesy photo: From "Black Knights: The Story of the Tuskegee Airmen," by Lynn M. Homan and Thomas Reilly, © 2001, used by permission of the publisher, Pelican Publishing Company Inc.*

or "Black Birdmen," whose flying and fighting abilities they knew and respected. Because the Tuskegee men flew red-tailed P-51 long-range fighters, American bomber crews referred to them as "Red Tailed Angels." The P-51s served as guardian angels, accompanying the bombers over hostile airspace. That trust in the "angels" was well-placed: Remarkably, not one of the many bombers they protected was ever shot down by enemy aircraft.

Ultimately, the Tuskegee Airmen received 95 Distinguished Flying Crosses, a Legion of Merit, one Silver Star, two Soldier's Medals, eight Purple Hearts, 14 Bronze Stars, and 744 Air Medal clusters. They effectively shattered the myth that African-Americans lacked the skills needed to be ace pilots. Their perfect record as bomber escorts helped convince President Truman to end segregation in the military.

'Watch your airspeed'

Walker is obviously proud to be the nephew of a courageous patriot who made such important contributions to his country's progress, helping to end both the war in Europe and segregation in the armed forces. Inspired to fly after hearing the stories his uncle handed down through the years, Walker obtained his own pilot's license in 1991.

Walker called his uncle often, asking for advice on flying, which his uncle was more than happy to offer, until his death in 2008. When asked what he'd consider the best advice he credits to his famous uncle, without hesitation he replied, "Relax ... and watch your airspeed." Walker says he lives by these words every day ... and they are excellent advice for everyone at DeCA. ■



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

Altus

(Editor's note: The wing commander at Altus Air Force Base, Okla., writes about what is being called the worst blizzard in Oklahoma history.)

I extend a special "thank you" to DeCA, and in particular, Store Director **Drew Peach** and his team at **Altus Commissary**, Okla., for their superior, steadfast support of our military community. While they shine every day with their positive customer service, store cleanliness and willingness to adapt to customer needs, they certainly went above and beyond in their support during the Dec. 24 blizzard. Mr. Peach and his team could have easily called it a day and closed the commissary. However, the store staff realized that on such a day, with the holidays on our doorstep, the community would need access to the commissary, so it stayed open throughout the day. Mr. Peach wisely sent home all but a minimum crew, but our commissary remained open until 5 p.m., much to the relief of many military families. While this was a unique event, it is just one example of the great support and working relationship we have with Altus Commissary. My hat is off to them for their support of the mighty 97th Air Mobility Wing. *Col. Jon Thomas, U.S. Air Force*



Drew Peach

Drew Peach is now store director, NAS North Island, Calif.; see Page 35.

(Letters are edited for length and clarity.)



Yong Ae Bishir

Yongsan

I want to thank **Yong Ae Bishir**, sales store technician at **Yongsan Commissary**, South Korea, for the wonderful job she does. She always greets you and smiles when you enter her checkout lane; her attitude is always positive. She makes my day when I shop at the commissary because of her efficiency, helpfulness and friendliness. I also noticed

customers in front of me received the same service. Thank you, Ms. Bishir.

Tech. Sgt. Juan Nunez, U.S. Air Force (retired)

Grafenwoehr

I went to **Grafenwoehr Commissary**, Germany, to pick up a meat tray that I had ordered. When I got to the deli counter, I discovered I had requested the wrong pickup date, one week late! **Sharlyne Wermter** assured me that it was no problem and got to work, with just a half hour until closing time. With a full counter of customers, **Wesley Barnes** stepped up to the task to do the work of two while Sharlynn prepared the platter. While all of this was going on, **Melanie Baeumler** squared me away with all of



Wermter



Baeumler





Gary Bufalo

Sigonella

We've been here at **Sigonella**, Italy, for one year and cannot believe the changes in our commissary. Store Director **Gary Bufalo's** positive attitude is contagious. The employees are so pleasant and friendly. The store looks much better, less cluttered, and the "WOW" signs pointing out sale items make my shopping

experience much easier with my two toddlers – those signs always make us laugh. I have to admit we find ourselves in the store much more often, and while grocery shopping used to be a dreaded task, it is now much more enjoyable. Thanks for making our store a better place to shop.

Angela Dooney

the bread and rolls needed for 75 people. The three of them had my order filled and me out the door in 30 minutes. I appreciate their commitment and friendly attitudes. Thank you very much!
Sgt. 1st Class John Baczynski, U.S. Army

Fort Hood I

I just felt the need to acknowledge the fact that **Martha Flores**, meatcutter at **Fort Hood I Commissary**, Texas, was very helpful to me and another customer today. Another customer and I waited for several minutes for assistance in the produce department when I finally walked over to the meat department where I asked Martha if there was anyone in the produce department to help us. She dropped what she was doing and immediately focused 100 percent of her attention on getting help for us, and when she couldn't find anyone, she tried to help us herself, even though she wasn't familiar with the items we were looking for. She actually seemed concerned about customer service. I hope something is said or done to let Martha know what a terrific job she is doing.
Marlene Maciborski



Martha Flores

Fort Belvoir

I want to recognize one of your cashiers, **Lee Yeager**, at **Fort Belvoir Commissary**, Va. She is an excellent employee who has been extremely helpful on numerous occasions. She is friendly, professional, and courteous. Her patience and kindness are greatly appreciated. She is an outstanding ambassador for DeCA at Fort Belvoir who makes the overall commissary experience very positive.
Maj. Alan Hupp, U.S. Army



Lee Yeager



▲ **'WOWING' CUSTOMERS:** Sales at Sigonella Commissary, Italy, remain on the rise, attributed in part to Store Director Gary Bufalo's "wow" signs. He said customers love the signs (see letter, above) and that he picked up the idea while managing a superstore in the private sector. *DeCA photo: Gary Bufalo*



Miramar

I have been shopping at **Miramar Commissary**, Calif., for more than 21 years, making an average of four shopping visits per month. Recently I had the pleasure of meeting cashier **Gwendolyn Lewis-Parker**. I was headed to her checkout position when she stepped out into the aisle and welcomed me into her lane with a smile and a warm greeting. She was very pleasant and expeditiously processed my order and the numerous coupons I presented to her. She was efficient and courteous. At the conclusion of my transaction, she thanked me for my service and for shopping at the commissary. I have met many commissary employees, but I have never met such a warm, friendly and competent person. If you have an employee recognition program, I wholeheartedly nominate Gwendolyn Lewis-Parker. Thank you.

