

Congratulations June standouts! You have gone above and beyond by creating an exceptional customer experience for our military service members and their families. We can all learn a thing or two about how to create a positive engagement by following your examples. Thanks for truly showing what family serving family means.

Dave

PACIFIC REGION

"Team, you have pushed beyond limits this week. You continue to give more when it seems impossible. Your contributions are what set us apart. Well done!"

Su-Kyong Yun

OSAN MAIN STORE

Ms. Yun works in the furniture department and utilizes suggestive selling techniques to increase items per basket. She observes hot new items and furniture trends to mention to her customers. When customers have special requests, she works with the MD Help Desk or another store to get the items they are looking for as soon as possible. Her efforts have not only helped to increase sales but also improved EPPs by 36.2% above last year YTD.

Chong-hui Yi

CAMP CARROLL SUBWAY

Ms. Yi provides extraordinary customer service, positively impacting sales by 14% above AFP and DOP by 26% above AFP! She exemplifies Family Serving Family, ensuring customers are satisfied both in-store and with their online orders. In 2017, monthly Subway store evaluation and sanitation inspections have had zero discrepancies through May, demonstrating her commitment and dedication to the facility, customers and associates. She is an excellent example of fulfilling the Exchange Mission, Vision and Core Values every day.

Mi-sup An

RODRIGUEZ RANGE & CAMP BONIFAS BARBER SHOPS

Ms. An does excellent job providing service to our customers by providing customized operation hours and services at Camp Bonifas and Rodriguez Range. Camp Bonifas has only about 30 Soldiers located next to DMZ, and they request haircuts with extended hours due to their work schedules. She changes her scheduling to provide service to the troops when needed. This has resulted in 266% above at Rodriguez Range and 321% above at Bonifas in sales over LY. She is a true example of "We go where you go" with excellent service.

EUROPE REGION

Cole B. Whaley Jr.

Rosi Halbauer

GRAFENWOEHR CHARLEY'S

Elisabeth Salzwedel

GRAFENWOEHR STARBUCKS

*“The Europe Region is proud and honored to have teammates like **Cole, Rosi and Elisabeth!** They mirror the finest attributes of caring, dedicated associates that make our Region successful!”*

HAINERBERG SHOPPING CENTER

Associate Cole Whaley excels time and time again in serving customers at our checkout area and assures our they leave the store satisfied and appreciated. Cole has been with the Exchange family for some years now and has received nothing but praise for his cheerful and pleasant service. He has received numerous positive customer comments. He understands the needs of military customers like no other, being retired military himself. He acts like a true pro and does not stop until our customers are fully satisfied. Customers mention how impressed they are with his willingness to serve and his natural, friendly and outgoing personality effectively gain the trust and loyalty of our customer base. Also, we have customers who wait the extra time it would take, just to go through his line. Cole recognizes the vital role of extraordinary customer service and truly deserves to be “Called Out” as a strong participant in our Exchange team. Just one example of a

The Charley’s team recently was recognized and presented with a “Millionaires Club” plaque by Charley’s field consultant. Rosi continually strives for a high achievement level and ensures that all the prep exceeds operational standards. The Charley’s team recently received 100% on their recent inspection, the highest score in Europe. Rosi has 10 years with the company and never fails any accomplishments given. We are glad to have her on our Charley’s Team. Financial results: Sales, \$312,966 (19.4% above LY)/#4 in sales Worldwide; GP 71.52 (26.3% above LY); PC 32.17%; DOP 23.25% (54.3% above LY).

Elisabeth Salzwedel is a supervisor at Starbucks in the Grafenwoehr Shopping Mall. She never misses an opportunity to greet her customers by their first names and has an uncanny ability for remembering her regular customers’ favorite drinks. Elisabeth recently was presented with her “black apron.” This was presented after she completed a difficult course on coffee growing, coffee Characteristics, food pairing, and a whole variety of general coffee information. We would all like to Congratulate “Liz” as the only black-apron barista in the Grafenwoehr Starbucks. We look forward to you sharing your wealth of coffee knowledge and amazing customer service.

customer comment:

"Whenever Cole waits on me, he is so kind, professional and excellent. His joy overflows, and I always leave smiling. Please pass along my Thanks to this amazing employee"

By the way, Cole is a senior citizen and when asked about his age, he just smiles and states that he is approaching the big eight zero and has no plans of stopping now.

EASTERN REGION

"Carmen, Ruby, and Bryant you make all of Easter Region so proud! Your hard work and efforts continue to set the bar and your actions are paying off with magnificent results. Congratulations! Thank you again for all you do every day taking care of our customers and Driving for Results!!!"

Carmen Bigas

PATRICK AFB FIREARMS

It is an honor to recognize Carmen for her service, first to the Air Force and now to serving our Exchange customers. As a member of the military and the Exchange team, she has indeed shown the importance of service before self. She has consistently delivered a memorable customer experience for the past eight months. Customer Comment 2017: "Carmen is very knowledgeable and friendly." She is not only recognized by our customers, but by her teammates as an inspiration and example of providing excellent customer service. Her contributions to the firearms/sporting goods

Ruby Brown

ROBINS AFB POPEYES

Under Ruby's leadership, Robins Popeyes has achieved YTD sales increase \$33,624 (23.6%) above AFP and \$12,958 (8%) above LY. Gross Profit YTD \$112,196 has increased \$18,744 (20%) above AFP and \$8,077 (7.8%) above LY. DOP YTD \$15,871 increased \$8,849 (126%) above AFP and \$6,880 (76%) above LY. Overall, Ms. Brown leads her team to provide the best customer service possible while returning admirable financial results.

