

Office of the Surgeon General's Lines of Effort Support  
Improving Stamina 02  
SSG Sapp  
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Hello, I am Sergeant First Class Gustavo Ruiz. I work at Plans, Training, Mobilization, Education and Security. Pretty much, I work for Miss Flagg in Education.

Yes, I knew the camera was on but that's what I do. I like to make people laugh.

I definitely support the Surgeon General's imperative, especially in building stamina and enhancing diplomacy. I think customer service is definitely my gift. I love walking around and seeing a patient that has no clue where they're going and pointing him in the right direction. I actually take them to where they need to go. It makes me feel satisfied. It makes me feel like I'm part of something big and it makes them feel special; like, Wow!, they got walked to their clinic, wherever it was.

I think that we need to build our stamina by practice. Just like if you're going to go running for a long distance, you need to practice. You need to build your running stamina. The same way with customer service. The same way with any type of process that we need to be successful or increase. So let's look at it. The key that I think when I look at it is my life, in my experience is, is wanting to succeed, the willingness to wanting this organization or whatever process to succeed. We have to want it first, and then it will just pour out of you in everything you do. So I go home, I have a family, I have a child, go to school, I have friends, and that's my forum to practice great customer service. It's my forum to practice, to build my stamina so that when I come here I can help somebody, have a heart of service for them, so that's how I contribute to the Surgeon General's imperatives.

Thanks.