Maj. Andrea Granados, U.S. Marine Corps



G. Lewis-Parker



Irma Perez



Kelly Stephens

Yokota

I want to thank two of your outstanding sales store technicians, **Irma Perez** and **Kelly Stephens**, at **Yokota Commissary**, Japan. These two wonderful, pleasant and helpful people stopped their busy chores to assist me with a shopping dilemma. I was tasked to purchase items from a lengthy shopping list and was experiencing difficulties finding all of the items. These two patient employees went the extra step to help me. They cheerfully spent time with me so I could complete my shopping list in a timely manner, without the additional frustration I was already experiencing. They took me to the many places where the items were located and made sure that if the items were in the storeroom, they brought the items to me. They showed me the English translations made for the Japanese food section. The translations are extremely useful for those with limited or no Japanese language abilities. This is another great thing that this store does for its customers. This is the second time the employees at this particular store have gone the extra 100 miles in the name of customer service. Please convey my gratitude for services well done.

Frank Silvas

Sheppard

My husband and I shop every few weeks at **Sheppard Commissary**, Texas, and we want to comment on the meat department. Manager **Randy Pricer** is especially helpful. Along with meatcutters **Mike Lindsey** and **Benny Swinney**, and meatcutter leader **Kenny King**, Randy is very attentive to customer needs. Randy answers our questions and helps us with bulk sales. He helps us find what we are looking for, and we really appreciate the quality and freshness of the meat. Of all the commissaries we have used in our career, Sheppard Commissary is the very best.

Lt. Col. James Carelock, U.S. Air Force (retired)



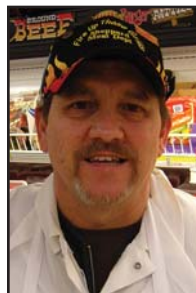
Randy Pricer



Mike Lindsey



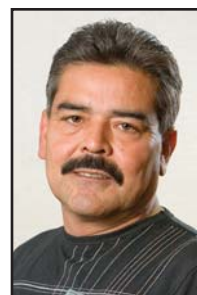
Benny Swinney



Kenny King

Pensacola

I stopped by **Pensacola Commissary**, Fla., to speak with Store Director **Gabriel Lugo** regarding a few coupon acceptance issues that I had encountered. I was pleasantly surprised that he took 30 minutes out of his busy day to speak with me. He seemed genuinely concerned about the issues and assured me that they would be taken care



Gabriel Lugo

of. He also said he would take my suggestions into consideration, which I felt would help alleviate further coupon issues. I am very impressed with Mr. Lugo's management style and by his availability to his patrons. In speaking to him, I feel that my opinion as a commissary customer matters, and I



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

hope he receives the recognition he deserves for his dedication to customer service. Bravo, Mr. Lugo, and thank you so much!

Michelle Harding

Hill

Rick Patience, storeworker at **Hill Commissary**, Utah, helped my grandmother in a terrific manner. It's not every day that people go out of their way for the little things, but it's important to know that the little things can mean the most. Rick helped my grandmother find some grocery items while she was shopping at the commissary. It doesn't seem like that big of a deal; that's what commissary employees are supposed to do – except that my grandmother is 78 years old and has trouble walking, so it makes for a difficult trip when she does get out. He stuck with her, helped her find each of the eight items on her list, and walked her up to the registers. It was a simple act of kindness, and I'm sure he would probably say that it's just part of his job, but it meant enough to my grandmother that she asked me to write this comment. I know that positive feedback for a job well done can go a long way. Thank you for having such an incredible person at your commissary.

J. Wehner, on behalf of Veda Jean Brower



Rick Patience

Chinhae

We are thankful to have **Charlie Phillips** as our store director here at **Command Fleet Activities Chinhae**, South Korea. He is attentive and very personable. We are in a remote and isolated location, but he always seems to get us the products we ask for in a reasonable time. Having a good manager here is huge for quality of life. He is leaving us soon for a promotion, and we sincerely wish him the best. We hope for a timely replacement who can match the



Charlie Phillips

needs of the community with his same personal touch. The families here truly appreciate the commissary. Thanks.

Elizabeth Miller



Sue Haskins

Nellis

My wife and I commend **Sue Haskins**, grocery manager, **Nellis Commissary**, Nev. She is an industrious, courteous individual who offered her help on several occasions, without our asking. In every instance, she solved the problem. You are fortunate to have employees of this caliber.

Charles and Ada Harris

Quantico



Scott McPherson

It's with extreme pleasure that I commend **Quantico Commissary**, Va., and its dedicated employees for the fine job you do in supporting our community of military members, retirees and our families. We recognize your tireless efforts as you carry out the important mission of providing us with the highest-quality groceries at a substantial savings. We appreciate and acknowledge the level of their unceasing efforts. I also wish to call particular attention to the display near the store entrance, celebrating diversity and underscoring February's specific emphasis on the role of black Americans in history and in the current events of our great nation. As an Air Force retiree and a former commissary officer, I'm not a stranger in seeing many projects of this nature for more than 50 years. I easily rate this display as no less than outstanding. "A job well done" should be heartily conveyed to all commissary employees who contributed to its completion. On nearly every shopping trip to Quantico Commissary, I'm likely to experience at least one act that attests to a high level of employee professionalism that seems to permeate the whole organization. Also, I would be remiss if I failed to mention the cheerfulness, helpfulness and courteous attitude of the meat department manager, **Scott McPherson**. He has exhibited this type behavior time and again over the years. Team members like this are scarce and both a joy for customers and a welcome extension to the reach of commanders and commissary management alike.

Marc Howard, U.S. Air Force (retired)■



♥ ofthebenefit

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

Susan Gannon

Luke Commissary, Ariz.

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

I like making sure customers get what they came for at the commissary. Customer service is very important to me.

How do you help make the commissary worth the trip?

I help make the commissary worth the trip by keeping the shelves stocked and the assortment current with new items. I like giving customers what they want, when they need it.

What is your professional history?

I have been with Luke Commissary for 29 years. I started as a bagger, then became a vendor stocker for many different companies. In 2001, I accepted a commissary position as a storeworker. In 2004, I was promoted to a CAO specialist, and I have truly enjoyed serving our patrons in this position.

What are your professional goals?

My goals are to do my job to the best of my ability and to continue to grow as a CAO specialist here at Luke.

Who influenced your career most and how?

My decision to work for the commissary was based on my experiences as a military wife. I really enjoy the connection with the military community and



Susan Gannon DeCA photo: Chris Thomas

the military way of life. The commissary offers me a way to stay connected and serve the military today. ▶

Every day, Ms. Gannon works tirelessly to serve our customers with pride, professionalism and a great big smile. She loves what she does and truly cares for those she serves. To Susan, the commissary is more than just a place to work; it's a way for her to give back to the military community that she loves.

