



USAG Yongsan

"THE Assignment of Choice in Korea"



Scroll down to find out how your feedback in ICE has been used to improve Yongsan Garrison!

U.S. ARMY GARRISON YONGSAN



THE Assignment of Choice in Korea - Here for you!

Congratulations!

U.S. Army Garrison Yongsan
2012 Army Communities
of Excellence (ACOE)
Bronze Award



Here
for
You!



THE Assignment of Choice in Korea - Here for you!

THE ICE-BERG

Building upon Employee Recognition and Growth

Service Provider Recognition Corner - 3rd Qtr FY12



Organization	Submissions	Responses	Satisfaction %
USAG Yongsan - Directorate of Public Works (DPW)	2629	2485	99%
USAG Yongsan - Directorate of Army Community Service (ACS)	458	455	99%
USAG Yongsan - Directorate of Logistics (DOL)	1369	1319	98%
USAG Yongsan - Directorate of Human Resources (DHR)	678	638	98%
USAG Yongsan - Directorate of Emergency Services (DES)	637	579	98%
USAG Yongsan - Directorate of Plans, Training, Mobilization, and Security (DPTMS)	105	100	98%
USAG Yongsan - Directorate of Family, Morale, Welfare and Recreation (DFMWR)	513	482	92%

Customer Comments:

--“My two sons were recently there for hourly care and I truly appreciated the staff help as I figured it all out. My boys had a good time and it's great that they came right from school. Thank you!” (DFMWR - CYSS)

--“The staff provided me with outstanding telephone support concerning DTS and reservations this morning at about 10:30. Thank you very much!” (DOL - CTO)

--“The staff there is excellent and are hard working individuals! From the top to the bottom...great personalities and they set the standard for the Army Values. Excellent mail-room!” (Main Post Office)

--“Excellent and Friendly Service!” (DPW - Service Orders)

--“ACS CSF Resilience Training Course for 176th Finance Mgmt CO: This is a great program that can be used by anyone with the mindset to learn how to communicate correctly - I will put this in my everyday life.” (ACS - Mobilization & Deployment Readiness)

--“DOL (Driver’s Testing Office) – Even though I came by at lunch and not during normal license renewal time, I was helped nevertheless and received my new license. Outstanding job! A big thank you!” (DOL - Driver’s Testing Office)

--“Great Service, the kids were happy!!!” (DES - Fire & Emergency Services)

--“The transportation specialists were all very professional and experienced! Very efficient!” (DOL - PPPO)

Customer Comments:

--“I have been in Korea for 10 years and Yongsan Lanes has always been outstanding for bowling or eating! All the bowling staff should be commended on a job well done.” (DFMWR - Yongsan Lanes)

--“I attended the USAG-Yongsan VOY award ceremony and the event was first class. The staff did a superb job preparing and executing the event in a professional manner. Thank you for hosting!” (ACS - Army Volunteer Corps)

--“Excellent Service!” (DPW - Service Orders)

--“Very efficient process, outstanding! Keep supporting Soldiers in an outstanding manner!” (DOL - CIF)

--“Commendation to MP Patrols: I am passing a thank you to the MP patrols around Burke Towers. This is my third year here and warm weather brings an increase of youths congregating in the Burke Tower playground areas. This leads to graffiti, damaged equipment, noise, vandalism and even arson (June 2010 fire in stairwell). MP patrols have dramatically reduced these problems. Please pass on Burke Tower residents' thank you to the MPs for their continued diligence. Thanks.” (DES - PMO/MP Services)

--“CPP Briefing, great briefing!” (DPTMS)

--“DOL (Driver’s Testing Office) - The workers here always go out of their way to give me great service. Please keep it up - excellent customer service!!!!” (DOL - Driver’s Testing Office)

--“Outstanding! Wonderful experience, great service!” (DHR - Ration Control Office)

Satisfaction and Yes/No Questions (Percentage)

100%-85% 84%-65% 64%-0%

ICE Success Stories - Yongsan Accepts ACOE Bronze Award!



