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| **CHIEF OPERATING OFFICER DAVE NELSON’S OPERATION CALLOUTS**  *“Congratulations to these standout associates. Their commitment to Warfighters and military families shines through in all they do. Thanks to each of you for living the Exchange’s core values: Family Serving Family; Respect Everyone; and Courage to Use Good Judgment. Keep up the good fight!”*    *With Greatest Respect,*  *Dave* | | | |
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| **PACIFIC REGION**  *“****Ms. Jacobus, Mr. Kim, Mr. Kinjo and Mr. Uezu’s*** *dedication allows our customers the extraordinary shopping experience the Pacific Region is known for. These individuals practice “Family Serving Family!” Thank you for all that you do every day. The pride you take in your work, and your commitment in taking care of our customers is truly inspiring.”* | **Juanita Jacobus**  **MISAWA AB MAIN STORE**  Juanita is an outstanding supervisor of Hardlines/Outdoor Living, who emulates our mission of Family Serving Family. Her action is always based on the view from customer’s side. She won’t hesitate to work with customers to find solutions if we don’t have the exact items they looking for. Juanita’s dedication to customer satisfaction is outstanding. Her greetings and smile make her sales area more inviting to our customers. She works with associates with courtesy that shows she cares for her employees. She is very flexible with scheduling and will approach her management if schedule changes are necessary. She values her store and customers. She is great asset to the Misawa Exchange. | **Masahiro Kinjo & Takeshi Uezu**  **CAMP COURTNEY ANTHONY’S PIZZA**  Recently, the Camp Courtney Anthony’s received a request to deliver pizzas to White Beach Naval Facility to support Sailors. Although White Beach is way out of the delivery area of Camp Courtney, Mr. Kinjo and Mr. Uezu wanted to support the request not only for the sales but because options are limited for Sailors at White Beach. To both of their surprise, the pizza order was for 70 large pizzas, which was a lot more than they anticipated, to be delivered Feb. 7 at 1745. Mr. Kinjo and Mr. Uezu’s team prepared the $927 order and Mr. Kinjo was off for a 45-minute drive to White Beach. Hungry Sailors were waiting for him at the gangway of the ship. | **KIM, Young-hoon**  **OSAN AB BBQ FOOD TRUCK**  Mr. KIM, owner of the mobile BBQ food truck, and his team have acclimated well to Osan AB, perfecting their routes in serving our customers across the base. Their commitment to the Exchange shined even brighter when called upon to support 400 Airmen at Suwon AB after the base’s MWR food facility closed for a month. The small Suwon AB is a long way from Osan AB, but Mr. Kim and his staff without hesitation were ready to support. Their MTD sales saw increases of 31% with $11,497, which is in line with their 24% increase in YTD sales with $105,967. Mr. Kim and his staff are always ready to serve on the go. |
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| **EUROPE REGION**  *“****Ron, Sam and Madhu****are examples of Family Serving Family! Their dedication to serve our troops and families with unwavering and steadfast commitment is inspiring.”* | **Ronald Madayag**  **KMCC MAIN STORE – FURNITURE**  *"I had an excellent experience with Ronald in the furniture department. Our PCS move resulted in the damage and loss of furniture, and I was dreading the replacement experience.   To my delight, Ronald greeted me with a smile, and was eager to help. He was attentive and knowledgeable and had answers to all questions. He took time to make sure I knew what I wanted and then waited for me to complete other shopping. I took up the better part of two hours in the store, and when I came back to the furniture department, Ronald was ready for me with everything I needed. His attention and guidance through the department, as well as his personable qualities, made my day. I am so thankful that he was there for me. I truly appreciate all this time and help, look forward to dealing with him in the near future."* | **Sam Wherry**  **STUTTGART POPEYES**  A customer wrote, *"I want to acknowledge Mr. Wherry's patience, leadership, dedication and teaching/coaching abilities. Six months ago, my special-needs son was given an opportunity to work with Mr. Wherry at Panzer Barracks Popeyes. Mr. Wherry treated my son as a capable, competent and contributing member of the team, never once focusing on his deficits. He took the time to studiously train my son on all details of the operations. He has mentioned how the store would not be the same without my son coming to work every day, thus boosting my son’s confidence and job satisfaction. He has capitalized on my son's ability to follow simple, explicit directions, never once worrying about my son’s challenges. Mr. Wherry’s calm demeanor has done wonders for my son's independence, confidence and belief in his own abilities. I appreciate the way he carries himself as a mentor to young people just entering the workforce. I wanted to express my sincerest gratitude for him having the faith in my son's ability and just generally treating him like everyone else: a valuable asset to Popeyes’ workforce!"