Chris Thomas
Store director



Chris Meyer

Fort Drum Commissary, N.Y.

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

I love the fact that everything I do every day at Fort Drum Commissary, or at our outreach sales, serves all service members and their families – regardless of rank – from privates to colonels, active duty to Guard and Reserve and retirees. How many people can say that about their job? It's a great feeling to know I make a difference in so many peoples' lives.

How do you help make the commissary worth the trip?

I give 110 percent all day, every day. That's the attitude I have, whether it's my primary work, or assisting others in the store with their tasks, or even picking up debris in and around the store. In whatever I do, I work to make the store the best it can be so that our customers can have the best possible shopping experience. Here's the way I think: If you look at the store as if you personally own it, that kind of pride serves to drive you to work at your highest level.

What is your professional history?

Prior to positions at Fort Drum Commissary, I spent a little more than 15 years in the Army. I served stateside and overseas; and I enjoyed it, but the medical impact of bad knees ended my Army career. I believe my time in the Army is the root of my personal and professional dedication to military people and their families. It's a bond you don't shake. So, when I got out, I knew I wanted to serve in a position that would allow me to stay connected to that root, and the commissary fulfills that desire.

Chris exemplifies all that is true of serving the most deserving. I marvel at how he keeps organized and can adapt to situations. At one Niagara Falls sale, we unexpectedly had to change the location from a hangar to a small bay area. Chris took it all in stride and transformed the area into one of the nicest sales areas we've ever had. I am so fortunate – as are our customers and the agency – to have Chris Meyer on our team. It's just too bad he's a Steelers fan!

Bob Smith
Store director

What are your professional goals?

I constantly strive to be the best at what I do and seek opportunities that will allow me to advance to positions of greater responsibility.

Who influenced your career most and how?

I have to start with my mom. She taught me right from wrong, and she had very strong work ethics. She always told me that I need to be the best at what I do, and that I can always be sure it will make a difference to someone. While I was in the Army, I had some senior leaders and fellow soldiers who always kept me focused and "on the straight and narrow." Lastly, I look internally to our store – to Store Director **Bob Smith** and Store Administrator **Patty Mushtare**. They both set high personal and professional standards for themselves and for us to emulate. How can I go wrong?



Christopher Meyer
DeCA photo: Bob Smith



Charlie Wright DeCA photo: Edith Dowtin

Charlie Wright

Schinnen Comissary, Netherlands

What do you like best about your job as cashier-store checker?

What I love most is meeting different people every day, new visitors as well as familiar faces and various military personnel. Helping a customer find a product is very rewarding, even if we don't stock that item and I have to fill out a special order form for them. Having a customer leave the store satisfied with our level of service makes my day.

How do you help make the commissary worth the trip?

I treat every customer equally, and make sure that when they come to my checkout line that I engage them in conversation with a smile on my face. I give each customer the same courtesy and respect and give them an excellent level of service. Some of our customers have never been to Europe before and are overwhelmed with the culture difference. When they come to the commissary, I try to give them a friendly experience that they will remember and maybe a little reminder of a piece of home.

What is your professional history?

My background is as an administrative assistant, which has given me great organizational and customer service skills that I use when I work at the commissary. I volunteer at the community thrift store and am currently studying for my bachelor's degree, as well as working at Schinnen Commissary as a cashier.

What are your professional goals?

My husband is in the U.S. Army, and I am moving from post to post with him and our kids. I would like to become a permanent DeCA employee and move up in the "chain of command" within the commissary family.

Who influenced your career most and how?

I have had various people influence me from all walks of life. My husband is a big influence on my career and has supported me with any decision that I make. It was only recently that a military wife and dear friend encouraged me to pursue my bachelor's degree, which will help any future career I choose. The DeCA family I work with has been a great influence, telling me about various available positions to help me move up

within the DeCA family. These colleagues have been with DeCA for years and bring with them knowledge and experience that they pass on to all fellow employees. ■

Charlie is always willing to go that extra mile for the customer. She is one of the most pleasant people you'll ever meet or work with. She is bright, cheerful and gets along with even the most difficult personalities. She always comes to work full of enthusiasm. She is one of our most valued, effective cashiers we have had at Schinnen Commissary. She has a warm, personable style that motivates others to do their best. She always creates raving fans!

Earnest Stewart
Store director



frontandcenter

obituaries

FRED COLLIER, Fort Huachuca, Ariz. (Feb. 21)
MELANIE ELLIS, Peterson AFB, Colo. (March 6)
JOHN MADAR, HQ DeCA, Va., retired (March 10)
JAMES PERLETH, Zone 21, Hanscom AFB, Mass., retired (Feb. 17)
DAN SAMPLEY, HQ DeCA, Va., retired (Jan. 12)
WILLIAM SEILER, JB San Antonio (Randolph AFB), Texas (Dec. 28)

retirements

HARRY ANGUD, NB San Diego, Calif.
HERMINIA BELTRAN, Fort Irwin, Calif.
JIM BLACK, Fort Gillem, Ga.
RICARDO CATAPIA, NB San Diego, Calif.
VERGIE EARVIN, Fort McPherson, Ga.
DELINDA ENSLEY, Luke AFB, Ariz.
JACK FOWLER, HQ DeCA, Va.
JESUSA GATMAN, Fort Huachuca, Ariz.
MAX GOLDFARB, HQ DeCA, Va.
JONATHAN GONSALES, Schofield Barracks, Hawaii
DEBBIE HEZLEP, Fort Leonard Wood, Mo.
VICKI IRVIN, NAS Fallon, Nev.



Steve Paros (42)



Gerri Young (43)

ROLANDO LUBLUBAN, NAS Whiting Field, Fla.
BLAIR MARSHBURN, NAS Corpus Christi, Texas
MICHAEL NIXON, Vance AFB, Okla.
JERRY OESTREICH, HQ DeCA, Va.
 * **STEVE PAROS**, Tyndall AFB, Fla. (42)
BILL PULLEY, DeCA Europe, Germany
ANTHONY SANCHEZ, Kirtland AFB, N.M.
GLENNIE SCOTT, Fort Jackson, S.C.
KENNETH TSUJIGUCHI, Schofield Barracks, Hawaii
RENÉ VITIKACS, HQ DeCA, Va.
ROBERT VITIKACS, DeCA East, Va.
 * **GERRI YOUNG**, DeCA Europe, Germany (43)

anniversaries

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

35 years

ROY GASKIN, Edwards AFB, Calif.
SHERYL JACKSON-HICKS, Kadena AB, Okinawa
SANDRA WREN, Fort Jackson, S.C.