Yongsan Garrison wins 2012 Army Community of Excellence bronze award

May 7, 2012

By **Melissa Wetherbee**

YONGSAN GARRISON, Republic of Korea - United States Army Garrison Yongsan was once again honored as an Army Community of Excellence (ACOE) during a ceremony at the Pentagon May 1. Col. William P. Huber, garrison commander, Casey Ross, chief of Plans, Analysis and Integration Office (PAIO), and Jeff Mones, lead management & program analyst PAIO received the ACOE Bronze award on behalf of Yongsan.

The Yongsan team was presented with a trophy and a check for \$150,000. USAG Yongsan is one of just six installations around the world to receive an ACOE this year, for demonstrating leadership, best practices, workforce engagement, efficient use of resources, customer focus and results.

Huber was thrilled that the tireless work done by Servicemembers, Families, Civilians, Local National employees and contractors at USAG Yongsan was once again recognized in the highly selective competition.

"Winning this award says a lot about the great staff we have at U.S. Army Garrison Yongsan," said Huber. "Our Community members are justifiably proud of living in one of the Army's best Communities. We are always striving to provide a quality of life commensurate with the service and sacrifice of our Soldiers and Family Members."

How does an installation become a top Army Community? The Army Communities of Excellence program involves a highly competitive and arduous year-long process where the garrison identifies and tracks the improvements and efficiencies made in their programs and services. The garrison assembles an application that includes an assessment survey and organizational profile, which shows how USAG Yongsan stacks up against rigorous performance excellence criteria. Lastly, the garrison compiles data that reflects metrics toward attaining mission and command requirements.

Jim North, strategic planning specialist, PAIO, emphasized the crucial role the Community plays in the successful operations of the garrison.

"Even though the ACOE award is an organizational award, it's really about the people in the organization," said North. "USAG Yongsan is privileged to have such a great and diverse workforce committed to delivering quality installation services and programs to the Community."

The levels of excellence required of ACOE winners require dedication and hard work to sustain and grow. The Community and Leaders alike are committed to winning the gold in future years, even with tighter budgets and scaled-down resources.

North is confident USAG Yongsan will rise to the challenge and reach "Gold Status" service and program delivery.

"It is important that we continue to strive for excellence and create a cost-conscious culture based on improvement, innovation, and creativity to provide efficient and quality services and programs," said North. "Our continued pursuit of ACOE Gold is a key tool to get us there."

North recognizes that, though maintaining excellence may be difficult, the Yongsan Community deserves no less than the best.

"Military Servicemembers, Families, and Civilians sacrifice a lot when serving their country," said North. "It's only right that we do our best to meet their needs and challenges while serving here in Korea. The award reaffirms to the Community that Yongsan is a caring, safe and secure environment that is customer focused on being the best possible installation in the Army."

This story is part two in a special report highlighting U.S. Army Garrison Yongsan's win of the Army Community of Excellence -- Bronze Award. Melissa Wetherbee is a volunteer public affairs specialist at USAG Yongsan.

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ICE Success Stories - Yongsan Accepts ACOE Bronze Award (Cont.)!



USAG Yongsan "THE Assignment of Choice in Korea"

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ICE Success Stories - CYSS Month of the Military Child



U.S. Army Child, Youth & School Services

CYSS Celebrates Month of the Military Child

COMMUNITY FUN FAIR

14 April, 1100-1400
CDC Parking Lot

For more information, call 738-3001/5036.