Bryant Coleman

FT STEWART VENDING

Bryant manages our Ft. Stewart vending program. With hard work and dedication, he was able to increase December consumables sales by 21%, which resulted in consumables YTD DOR being 9% above LY. In Bryant's quest to grow vending at Ft. Stewart and Hunter AAF, he came across a Sweet Amanda's candy machine and added one to our mall. The new machine has generated lots of excitement with its great look and unique way of vending. The first two weeks sales were \$1,150 and income \$278. HOOAH!

department, MILITARY STAR and solution selling programs have resulted in a sales lift in dept. 91 of \$136,474, 4.5% above March. She also had a 97% increase of approved MILITARY STAR card apps. Carmen's attitude and dedication makes her a valued asset to the Exchange and the Patrick team!

CENTRAL REGION

"April, Katherine and Carol are outstanding associates! They are awesome team players, passionate about what they do and truly exemplify Family serving Family! We are honored to have them on our team and thank them for representing Central Region. Way to go Team CER!"

April Glickman

MCCONNELL AFB MCS

April is commended for going above and beyond. In the first week of April, Maj. Christa Haggatt called April from the airport and said that she was flying into Wichita and staying at the Air Capital Inn. She was coming for her father's funeral and while at her departing airport, she realized that, she forgot to pack her cap for her dress blues. She explained that she needed a cap and rank. She later called back with her measurements and payment. Supervisor Charlene Bush took the message over the phone. April gathered the merchandise, purchased a sympathy card, both she and Charlene signed it and April brought it to the Air Capital Inn. Major Haggatt had not yet

Katherine McCollough

NAS FORT WORTH JRB SUBWAY

Katherine McCollough has grown her sales every month that she has been the HQ Subway foreman. In April, she was #1 worldwide in MILITARY STAR penetration with a 20.88% rate. She is also #1 Worldwide YTD with a penetration rate of 21.07%. Her sales are up 14.5% vs the Plan YTD and her DOP is up 59.89% vs the Plan YTD. She is a leader and a teacher. Katherine has been promoted into management, and we want to wish her all the best. Thank you from the HQ food court team.

Carol Potts

SCOTT AFB

Carol has been a dedicated Exchange associate for 25 years. Her knowledge and expertise in her position is vital to the daily operations of the Scott Exchange. Her oversight of not just the Scott Exchange inventory, but other regional Exchanges, demonstrates the value of Carol's knowledge and skills in the accounting world. In the past five years, the Scott Exchange averaged a .15 inventory variance, in large part due to Carol's vigilance on reviews of PIT, price changes, manifest, merchandise reports, transfer vouchers and PO receiving. The areas in which Carol has extended her reach of review are all critical to the dividends that the Exchange provides to support and enhance the Quality-of-Life programs. Thank you, Carol, for the years of dedicated service to the Exchange and the military community!

arrived, so April left the package at the reception desk. She received the following Thank You note Last Week :

*Dear April and Charlene,
I cannot even begin to express my gratitude for going beyond to make sure I had my service cap for my dad's funeral services. Thank you for such a large effort and the kind card. It continues to amaze me how my Air Force family extends to incredible people that I have never met. You are amazing and thank you!*

WESTERN REGION

"Raquel, Kevin, Sandra, your customers will always come and shop from you, seldom shop around, but will always recommend you to their friends and colleagues because of your elevated commitment to customer service. Thank you for what you do on a daily basis and being and for being great Customer Service ambassadors".

Sandra Bulloch

KIRTLAND AFB MAIN STORE

Sandra Bulloch, one of our front-line cashiers, has been with the main store since the beginning of this year, but even in such a short time she has garnered many positive customer comments. Just this past month, one customer gave a "10" for wait time, stating that he could wait on purpose to have Sandra as a cashier. Another customer stated, Sandra at checkout was particularly great." These customers are not alone in their positive interactions with Sandra, who is always pleasant

Raquel Ruvalcaba

TRAVIS AFB SUBWAY

The Travis Exchange would like to recognize the leadership of Raquel Ruvalcaba, concept manager of Subway. Ms. Ruvalcaba and her team were recognized during the Subway Corp. The team received 3 out of the 12 awards given out to the North Bay Subway stores. Proof of her commitment to build a lifelong emotional bonds with our guests is the award for Best Customer Service 2016 for the North Bay area. Ms. Ruvalcaba

Kevin Robinson

EIELSON AFB SERVICES

Kevin Robinson joined US Patriot Tactical in June 2016 and was instrumental in opening the second location at Eielson AFB in July 2016. Kevin is an Air Force Reservist and takes an active approach in ensuring the customers at Eielson have what they want and when they want it. Kevin's hard work shows in the financial results. US Patriot Tactical at Eielson is 55% above AFP for 2017 with a YTD MILITARY STAR penetration rate of 7.26% and growing. Kevin is very knowledgeable and passionate about his job, and it has paid off in his recent promotion to assistant general manager. In his new role, he now

and takes the time to get to know her customers. Thank, you, Sandra, for such good service and for being part of our team here at the Kirtland Exchange.

exemplifies Exchange leadership and customer service qualities.

oversees both the Ft Wainwright & Eielson AFB locations. The Exchanges at Eielson and Ft Wainwright are grateful to have Kevin on our team.