30 years

CORTEZ CORLEY, Nellis AFB, Nev.
LINDA HINTON, Minor AFB, N.D.

25 years

SHINSUKE MATAYOSHI, Okinawa CDC
KIYONOBU NAKAISHI, Okinawa CDC
TOSHIE SAKIHAMA, Okinawa CDC
SONG YONG-HO, Yongsan AB, South Korea

20 years

REYNALDO CARRANZA, MCAS Yuma, Ariz.
SHERIL DELANGHE, Luke AFB, Ariz.
STEPHEN KAWASAKI, Fort Carson, Colo.
RICHARD MAY, Cannon AFB, N.M.
ROSE MAE MUNAR, NAS North Island, Calif.
JODY PHILLIPS, Luke AFB, Ariz.
GWEN SCOTT, Fort Carson, Colo.
U CHONG-POM, Yongsan AB, South Korea
YI CHONG-SON, Camp Humphreys, South Korea

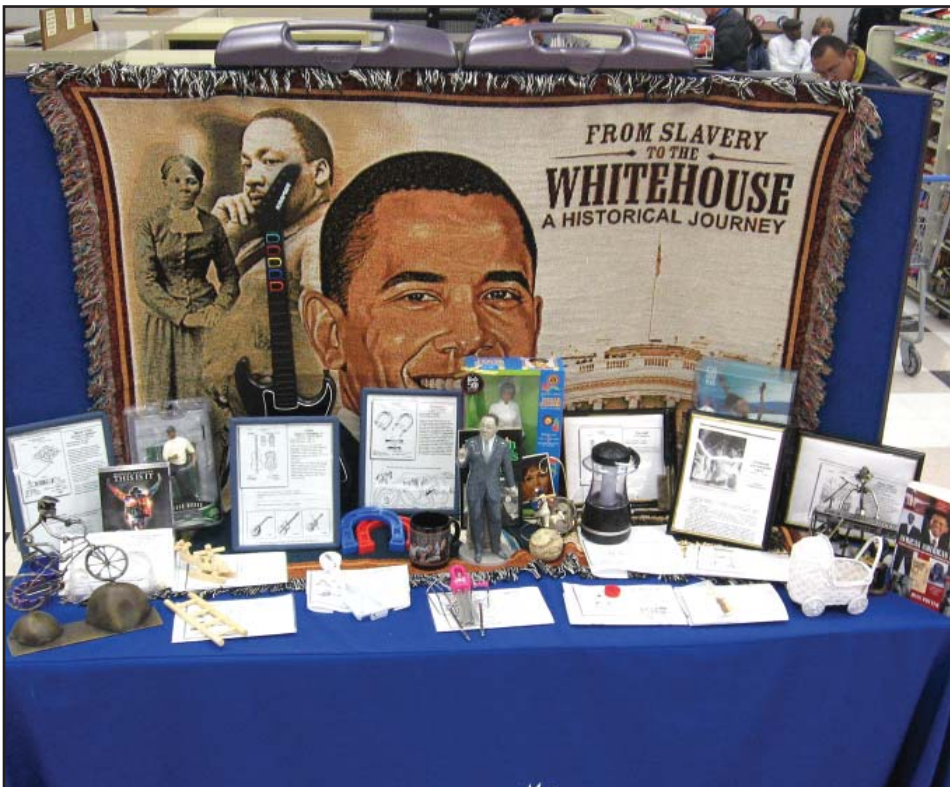
15 years

CARLO AVILES, NAWA China Lake, Calif.
ANNELIESE CULPEPPER, Ansbach Commissary, Germany

MITSUHIRO HACHIMAN, Okinawa CDC
HIROMORI HIGASHIONNA, Okinawa CDC
KINJO HIROYA, Okinawa CDC
MASAMI IKEHARA, Okinawa CDC
SHOJI ISHIHARA, Okinawa CDC
MICHIO ISHIKAWA, Okinawa CDC
KIM YONG-KUK, Yongsan AB, South Korea
ROBERT LEDET, F.E. Warren AFB, Wyo.
MITSUYUKI MATSUDA, Okinawa CDC
AKIRA MEKARU, Okinawa CDC
DAISUKE MIYAGI, Okinawa CDC
MASAAKI OGIDO, Okinawa CDC
JENNIFER PETTY, McConnell AFB, Kan.
JOSE RIVERA, Malmstrom AFB, Mont.
HAYATO TAIRA, Okinawa CDC
SATORU UEMA, Okinawa CDC
YI YUNMI, Osan AB, South Korea

10 years

ELIZABETH AHERN, MCAS Yuma, Ariz.
MARIE ARTHUR, Fort Carson, Colo.
MYONG BOLING, Fort Carson, Colo.
CHARLES CUNNINGHAM, Luke AFB, Ariz.
JENNIFER CUNNINGHAM, Luke AFB, Ariz.
RICHARD DOSA, MCAS Yuma, Ariz.
CHERYL FISHBURNE, Fort Carson, Colo.
CAROLYN GOLDSBERRY, Fort Carson, Colo.
IM CHANG-PIN, Yongsan AB, South Korea
TANYA JACKSON, Fort Carson, Colo.
TED JOHNSON, Fort Carson, Colo.
YOSHIHISA KAKAZU, Okinawa CDC
KIM JUNG-MI, Yongsan AB, South Korea
YONG LAPOINTE, Fort Carson, Colo.
TERESITA MENDOZA, Moffett Field, Calif.
MARIA MORADA, Fort Carson, Colo.
PAK CHIN-SUK, Yongsan AB, South Korea
CHRIS SEWELL, Fort Carson, Colo.



▲ **AMAZING ACCOMPLISHMENTS:** McConnell Commissary, Kan., celebrated Black History Month with this display of historical facts and informational booklets. The display included black innovations such as a biscuit cutter invented in 1875, a horseshoe invented in 1892, a comb invented in 1920, and a bicycle frame invented in 1899. DeCA photo: Joan Countee



ISAO UEHARA, Okinawa CDC
MONICA WILKERSON, McConnell AFB, Kan.

5 years
CULTINA MORGAN, Kadena AB, Okinawa

▲ BREAKFAST ALFRESCO: Langley Commissary, Va., won the Smucker's Mission Breakfast display contest, earning customers a free breakfast. About 3,000 diners dropped in for pancakes and waffles, as well as coupons and other goodies. DeCA photo: Mike Cerny

top employees



Susan Riley



Son Kwang-Yon



Lillian Yamashiro

Employees of the Year 2009

- * **SUSAN RILEY**, Edwards AFB, Calif.
- * **SON KWANG-YON**, Osan CDC, South Korea
- * **LILLIAN YAMASHIRO**, Camp Kinser, Okinawa

Safety Award 2009

- JORDAN DAGURO**, JB Pearl Harbor-Hickam, Hawaii
- RONALD ROMO**, JB Pearl Harbor-Hickam, Hawaii
- SON KWANG-YON**, Osan CDC, South Korea

Employees of the Quarter 2nd Quarter 2010

- MERLE CORKISH**, NAWS China Lake, Calif.
- BRAIDEN GLADWELL**, Hill AFB, Utah
- LORI BELL HOLTER**, NB San Diego, Calif.
- WALTER POWELL**, Holloman AFB, N.M.