* | **Madhu Kumar Viswambharan**  **IRAQ – GREEN BEANS COFFEE**  As the only Green Beans technician for Iraq, Madhu does an exceptional job keeping quipment in good repair while assisting with many tasks required to keep the store running smoothly. His commitment to the Exchange mission has resulted in a significant delay of his annual vacation, and he always continues on with a smile. He has been instrumental in the planning for two future Green Bean sites in Iraq. Over the past 30 days, he has visited and coordinated plans with the Exchange to get the establishments operating in the near future. He is also known for assisting with bistro orders and providing excellent customer service to customers. Both Madhu and Green Beans are exceptional Exchange business partners. |
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| **EASTERN REGION**  *“Eastern Region is always so proud to show off our associates. We want to congratulate Roma, Jakob and Monique for being our call-out associates of the month! Thank you so much for what you not only do for your Exchange every day, but also what you do for our great customers every day.”* | **Roma Fulmore**  **FORT BRAGG OLD GLORY EXPRESS/CLASS SIX/GAS**  Roma is a rock solid and consistent associate who opens the store to greet the first customers of the day. Roma gives 100% every day. She ensures that Snack Avenue Hot-to-Go is ready to feed our hungry Soldiers along with freshly brewed coffee and all the add-ons. She is eager to support and is a large part of why Heat & Eat sales are up 8% YTD and 7% over AFP while maintaining a more than 46% YTD GP. Perhaps the greatest characteristic of Roma is the fact that she can always be found being a productive part of the team with absolutely no idle time. When she is on the register, she is one of the leaders in MILITARY STAR applications. She is very dependable and a great asset to the Old Glory team! | **Jakob Dunbar**  **FORT MEADE CHARLEY’S**  Jakob has proven to be an outstanding manager, accomplishing stellar financial and operational results. Since becoming manager of Charley’s, Jakob has demonstrated a clear drive for success in 2018 and going into 2019. He achieved YTD sales of $853K; profit is 24% above plan, personnel cost is 6% below plan and expenses are 6% below plan. Jakob leads by example while providing excellent customer service, resulting in an overall satisfaction rate of 79.5%, exceeding the goal of 72%. Charley’s also exceeded the goal for brand inspection score on each inspection this year. Jakob is committed to developing his team and works tirelessly to ensure brand standards are executed flawlessly. His standard is that service is the forefront of every transaction. Jakob’s commitment and positive results has greatly contributed to the overall success of Fort Meade’s food court. | **Monique Lima Martin**  **FORT BENNING MAIN STORE**  During her two years at the Exchange, Monique has served in many roles, including cashier, PowerZone associate and supervisor, and administrative assistant, her current role. Monique’s friendly attitude and dedication have catapulted her to represent the Exchange at Fort Benning’s weekly Newcomers Orientation. She promotes programs, such as MILITARY STAR’s benefits, resulting in a YTD 30% increase over PY. Additionally, her focus on the Exchange Protection Program has resulted in a 20% sales lift YTD; POSA has realized a 5% sales lift. Her actions prove she has the “IT factor.” She is excited to support her peers and managers. She consistently goes above and beyond to provide excellent customer service. Monique definitely is an example of our core value by demonstrating daily how we are “Family Serving Family.” |
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| **CENTRAL REGION**  *“All of Central Region is proud of you for setting the bar for world-class customer service and operational excellence! Your work leaves a lasting impression on those you serve and drives bottom-line results.****Yolanda, Charity and Jody,*** *congratulations, and thank you so much for all you do every day.”* | **Yolanda Hettwer**  **SHEPPARD AFB TROOP AND MILITARY CLOTHING STORE**  Yolanda Hettweris above reproach in exhibiting her excellent store assistant skills, striving to aid managers to make our troop store and MCSS the Exchange’s best. Her valuable knowledge in both operations has aided in providing proper training to associates. She assists customers with all aspects of military clothing and ensures that we are meeting our customers’ needs. Her hard work helped to increase overall average ticket sales 10% over PY for January 2019 and increasing the MILITARY STAR penetration rate 1% increase over goal for 2018. Yolanda is always willing to step in and help where she is needed, including running a register, changing POGs and managing the weekly promotion. Through her positive attitude and determination, she bestows outstanding credit to herself, Sheppard AFB and the Exchange. | **Charity Shives**  **FORT CAMPBELL QDOBA**  Charity led her team to a "Million Dollar" store on Dec. 7, 2017, just 10 months after it opened. She is a perfectionist and will not settle for less than to be “the best,” and her statements attest to that.  