	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
Month of the Military Child Community Fun Fair: Excellent! The School Liaison Officer is excellent and Parent Central is outstanding!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
Month of the Military Child Community Fun Fair: Great job!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
Month of the Military Child Community Fun Fair: Best event right after 5K fun run. We LOVE it. Thanks!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
Month of the Military Child Community Fun Fair: The family fun fair was excellent!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
Month of the Military Child Community Fun Fair: We use Kids On Site, Hourly Care and Community Wide parents Night Out- Thank you for all that you do and for the excellent care you give my baby!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
Month of the Military Child Community Fun Fair: Nice outing for the Community!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
Month of the Military Child Community Fun Fair: I am so glad that you chose to celebrate the Military Child. They are so important. Keep up the good work. We had fun!		

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ICE Success Stories Cont. - DFMWR Brings the Band Back to Harvey's Club!



Absolute Band

Harvey's Lounge TEL: 723-5678/8785

Every Wed, Fri & Sat @ 1900

K-16 Landing Zone TEL: 741-6380

Every Thu @ 1900



Live Entertainment

Absolute Band

Live Entertainment

Harvey's Lounge **Every Wed, Fri & Sat @ 1900**

For more information, call 723-5678/8785.

K-16 Landing Zone **Every Thu @ 1900**

For more information, call 741-6380.

	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
I am writing this not to complain but to compliment and to ask something. I love going to Harvey's on Wed, Fri and Sat nights to listen to the band and I enjoy dancing to their style of music. I was told last night that the band will no longer be there after March, I'm not sure of the exact date. Why? JBL is the best band that has been there in a very long time(I was here when Infinity played and JBL is better). I have been here since 2008 and I feel they are the best band you have ever had. Then I heard that there might not be a band to replace them so there won't be any live entertainment at all. I don't go to Itaewon because I don't like the atmosphere there so are you going to force me and the other people who enjoy going to Harvey's to go somewhere else? I noticed around 25 people there last night which I feel is outstanding considering it was Wed. Last Friday it was very crowded so a lot of people are going there because of the band. Why would you not renew JBL's contract if they are bringing in customers just to hear them? Please renew their contract I don't want to go anywhere else for my entertainment. Thank you.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
Please don't cancel the band at Harvey's. That is the only place I am comfortable going to and the bands music is awesome! They play a variety of music and everyone is always up there dancing. They take requests and play them for you. They are the best band you have ever had there. I don't like going to Itaewon because there is a lot of smoke in the clubs. Please keep the band!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
I am shocked and dismayed to learn that there will be no more JBL Band at either Harvey's or the Main Post Club. These talented and endearing entertainers have provided so much joy and happiness via their huge songbook and their wide smiles. They have given their all to the MWR facilities and to their fans and supporters and now they are being cut loose.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
A member of the band said this is the band's last Friday to play at Harvey's. This is a very popular band here. Can there be an extension or is another band coming in? My friends and I really do like Harvey's and do not even consider patronizing other clubs on post. Please make changes to keep the people coming in and Harvey's the popular spot that it is. Thank you.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
The band that plays at Harvey's provides a welcome option and we found out that tonight is their last performance. We're very disappointed: the band is very well liked and we would like for them to stay. Additionally, it is rumored that a Korean band will replace them. We feel this would be a big mistake, given that there isn't much else to do on post and there are plenty of Korean bands off post. Please keep the band and Harvey's, they provide a needed diversity to the community! We enjoy the fun atmosphere.		



	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
After 14 months, it is GREAT to have a band back! We should have never lost the band to start with especially when much smaller installations (Chinhae) have bands. And this is by far the most professional band I have seen play at Harvey's. They were there early last Friday for sound checks and rehearsal and it is the only band I have seen perform there where one of the female vocalists actually played guitar. Please, give the band a chance and I will do what I can to spread the word that Harvey's is once again the place to be! Thank you.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
The new Band is awesome! The musicians and singers are great. This is a great show and excellent entertainment. Thank you for having a band at Harvey's.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
For over one year, Harvey's has been without a band. Even though we live in Seoul, the number of live bands close to Yongsan is limited. I want to express my great appreciation for having a band back here on Yongsan. It is a huge morale boost for anyone living overseas to have live music in a friendly open atmosphere as exists at Harvey's. I sincerely hope that the band will continue to grace Harvey's with their heartfelt, entertaining and professional performances.		