1st Quarter 2010

- THOMAS BEACH**, McConnell AFB, Kan.
- ZAREENA CATALLA**, Dugway PG, Utah
- SAMUEL CHUNG**, Fort Huachuca, Ariz.
- ANTHONY COBEAGA**, Malmstrom AFB, Mont.
- TAYLOR COUNTEE**, McConnell AFB, Kan.
- ROSEMARY DELGROSSO**, Camp Humphreys, South Korea
- RICHARD HADDEN**, Malmstrom AFB, Mont.
- BRANDON HATFIELD**, McConnell AFB, Kan.
- HONG SENG-OK**, Osan AB, South Korea
- IM CHUN**, Kunsan AB, South Korea
- CHRIS JONES**, MCLB Barstow, Calif.
- KIM SU-SONG**, Yongsan CDC, South Korea
- KIM TAE-YON**, Yongsan, South Korea
- LUZVIMINDA McNAIR**, Sagamiyara, Japan
- JOSE ORNELAS**, NB San Diego, Calif.
- GINA PHILPOT**, Fort Leavenworth, Kan.
- VICTORIA REMPIS**, March ARB, Calif.
- DEBRA RICE**, Holloman AFB, N.M.

- SUSAN RICKER**, Hannam Village, South Korea
- KIMBERLY ROSS**, Fort Irwin, Calif.
- YONG ROWE**, Anchorage Area, Alaska
- SIM HUI-SONG**, Osan CDC, South Korea
- SIN CHU-HYON**, Yongsan, South Korea
- DONNA SMITH**, Fairchild AFB, Wash.
- SO YONG-SIK**, Camp Red Cloud, South Korea
- SON CHANG-HO**, Camp Casey, South Korea
- JACQUELINE THOMAS**, Los Angeles AFB, Calif.
- SUE THOMPSON**, Camp Stanley, South Korea
- GABRIEL WEBB**, Camp Zama, Japan
- ANDREW WHITFIELD**, McConnell AFB, Kan.
- NORIAKI YAMAMOTO**, Camp Kure, Japan
- LILLIAN YAMASHIRO**, Camp Kinser, Okinawa
- YUN HWA-SIK**, Osan CDC, South Korea

4th Quarter 2009

- CHRISTINA CARLEY**, Davis-Monthan AFB, Ariz.
- KERI ORNELAS**, USAF Academy, Colo.
- HELEN PARUBRUB**, JB Pearl Harbor-Hickam, Hawaii

Employees of the Month February 2010

- EIZO ABE**, MCAS Iwakuni, Japan
- WILLIAM ADAMS**, Fort Carson, Colo.
- VANESSA DILL**, Fort Carson, Colo.
- TSUTOMU HATAKEYAMA**, Misawa AB, Japan
- TOMOKATSU ICHIDA**, Iwakuni CDC, Japan
- MICHIYO McCLELLAN**, NAF Atsugi, Japan
- AKIRA MEKARU**, Okinawa CDC





*Employees of the Month
(February 2010)*

SINJI NAGATA, FA Sasebo, Japan
KENICHI ODE, Kadena AB, Okinawa
CHELSEA PARSONS, Kadena AB, Okinawa
BERTHA RODRIGUEZ, Edwards AFB, Calif.
HIDEAKI SAKAGUCHI, Hario Village, Japan
TATSUYA SHIMAJIRI, Camp Foster, Okinawa
MELISSA SKINNER, Vandenberg AFB, Calif.
SHIGERU SUGIYAMA, Yokota AB, Japan
HIROSHI TERUYA, Okinawa CDC
SHINJI WAKAMATSU, Sagamihara, Japan
NORIAKI YAMAMOTO, Camp Kure, Japan

LILLIAN YAMASHIRO, Camp Kinser, Okinawa
CHOICHI YARA, Camp Courtney, Okinawa
HIROTOSHI YASUI, Okinawa CDC
KEIKO YONAH, Okinawa CDC

February Cashier of the Month

SARAH AGANON, FA Sasebo, Japan
AURORA REYES, Hario Village, Japan
RIKA TOMA, Camp Foster, Okinawa

January 2010

AN CHONG-HWAN, Yongsan, South Korea
MIHO AVERY, NAF Atsugi, Japan

CYNTHIA BROOME, MCAS Iwakuni, Japan
CHONG SONG-IM, Kunsan AB, South Korea
ELIZABETH CUNNINGHAM, Camp Humphreys, South Korea

LYNN DAY, Vandenberg AFB, Calif.

MICHAEL DENNY, Yokota AB, Japan
CHOKEN FUKUHARA, Okinawa CDC

HIROSHI GANAHA, Kadena AB, Okinawa
MASAHIDE HIRAKAWA, Camp Courtney, Okinawa

TOMISHA HOM, Edwards AFB, Calif.

MARCUS JIMENEZ, Kadena AB, Okinawa
SANDERS JONES, Yongsan CDC, South Korea
KIM CHIN-CHOL, Hannam Village, South Korea

KIM MI-CHIN, Osan AB, South Korea

CHOJIN KIYUNA, Okinawa CDC

KWON HONG-ROK, Osan AB, South Korea

CLARA LATKA, Osan CDC, South Korea

HIROKO MAEHARA, Okinawa CDC

JONATHAN MCGUNNIGLE, Iwakuni CDC, Japan

APRIL MILLER, Camp Casey, South Korea

MASAHARU MIYAGI, Okinawa CDC

O CHUNG-CHIN, Osan AB, South Korea

KAREN PLANT, FA Sasebo, Japan

MIRAMAR PUYOT, Hario Village, Japan

SIN REID, Camp Red Cloud, South Korea

EVELYN RICHARDSON, Vandenberg AFB, Calif.

KENJI SUMI, Misawa AB, Japan

SUE THOMPSON, Camp Stanley, South Korea

SOICHI TOMIHAMA, Camp Foster, Okinawa

NORIAKI YAMAMOTO, Camp Kure, Japan

YI SONG-POK, Osan CDC, South Korea

January Cashier of the Month

JAMIE DALE, Hario Village, Japan

YASUKO NAGAOKA, FA Sasebo, Japan

CLARICE RIETH, NFA Yokosuka, Japan

ASHLEY WASHINGTON, Yongsan, South Korea

December 2009

YONG BAUMAN, Hannam Village, South Korea

ADELVI CALBES, NBK Bremerton, Wash.

