

Office of the Surgeon General's Lines of Effort Support
Improving Stamina 01
SSG Sapp
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I am Sergeant First Class Gustavos Ruiz. I work for Plans, Training, Mobilization, Security and Education for Kimbrough Ambulatory Care Center. I support The Surgeon General's imperative to increasing stamina and enhancing diplomacy.

In order to improve the stamina of any process, I look to make it relative to my life experiences. Just as I would train for a long distance run, I would build my running stamina through preparation and determination. But first, we need to make up our minds to "want" success or improvement. I believe that having the right attitude and motivation is the key to excellence. Since we are in the "Customer Service" business, it is imperative to have a heart for service and a passion to help others. A dream is fruitless without working hard for it and vice versa. I deliver great customer care and service through the positive outlook that pours out of my life in the work that I engage in everyday, yes there will be days of stress and pressure, but it is the way I think that motivates me to take another step. I prioritize and focus on one thing at a time, help one person at a time, and before I know it, my efficiency is evident.

I prepare myself by keeping my body fit, my mind open and flexible, and my heart ready to help others the best way I know how. My faith, family, and friends provide the forum for me to practice and perfect my craft of "Customer Service" that I deliver to my patients. I may encounter a patient on the hallway and I just don't ask them if they need help, but if they are looking for a clinic, I actually walk them to the clinic. After that, I feel satisfied, I feel great about what I did, and they feel so special. So it is only through practice, hard work, and willingness and motivation that we can improve our stamina to serve.