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ICE Success Stories Cont. - ACS Holds Successful Job Fair!



USAG YONGSAN EMPLOYMENT



JOB FAIR

18 May, 1000-1400, Dragon Hill Lodge



ACS will sponsor a Korea-Wide Job Fair. Open to all USFK ID card holders and authorized personnel.

- For more information, call 738-8977/7505.



	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
18 May 12: ACS Job Fair with Mr. Frank Jackson - The Yongsan ACS sponsored an outstanding job fair supporting the entire Korean peninsula. The setup and facilities used was outstanding and provided a positive environment for those looking for job opportunities.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
18 May 12: ACS Job Fair with Mr. Frank Jackson - No recommendation, the job fair was very good and exceeded our expectations. Frank Jackson and staff are outstanding - one of the best events I've attended at Yongsan in 8 years of attending!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
18 May 12: ACS Job Fair with Mr. Frank Jackson - Very informative, and very detailed in preparing transition out of the military.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
18 May 12: ACS Job Fair with Mr. Frank Jackson - Best job fair attendee list in three years. Outstanding job fair!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
18 May 12: ACS Job Fair with Mr. Frank Jackson - Great turn-out of resources!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
18 May 12: ACS Job Fair with Mr. Frank Jackson - Thank you for this opportunity! Since I am new here, I really needed this!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
18 May 12: ACS Job Fair with Mr. Frank Jackson - Excellent event. Staff provided great service.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
18 May 12: ACS Job Fair with Mr. Frank Jackson - Everyone had a great attitude and was friendly. Very professional!		

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ICE Success Stories Cont. - FMWR CYSS SKIES Program Holds Summer Princess Ballet Camp!



CYSS SKIES DANCE CAMP

Broadway Bound

Ages: 7and Up (0-1 year of previous dance training)

9-12 July, 1230-1400 @ SKIES Center

*The class on 12 July will be extended until 1430 for an in-studio performance!

Price: 65.00

Students will learn basic ballet/jazz technique and become familiar with musical theatre through stories, video clips, and handouts. At the end we will feature a showcase performance!

For more information, call 736-5116.

Sign Up Today!



	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
SKIES Fairy Tale Ballet Camp 19-22 June was such a great idea! Ms. Lindsay is always so positive and patient. The Ballet camp was wonderful for my 3 yr old who is not old enough to participate in many events on post. I love the Camp and theme idea. My daughter really enjoyed herself and asked to go to camp every morning! Keep up the great work!	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
SKIES Fairy Tale Ballet Camp 19-22 June Ballet Camp was such a great idea. My daughter had an amazing time. My only wish is that the camp was a week or two longer.	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
SKIES Fairy Tale Ballet Camp 19-22 June Ms Lindsay is so wonderful with the kids and she has so much patience with my daughter who turned 3 this May. This is my daughter's first ballet class and she is very happy with Ms. Lindsay. Thank you so much.	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
SKIES Fairy Tale Ballet Camp 19-22 June Fantastic Instructor. Outstanding teaching methods!	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
SKIES Fairy Tale Ballet Camp 19-22 June was awesome! I just wish the camp would have been longer!	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
DFMWR (CYSS: SKIES) - Ballet Princess Camp: Excellent job with ballet camp! Ms. Lindsey is exceptional! I'd love to attend if there are more classes like this. Thank you for a great ballet camp!!	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes

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ICE Success Stories Cont. - DFMWR Holds Summer Reading Program Kick-Off Event!



SUMMER READING PROGRAM

**READING IS...
DELICIOUS!**

Sign up today!
Chance to win prizes and giveaways.
The Kick Off Party: 16 June at 1100

For more information call 723-7380.