CHON HAE-SAENG, Camp Stanley, South Korea

LYNN DAY, Vandenberg AFB, Calif.

KIM CHONG-UK, Osan AB, South Korea

KIM CHUN-HYONG, Camp Stanley, South Korea

KIM MI-CHIN, Osan AB, South Korea

KIM SU-SONG, Yongsan CDC, South Korea

KIM SUN-KYU, Camp Humphreys, South Korea

KIM TAE-YON, Yongsan, South Korea

MICHAEL PAGIDLAO, JB Pearl Harbor-Hickam, Hawaii

PAK CHI-YONG, Osan AB, South Korea

SIN TAE-SU, Osan CDC, South Korea

SONDRA SMITH, Camp Red Cloud, South Korea

SONG HO-KYONG, Osan AB, South Korea

ASHLEY WASHINGTON, Yongsan, South Korea

WI U-YANG, Osan AB, South Korea

YI OK-KUN, Kunsan AB, South Korea

YI TONG-YUN, Camp Casey, South Korea

YUN HWA-SIK, Osan CDC, South Korea

November 2009

CYNTHIA LEONG, JB Pearl Harbor-Hickam, Hawaii

October 2009

JULIO NIEVES, JB Pearl Harbor-Hickam, Hawaii



▲YEAR OF THE TIGER: Store Director Ronald Yoder, Yokota Commissary, Japan, credits a talented group of employees who create amazing displays out of wood, styrofoam and other materials. This tiger is made from about 30 sheets of styrofoam that have been glued together, shaped and then painted to look like a life-size tiger, a centerpiece for the Chinese New Year display. DeCA photo: Bill Hicks



pro honors

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

Campbell's/Pepperidge Farm Back to School Contest

DeCA West: CANNON AFB, N.M.; McCONNELL AFB, Kan.

Coca-Cola Fall Display

DeCA West: ALTUS AFB, Okla., 3rd place; BUCKLEY AFB, Colo., 1st place; HARIO-SASEBO, Japan, 1st place; KADENA AB, Okinawa

Coca-Cola Football Display

DeCA East: FORT DETRICK, Md.

Coleson Fish Promotion

DeCA Europe: RAMSTEIN AB, VOGELWEH, ZONE 32, Germany
DeCA West: CAMP FOSTER, Okinawa; YONGSAN, South Korea

ConAgra Back to School, Far East

DeCA West: OSAN AB, YONGSAN, South Korea

ConAgra Fall Truckload Event

DeCA East: FORT MEADE, Md.
DeCA West: CAMP FOSTER, Okinawa; CAMP HUMPHREYS, South Korea; FORT HOOD I, Texas; McCLELLAN, ORD COMMUNITY, Calif.

Del Monte Roundup Truckload Display

DeCA East: FORT BENNING, Ga.
DeCA Europe: ANSBACH, VOGELWEH, Germany
DeCA West: F.E. WARREN AFB, Wyo.; JB PEARL HARBOR-HICKAM, SCHOFIELD BARRACKS, Hawaii; OSAN AB, TAEGU CAMP WALKER, South Korea

Dunham & Smith Summer Splash Display

DeCA East: FORT DETRICK, Md.

Dunham & Smith Breakfast Bundling Display

DeCA East: FORT DETRICK, Md.

Dunham & Smith 8th Annual Free Breakfast

DeCA Europe: SEMBACH, Germany

Frito-Lay NFL Kickoff Display

DeCA West: NS OROTE, Guam

Frito-Lay Zone Super Bowl Contest

DeCA East: ZONE 21, Conn.
DeCA West: ZONE 18, Calif.

Gatorade World's Largest Display

DeCA West: CAMP PENDLETON, Calif.

General Mills Back to School Display

DeCA East: SCOTT AFB, Ill.
DeCA West: NAWA CHINA LAKE, VANDENBERG AFB, Calif.

General Mills Sand-Sational Savings

DeCA East: JB CHARLESTON (Air Force), S.C.; SCOTT AFB, Ill.

Kellogg's Gold Medal Award

DeCA West: OSAN AB, South Korea

Kellogg's-Keebler Case Cutter

DeCA West: NB SAN DIEGO, Calif.



▲ **APPLE MECCA:** At MacDill Commissary, Fla., Coast Produce uses a two-prong approach of providing more nutritional information to the consumer and bringing more “wow” to promotional items. The company designed two sizes of six category signs: apple, grape, orange, strawberry, tomato and banana. *Coast Produce photo: Kate Reeb*

Kimberly-Clark-Webco Box Tops for Education

DeCA West: NB SAN DIEGO, Calif.; YONGSAN, South Korea

Kraft Foods Sales Award

DeCA Europe: ANSBACH, Germany

Kraft Excellence in Execution

DeCA East: FORT POLK, La.; JB LANGLEY-EUSTIS, Va.
DeCA West: CAMP COURTNEY, Okinawa

Milk-Bone Canine Assistants Display

DeCA West: VANCE AFB, Okla.

Nestlé Every Penny Counts

DeCA East: JB ANDREWS, FORT MEADE, Md.
DeCA West: FORT HUACHUCA, Ariz.; HILL AFB, Utah; NELLIS AFB, Nev.; JB San Antonio (RANDOLPH AFB), Texas





▲ **VEGGIE CONVOY:** Barksdale Commissary, La., created a nearly life-size truck display for the Del Monte Truckload Sale. S&K's Gary Lightfoot and merchandiser Val Robertson built the display. DeCA photo: Pat Wilde

OSC Dollar Days Back to School

DeCA West: CAMP HUMPHREYS, OSAN AB, TAEGU CAMP WALKER, South Korea

P&G Special Olympics Display

DeCA West: CAMP COURTNEY, CAMP FOSTER, Okinawa; NAS JRB FORT WORTH, Texas; KADENA AB, Okinawa

4th Annual Presto Display

DeCA West: CAMP FOSTER, Okinawa

Quaker Oats Breakfast Display

DeCA East: FORT MEADE, Md.
DeCA West: CAMP PENDLETON, Calif.; FAIRCHILD AFB, Wash.

