

Fort Meade Exchange



Ana Middleton
President & CMO
Coin Presentation
June 19, 2018



Dawn Cordova



Cynthia Henderson



Lois Hurrigan



Marcia Jackson



Thanh Chau



Sharon Althoff



Cheryl Hurdle



Lawan Correia



Keesha Plum



Chris Sunga



Tykeira Knight



Antonio Batang

The Fort Meade Exchange provided a fun and exciting nerf event over the weekend. My son had a great time and is looking forward to their next event. Great customer service from all the staff members. ~*Scott Lynn*

I would like to thank Cynthia for her superb customer service. She actually took the time to sign me into my exchange account and assisted me in selecting the 2 bedroom sets I was looking for to include the mattress sets I wanted to order. She was professional and patient. I truly commend her on her dedication and service to the customer. Top notch employee. Thank you ~*David Gonzalez*

Attended the Nerf Gun event on earth day, which was supervised by Tahn. The Event was managed well, my son really enjoyed shooting the nerf guns, and the giveaway was a great idea. I would recommend maybe another nerf event, with a bigger space dedicated to it and more guns so more people can shoot at once. ~*Nicholas Wilson*

A nice man from the Powerzone, James, provided stellar customer service, He listened to my needs and went above and beyond to find what I need. He has great knowledge on smart tv and different brands of electronics. I purchased a 75 inch from him in March and today a sound bar with sub woofer. James, thank you and keep up the great work! ~*Regina Tell*

Amazing and professional customer service. Went above and beyond to get me what I wanted. ~*Anastacia Schroeder*

Dawn was absolutely outstanding with how she handle customers. She is the reason I came back to buy 2000 dollars worth of merchandise. She is definitely an asset to your company!!!!!!! :) ~*Ashley Wiggins*

Earlier this month I purchased a refrigerator and range from the Ft Meade store. When the items were delivered, the range was damaged, rusted to be exact. I refused the range and had it returned to the store so I could have my Star Card credited. Somewhere along the way, the range sat in a Sears warehouse. I made several trips to the Ft Meade store and was impressed by the dogged determination of associates Marcia and Lois (sorry, their name tags don't have last names). These two ladies followed-up on numerous occasions and after about two weeks brought this matter to a close. They could have simply let the matter run its natural course but that wasn't in their DNA. I greatly appreciate and applaud their efforts. ~*John Keedy*

I came in looking for terro and there was a pet show going on and I decided to stop and watch and I thought it was very cool. I was able to ask questions. Dawn, Than, Cynthia were great and helped me out and was informative and even gave me some free stuff. They were extremely nice and had excellent customer service skills we need more people that are as tentative and helpful as them. ~*Trequon Wallace*

Keep up the great work! Dawn is awesome!
~*Mackenzie Jackson*

My kids and I made a trip to the Ft. Meade PX for shopping purposes. We were very surprised and pleased to happen upon the Month of the military child games display area. Dawn and the other associates were very courteous and my kids had a GREAT time. Thank you for your time and service. ~*Jose Torrero*

Very nice to host an event like this. Makes it feel like family. ~*Christina McEwan*

My kids had a lot of fun and ended up making some new friends ~*Caroline Brewer*

Great event for kids. ~*Robert Greenleaf*

The weekend event was nice. All of the kids seemed to be having fun and enjoying themselves. ~*Jocelyn Kennebrew*



The "Make and Take" activity is great for the kids while mom shops! Thank you so much! ~*Matthew Nixon*

Wonderful experience today! We came by to pick up the patches to celebrate month of the military child and received an extra surprise with cake, games, and Legos. The staff were super fun and the kids had a great time playing. Thank you so much for supporting the kids who sacrifice so much! ~*Jeremiah Ross*

We had a blast and all the employees were so nice and helpful. Thanks so much. ~*Christian Ross*

I received the most helpful, pleasant and patient customer service from Shai on 04/26/2018. She was extremely knowledgeable and answered all my questions to my satisfaction. ~*Ethel Burke*

James in electronics was helpful, patient and provided good customer service. Thank you for your assistance. ~*Alyssa Morales*

Ann in computers and technology department provided great information on the wide array of laptops and tablets. She was very knowledgeable about the products and accessories. Very conscientious and professional. This was my second visit to the computer section. ~*Anonymous*

A nice man from the PowerZone, James, provided stellar customer service, he listened to my needs and went above and beyond to find what I need. He has great knowledge on smart tv and different brands of electronics. I purchased a 75 inch from him in March and today a sound bar with sub woofer.