Yongsan Library

	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
16 Jun 2012: Reading is Delicious Summer Reading Program - The librarian was fabulous! Energetic, patient and informative! Thanks for a great kick-off!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
16 Jun 2012: Reading is Delicious Summer Reading Program - Great kick-off for the Summer Reading Program.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
16 Jun 2012: Reading is Delicious Summer Reading Program - The librarians were fabulous! Energetic, patient and informative! Thanks for a great kick-off!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
16 Jun 2012: Reading is Delicious Summer Reading Program - Awesome!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
16 Jun 2012: Reading is Delicious Summer Reading Program - Great Program, my son had a blast!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
16 Jun 2012: Reading is Delicious Summer Reading Program - Great event!		



ICE-BERG Customer Engagement Page!

The customer engagement page is intended to give real world examples of how Garrison management is listening, responding, and actively making efforts to improve services using customer feedback submitted through the ICE program. This page is intended to recognize exemplary actions taken by Directors and service providers to engage customers through ICE. This new initiative is in support of Line of Effort (LOE) 3 of the Installation Management Campaign Plan (IMCP), LW2 customer engagement and constant communication.

DFMWR Responds To Customer Comment Requesting Information on Ballroom Dancing Classes

Customer Comment: Hello, I have been emailing the FMWR office since the end of April trying to get information about upcoming ballroom dance lessons. While my initial inquiry was answered, my follow-up emails have gone unanswered. I am currently stateside and am PCSing to Korea; however I need this information to make plans. I simply want to know: 1) typical cost of the lessons, 2) dates of the next class after August and, 3) how long the course lasts. I would appreciate if someone would respond to me as soon as possible. Thanks very much.

Garrison Response: On 08 Jun, Mr. Ron Buss, FMWR Chief of Business Operations, responded to the customer's ICE comment indicating that the Ballroom Dance classes were discontinued in November 2011 due to a lack of participation. However, FMWR was willing to look into the possibility of reinstating the lessons if it was determined there was an adequate interest by the community to justify resuming the class. Immediately following the customer's ICE comment submission and initial response, Mr. Timothy Higgs, Chief of DFMWR's Community Recreations Division, posted a note on the Garrison Facebook page soliciting feedback from the community on interest in possibly continuing the program. Mr. Buss also provided the customer with contact information for further follow-up.



Mr. Paul Robinson,
DFMWR Director



DPW and DES Respond to Customer Comment Concerning Loading Area IVO Eighth Army Band Practice Area

Customer Comment: Loading and parking at Bldg #1549 is inadequate. This was brought to DPW's attention a few months ago and hasn't been solved. I have a large metal instrument the size of a small refrigerator that must be carried through the parking lot and up the honor guard hill to load under the bus, and several others are also in this situation. The front of the building was suddenly blocked a few months ago with a small metal cable that is not visible at night. Now there is no parking and loading zone for the 8th Army Band. I suggested moving the barriers back to the first relocatable area. A four way stop was at UN Blvd and 8th Army Dr for many decades before the relocatable buildings were placed.

Garrison Response: Mr. Oxendine, DES Director, and Mr. Paul Stewart, USAG Yongsan Deputy Garrison Commander, responded to the customer's comment submission, indicating that the barriers and metal cable were installed in the vicinity in order to comply with established force protection and anti-terrorism laws which establish the distance POVs can be legally parked away from government buildings in order to safeguard both personnel and infrastructure from possible terrorist attack. When the customer reiterated his concerns during the Yongsan Town Hall held on 27 Jun 12, Mr. Oxendine, Mr. Markham and Mr. Stuart reiterated their earlier remarks. Additionally, Mr. Markham indicated that, in efforts to accommodate Service Members assigned to the Eighth Army band, plans were currently being reviewed concerning the feasibility of issuing an access key to the Eighth Army Band Commanders so the barrier and cable could be unlocked and temporarily removed to facilitate easier loading and unloading of band equipment from buses, vans, and other GOVs assigned to the Eighth Army Band.