Quaker-Tropicana Fuel Your Morning Display

DeCA East: FORT DETRICK, WALTER REED AMC, Md.
DeCA West: NOLF IMPERIAL BEACH, Calif.; KADENA AB, Okinawa; SAGAMIHARA, Japan

Smucker's Mission Breakfast Display

DeCA East: JB LANGLEY-EUSTIS, Va.
DeCA Europe: HEIDELBERG, Germany
DeCA West: HILL AFB, Utah; JB LEWIS-McCHORD, Wash.; McCLELLAN, Calif.; TINKER AFB, Okla.

Snapple Display

DeCA West: KADENA AB, Okinawa

Unilever Italian & American Display

DeCA East: BARKSDALE AFB, La.; JB CHARLESTON (Air Force), S.C.; NSB KINGS BAY, Ga.; JB LANGLEY-EUSTIS, JEB LITTLE CREEK-FORT STORY, Va.; MacDILL AFB, Fla.
DeCA West: CAMP PENDLETON, NAF EL CENTRO, Calif.; HILL AFB, Utah; McCONNELL AFB, Kan.

Wisk Field of Dreams Contest

DeCA West: WHITEMAN AFB, Mo.

Organizational honors

JB ANACOSTIA-BOLLING, D.C., commander's coin from wing commander, for outstanding dedication during recent snowstorm.
CAMP HUMPHREYS, South Korea, certificate of appreciation from Willie Mac Myers Masons, for supporting holiday food drive; 2009 Commander's Safety Award.
CAMP KINSER, Okinawa, platinum award from Combined Federal Campaign, for 100 percent participation.
NAS CORPUS CHRISTI, Texas, National Industries for the Blind award, for superior sales and support.
DeCA EUROPE, Germany, Deputy Director Cheryl Conner and Zone 32 Manager Monique Mullin-Mings, coins from U.S. Army Group Baumholder commander, for outstanding support to community.
DeCA WEST, Calif., overseas product support division, Surface Deployment and Distribution Command 2009 Shipper Performance

Award, super large shipper category. Of 1,000 military shipping agencies, 15 were recognized, placing division in top 1.5 percent. (See story, next issue.)
FORT HOOD II, Texas, certificate of appreciation, for exceptional support of Warrior Transition Brigade; certificates of appreciation to Shelia Williams, general manager; Joline Ater, customer service manager; and participating vendors, from 2nd Battalion Warrior Transition Brigade, for outstanding support and contributions to the annual holiday food baskets.
HARIO VILLAGE-FA SASEBO, Japan, gold award plaque from 2009 Combined Federal Campaign, for 100 percent participation.
LOS ANGELES AFB, Calif., commander's coins from mission support group commander, to Alfredo Alferez, store director; and Jay Littleton and Benjamin Lockhart, general managers, for outstanding support to military community.
MARCH ARB, Calif., plaque of appreciation from base fire department captain, for outstanding support of fundraisers for the Firefighters Quest for Burn Survivors program.
OSAN AB, South Korea, certificates of appreciation and commander's coins from deputy wing commander and members of the Officers Spouses Club, for support and donations to "2009 Cookie Crunch," with more than 85,000 cookies given to every unaccompanied service member.



◀ **TREATS FOR TROOPS:** Employees at Pensacola Commissary, Fla., donated money for 70 care packages for troops stationed in Afghanistan, accepted by USO of Pensacola program manager Kathy Karsten, second from right, assisted by Joseph Welborn, far right. Store Director Gabriel Lugo, far left, and a few employees presented the gift in February. *Kraft Foods photo: Marsha Schwab*

PORT HUENEME, Ariz., Western Region Veterinary Command Sanitation Award
JEB LITTLE CREEK-FORT STORY, Va., Alesia Perry, secretary; Vangie Schmidt, supply technician; and Angeliqe Walker, sales store checker, coins from Tommy Thomas, then-deputy undersecretary of defense military community and family policy, for outstanding support.
RAMSTEIN AB, Germany, deputy John Blythe and administrative assistant Danielle Parker, commander's coin, for exceptional support to the Wounded Warrior Unit, Landstuhl Regional Medical Center; Angela Stein and Cheriebelle Knapp, commissary support technicians,

commander's coin, for exception customer support of the 455th Expeditionary Operations Group, Afghanistan.
USAF ACADEMY, Colo., certificates of appreciation and commander's coins to Barb Vigil, customer service manager, and Linda Kaznowski, bagger, from 10th Air Base Wing commander, for outstanding role in recent antiterrorism exercise.
VILSECK, Germany, certificate of appreciation from 2nd Stryker Cavalry, for outstanding support.
WEISBADEN, Germany, commissary team won unit-level basketball championship playoffs.

NFA YOKOSUKA, Japan, Combined Federal Campaign Platinum Award, for 100 percent participation.
YONGSAN, South Korea, two letters of appreciation from installation commander, for continued exceptional performance; Combined Federal Campaign Bronze Award.
ZONE 36, South Korea, letter of commendation from Combined Federal Campaign coordinator, overseas Pacific, for outstanding participation by South Korea commissaries, with 50 percent participation, contributing more than \$5,000. ▶



▲ **HEADQUARTERS RENOVATION:** Philip E. Sakowitz Jr., DeCA director and CEO, welcomes everyone to the headquarters building addition, Fort Lee, Va. New construction includes the wing left of the new central entrance area. The expansion makes room for DeCA employees currently working at the "Nic II" building in Hopewell. *DeCA photo: Pete Skirbunt*



Individual honors

BETH ADAMS, store director, Fort Hood II, Texas, commander's coin of excellence, for outstanding coordination efforts for Operation Home Front.

PHYLLIS BLACK, store director, MCAS Cherry Point, N.C., plaque from Disabled American Veterans, for outstanding support.

ROBERT BUNCH, chief, customer service division, HQ DeCA, Va., Superior Civilian Service Award.

DOUG BUNTLEY, store director, Portsmouth Commissary, Va., coin from Tommy Thomas, then-deputy undersecretary of defense military community and family policy, for outstanding support.

JOHN CAMPBELL, Zone 32 manager, Ramstein AB, Germany, (now chief, assistance division, DeCA West, Calif.), DeCA Superior Civilian Service Award, for hard work, dedication and leadership during tenure as zone manager.

DAVID CAREY JR., DeCA West, Calif., Bachelor of Arts in business administration, Saint Leo University, Saint Leo, Fla.

RANDY CHANDLER, HQ DeCA, Va., Meritorious Civilian Service Award.

KON GENNACCARO, retail manager, Camp Humphreys, South Korea, Commander's Award for Civil Service from garrison commander, for 16 years of achievements.

BRUCE GRAF, Zone 35 manager, Kanto Plain CDC, Japan, plaque of appreciation from president of Federation of Korean Trade Unions.

DIANA GRAFF, deputy chief of staff, HQ DeCA, Va., Meritorious Civilian Service Award.