Sales YTD 2018 are $1,235,060, with 74.24% GP, 26.06% PC and $363,495 (31.77%) DOP. Qdoba posted opening time is 10:30, but Charity will spot people walking through the food court as early as 8 a.m. and will call out to them, “We are open.” to gain those sales. Not only is Charity driven and very customer oriented, she has instilled this in her associates. Charity takes care of her associates and they, in turn, take care of Qdoba. Charity helped incorporate Qdoba into the Exchange, piloting and assisting Qdoba with the first and one of the best training stores within the Exchange. Charity brings new ideas and creative ways to attract customers and showcase her store, marveling and impressing her corporate visitors every time. Customer service is always top priority. She has a policy that during lunch, it is “all hands on deck,” all associates will be on the front line, moving at lightning speed. Customer satisfaction is always excellent.  We are very proud to have her on Team Campbell. | **Jody Volz**  **MINOT AFB VOLZ VINTAGE GARDENS**  Jody started with a small gift shop in our mall last August. Since that time, Jody has listened to customers and brought in a lot of Pride of Dakota items, Minot AFB souvenirs, gift baskets, etc. She wants to make sure every visitor to Minot can find something unique to remember their time in North Dakota. If someone happens to see something off base and mentions it to Jody, she gets right on it to bring that item into her store for her Airmen and families. Aside from having the gift store, Jody offers painting and chalk couture classes for spouses, families and even Airmen in the dorms, who want to have a fun get-together in her store. Jody is always willing to participate in any Exchange events, offering specials and free shipping or gift with purchase specials. She is truly an asset to the Minot AFB Exchange Mall and base community. |
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| ***WESTERN REGION***  ***“Letty, Selena and Elijah,*** *your strong work ethic and commitment to great customer service is a true asset to the Exchange. Thank you for always putting the wants and needs customers above all else. “* | **Letty Jacob**  **NELLIS AFB EXPRESS/CLASS SIX**  Letty Jacob, a humble, hardworking shift manager who has been with the Exchange more than 28 years, continues to be a valued member at the Nellis Express Class Six. Her due diligence, excellent customer service, continuous dependability, structure and accuracy have given the Nellis Express pride and stability. She displays the same high performance every day. Associates, vendors and customers approach Letty’s managers with compliments, and good stories. She has become a role model to associates and friend to vendors and customers. Letty continuously goes above and beyond her normal work duties and takes additional steps to show each associate appreciation. Letty shares her knowledge freely, plans her day efficiently and effectively, never leaving work undone. She will simultaneously manage the facility operations and provide excellent customer service. There is never a line unnoticed while she is on watch. She will never ask for anything, but deserves so much. We are grateful and appreciate Letty being a foundation to our facility. She gives the Exchange strong roots on which to rely. | **Elijah King**  **JB ELMENDORF BURGER KING**  Elijah King is to be commended for his willingness to go above and beyond the call of duty. On Nov. 30, JBER experienced a massive 7.2 earthquake. Once the power was restored, Elijah remained at BK beyond his shift to serve the 231 valued customers within the first three hours after the quake. The store was extremely busy and had record sales for that day. Elijah's actions displayed his selfless character and demonstrated a loyal commitment to the Exchange to get the job done, whatever it takes! | **Selena Herrera**  **HOLLOMAN AFB GNC**  The GNC team is dedicated to providing the best customer service and support to Airmen at Holloman AFB. The team is always informative and helpful when it comes to products in the store. They provide customers with valuable information and always answer any questions or concerns. The manager, Selena Herrera, eagerly supports the base with any events. Sales average $46,000 a month with income of $6400 YTD, which is 25%  ALY. Holloman GNC has a strong team and outstanding customer service. |
| **LOSS PREVENTION**  *“****Cindy****lives the Exchange mission and makes herself a true partner of her community by taking care of those who take care of us.”* | **Cindy Diverty**  **CANNON AFB**  Cindy has served the Exchange for 25 years. Starting her career as a laborer and warehouse worker, Cindy made the jump to Loss Prevention in 2002 and has never looked back. Cindy’s knowledge and professionalism has become a stable source of support for the Cannon AFB Exchange as many of her business partners routinely look to her for guidance. Cindy is also a well-known mentor for the base Security Forces Squadron, educating new Airmen as they transition to Cannon for their first assignment. Cindy is one who truly believes in the Exchange mission and what we do to support our troops. It shows in every aspect of her work. |  |  |