Mr. Ricky Oxendine, DES
Director



Mr. Charles Markham,
DPW Director



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ICE Comments for Garrison Services (Cont.)



--“Regarding work @ Bldg 5259 during the week of 30 APR 2012. A DPW crew came by to repair our hot water system. They came in, did not disturb our workflow, got the job done in a timely fashion, and cleaned up after themselves. Comments from one employee: "It's so nice not having to wash our hands in liquid nitrogen anymore." It is a great thing to have hot water service restored! Thank you, DPW!!” (DPW - Facility Engineering Work Requests)

--“The staff provided excellent service in helping me renew my license in a quick and efficient manner. The staff was very polite and professional.” (DOL - Driver’s Testing Office)

--“My child recently attended the Babysitting Course at CYSS and I must say that the program was excellent and the staff was superb! She has the perfect attitude towards teens and I know my child enjoyed and learned a lot because of the instructor. We need programs and staff such as her to provide necessary life skills for our teens. Thank you!” (DFMWR - CYSS)

--“SUPER CONSIDERATE TO FLEX APPOINTMENT TIMES- VERY PROFESSIONAL AND COURTEOUS.” (DOL - PPPO)

--“JOB WELL DONE!” (DPW - Service Orders)

--“I had the pleasure of signing my twins up for swimming lessons at Parent Central. I had expected to be there for hours and was pleasantly surprised when in less than an hour I had the swimming registration done AND my kids signed up for our Parent's Night Out! The staff was wonderful and very efficient. Thank You, Great Job!!!” (DFMWR - CYSS)

--“Outstanding initiative in making appointments and having gear ready prior to arrival. Definite time saver!” (DOL - CIF)

--“Staff and managers are above and beyond in their fulfillment of the mission. Assistance is timely, practical, and beyond expectation. Classes and materials are current. Unfortunately, the posts' lack of parking stands in contrast to the outstanding service rendered by this team.” (DHR - ASAP)

--“Very Professional. Great Job!” (DPW - Service Work Orders)

--“The Education Center is a great facility!” (DHR - Education Center)

--“I received excellent service at the main post office. The PV2 that helped me was very knowledgeable in her field. She helped me wrap my package, told me about the special services I could receive, what forms I should fill out, told me how long it would take my package to get to where it was going, ect.” (Main Post Office)

--“Thanks a lot for the support!” (DPW - Service Work Orders)

--“This was the best counseling service I have ever received during my 30 years of movement service. Good job!” (DOL - PPPO)

--“I have been in Korea since 1st grade. And since then, I've been coming to the Yongsan library. Now, Yongsan Library is my 2nd home and I love coming here. I thank every staff member. Keep it up!” (DFMWR - Yongsan Library)

--“Please extend our thanks to the staff at the CYSS central registration. They were very family focused and assisted us with access to immediate childcare once we arrived in theater. Both my husband and I are active duty and childcare was our top priority. The CYSS staff was extremely pleasant to work with and assisted us greatly. Thank you!” (DFMWR: CYSS Parent Central Registration Office)

--“The local national female representative did a wonderful job helping me this morning around 10:05 at the South Post Office. You all trained her very well. She speaks English like a native English speaker.” (Main Post Office)

--“30 May 2012: The facility is always in excellent condition, the faculty is very helpful, which makes the visit to the library delightful.” (DFMWR - K-16 Library)

--“ACS CSF Resilience Training Course for 142nd MP CO: Good training!” (ACS - MOBD)

--“Command Presence Patrol Brief: Great briefing, very detailed!” (DPTMS)

--“The MPs are very professional and take their job seriously. Thanks for what you do for the Yongsan Community.” (DES - PMO/MP Services)

--“The office staff were very informative and answered all questions until I was fully understanding everything about my flight, payments, orders, amendments, pests, da31 and countless other questions I had. Thank you!” (DOL - CTO)