GORDY HARRIS, store director, Keesler AFB, Miss., commander's coin from commanding general, Air Education and Training Command, for outstanding support

KIM AE-RAN, grocery manager, Osan AB, South Korea, certificate of appreciation from Osan USO, for outstanding event support.

LAURA PARENT, produce manager, Camp Humphreys, South Korea, plaque of appreciation from installation commander and command sergeant major, for outstanding support and dedication.

CYNTHIA PARKER, store director, NAS Lemoore, Calif., Regional Veterinary Command coin from U.S. Army Veterinary Corps commander, for outstanding support of food safety program.

JUAN RODRIGUEZ, store director, Incirlik, Turkey, command chief's coin, for outstanding community support.

ERIC SWAYZEE, business enhancement director, HQ DeCA, Va., Meritorious Civilian Service Award. ■

► **MUSIC TO YOUR EYES:** Right, MacDill Commissary, Fla., reminds customers of the Country Music Association awards show. DeCA photo: Kathryn Pilley-Lynn

Campbell leads DeCA East

Rogers E. Campbell, a former vice president and chief marketing officer of a worldwide automotive retailer associated with the U.S. military exchange system, is the new director of DeCA East.



Rogers Campbell

Campbell's selection marks the first time in DeCA's 19-year history that an "external candidate" – someone outside of federal government service – has been selected for one of DeCA's six Senior Executive Service positions.

Campbell's career spans more than 30 years, associated with selling and marketing various consumer goods. A former Army captain, he holds a master's in business administration, with an emphasis in finance, from Rutgers University, N.J., and a bachelor's in marketing management from Saint Peter's College, N.J.

From 2004 to 2008, as vice president and chief marketing officer of Overseas Military Sales Corporation, Campbell led the marketing, sales planning and merchandising of the new car sales programs for both the Army and Air Force Exchange

Service and the Navy Exchange Service Command. He directed OMSC's marketing efforts on 120 military installations in 30 countries and aboard U.S. Navy ships through NEXCOM's Ship's Store organization.

Campbell's career highlights include: president of Marketcorp International, a marketing consulting firm he founded; senior director of marketing for Nabisco Foods Group; and marketing director of global new products for Schering-Plough Corporation. He began his consumer packaged goods career at General Mills. ■





Hagenbuch named DeCA West director

Keith Hagenbuch has been appointed to the Senior Executive Service and named director of DeCA West. He has been serving as acting DeCA West director since April 4, 2009, following **Scott Simpson's** retirement.

As director of DeCA West, Hagenbuch is responsible for 113 commissaries in the Western United States and the Asia-Pacific area, eight central distribution centers and for providing product support to a Navy Exchange Mart. Annual sales in DeCA West totaled \$2.6 billion in fiscal 2009.

Before being named acting region director, Hagenbuch served as a deputy director of DeCA West since 2006. Previously, he served for 16 months as director of performance and policy at DeCA headquarters, Fort Lee, Va., where he focused on store-level support and improvement.

Hagenbuch began his federal career in 1979 as a cashier at Mather Commissary, Calif., and was



Keith Hagenbuch

selected in 1980 as the first Air Force Commissary Service bridge intern.

Over the next 30 years, he advanced rapidly in his commissary career, ultimately serving as store director, region chief of merchandising, zone manager and region director of operations.

Hagenbuch earned a Bachelor of Science in natural resources management in 1977 from California State University in Sacramento. He is also a 1990 graduate of the Air Command and Staff College in-residence program at Maxwell Air Force Base, Ala. His awards include three DeCA Meritorious Civilian Service awards. ■

on the move

(Other related moves may have been published previously)

EDWIN AULD, store administrator to store director, Holloman AFB, N.M.

SHEILA BRAMLETT, general manager, Fort Belvoir, Virginia, to store director, Scott AFB, Ill.

LESLIE CARROLL, store director, JB McGuire-Dix-Lakehurst, N.J., to store director, Fort Lee, Va.

CHARLITA COVINGTON, store administrator, Chièvres, Belgium, to store director, NSA New Orleans, La.

EUGENE DAVIS, store manager, Nellis AFB, Nev., to store director, Eielson AFB, Alaska.

TERESA DeJESUS, store director, Garmisch, Germany, to store director, Lajes Field, Portugal.

WILLIAM FEGGANS, general manager, Fort Huachuca, Ariz., to store director, MCLB Barstow, Calif.

ROBERT HOAK-KAGEY, store director, MCLB Barstow, to store administrator, Fort Irwin, Calif.

RICCARDO LIEFFORT, store director, RAF Lakenheath, England, to store director, JB Lewis-McChord, Wash.

BELINDA LITTLE, store administrator, Incirlik, Turkey, to store director, Garmisch, Germany.

LORI LOONEY, general manager to store director, Grand Forks AFB, N.D.

RONALD MCMASTERS, Zone 8 manager, Tinker AFB, Okla., to director of operations, DeCA West, Calif.

MARJORIE (CHRIS) MILLIGAN, store administrator, Robins AFB, Ga., to store director, JB San Antonio (Fort Sam Houston), Texas.

DONALD MITCHELL, store manager, Yokota AB, Japan, to store director, JB McGuire-Dix-Lakehurst, N.J.

DREW PEACH, store director, Altus AFB, Okla., to store director, NAS North Island, Calif.

ANTHONY PICCOLO, store director, Fort Hamilton, N.Y., to store director, Kirtland AFB, N.M.

CORY REILLY, store director, NAS Fallon, Nev., to store director, Hario Village, Japan.

VELMA SILER, store director, NAF El Centro, Calif., to store director, NAS Corpus Christi, Texas.

RHONDA SMITH, store director, NAS Barbers Point, Hawaii, to store director, Fort Carson, Colo.

JOHN SPAUR, store director, Tinker AFB, Okla., to Zone 23 manager, **JB McGuire-Dix-Lakehurst, N.J.**

MICHAEL YAKSICH, store director, Tyndall AFB, Fla., to director of operations, DeCA Europe, Germany.

RONALD YODER, store director, Sagamiara, Japan, to store director, Yokota AB, Japan. ■



▲ **COMMISSARY CUPID:** Joann Goins, deli-bakery manager at Shaw Commissary, S.C., goes with a Love Boat theme to provide one-stop Valentine's Day shopping for sweets and flowers. DeCA photo: Maureen McCarthy



**CHIÈVRES
CELEBRATION:**

**DeCA Europe Director
Michael Dowling
and Store Director
Sharryl Whitley,
Chièvres Commissary,
Belgium, open the new
\$16 million facility,
Jan. 20. See story,
Page 17. DeCA photo:
wallyimages.com**