James, thank you and keep up the great work! ~*Regina Tell*

James of the PowerZone was very helpful with my purchase of an LG TV I love that he convinced me to purchase the LG TV and I also want to thank James for his customer service. ~*Dorothy White*

Store associate Lois was very helpful and patient and knowledgeable of furniture options. ~*Theresa Scriven*

Fort Meade Exchange goes the extra mile for its families! They are always having special events for the kids and events for adults alike! Lois and Dawn make these events extra special and are extremely helpful! Best exchange with events that we have been too!
~*Janice Jones*

Dawn was great! She was able to get me what I needed immediately! ~*Nance Minniear*

Wanted to complement an AAFES staff member, Ms. Heidi, who went above and beyond in helping me get an infant car seat. She went back and fourth between the floor and the stock room; was finally able to track down one for me. She evaluated all my available options and provided me with a few options that were certainly helpful. I can't thank her enough for her help in making this a personable experience... above and beyond what i expected. Thanks!! ~*Mohammed Riyazuddin*

Dawn and Than were phenomenal, great customer support, patience with my questions and they pulled out various furniture items for me to compare prior to purchasing. ~*Sarah Carrasco*

Dawn (outdoor living dept.) was quick, courteous and earnest in assisting me with trying to acquire a grill, which initially appeared to be out of stock. I was buying the grill in preparation for my wife's birthday and dawn's efforts helped make it a success! ~*Michael Lelyo*

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I absolutely love the kids events that this store has been providing! We came for the military kids appreciation day for the patch and the activities they had were so much fun! And today for the play and take play doh event. This is such an amazing way to show the kids that they are appreciated! Lois, Travis, Dawn, Thanh were so kind, and I was so impressed with how they each took the time to interact with my son and the other children. They really made this event open, fun, inviting and memorable! ~*Laura Dutra*

We had a great time at the Make & Take Playdough event. We also came to the Princess event a few weeks ago and my 2 year old daughter had a blast at both. The staff was excellent. Helpful and friendly. ~*Lindsay Ciocco*



The sales rep, James, provided outstanding customer service throughout my pursuit for a laptop. James answered several questions and even asked me questions to find out what specifications I wanted in a laptop. In the end, James informed me about a MacBook that I wasn't initially considering. Miraculously, James even sold me on the benefits of utilizing my Star Card to make my purchase. I will definitely look for James in the future when I have any Power Zone needs. ~ *Stowe*

Ms. Travis was very helpful. Need More like her. ~*Theodore Taylor*

I had a great experienced while buying a laptop. James took his time to show me different models and share his knowledge while being extra helpful and patient. He definitely made my buying experience a lot easier and helped me find what I was looking for and at a great price, while also helping multiple customers at a time. James exemplifies great customer service, and its definitely a great asset to your team. Thanks! ~*Jorge Miranda*

James was awesome. I came in looking for a tv, and showed me the differences between the two that I wanted and helped me save money with the sales. James was courteous and professional and ensured customer satisfaction. I will be shopping at there power zone more now than ever. Awesome Job James. ~*Eric Thompson*

I was extremely satisfied with the service rendered by Power Zone associates James and Garrett and I certainly would recommend any of my comrades and associates to look them up in the very immediate future so they can receive the same if not better services that were rendered to me. ~*William Richardson*

I keep coming back to purchase my electronics from the PX because I have a wonderful experience every time. I was shopping for a guitar hero platform for my kids and right away, James was there to provide excellent customer service. He asked what I was looking for and knew exactly where to go look. The item was on clearance but I asked about the price due to the condition of the item. Ann, the supervisor, exceeded my expectations by understanding my concern as the customer and still selling an item that would likely not sell otherwise.

Thank you for great prices and customer service at the Ft Meade PX! ~*Rudolph Sarate*

Rick from Powerzone was very helpful and attentive. ~*Kaprina Parham*

Thank you James. I was very impressed with his knowledge of the laptop I was interested in purchasing. I came in with my mind set to get a touch screen laptop, but based on his expertise, he was able to guide me to a better option. Very friendly and helpful. ~*Patricia Flowers*

I came to the exchange to look for a mattress myself along with my husband . Dawn greeted us with a smile and she was very attentive to our need. she was also very informative. you need more workers like her. I most certainly will shop here again if I am in need of mattresses. ~*Paula Smith*

James Rucker is extremely knowledgeable on electronics and 4K tvs. he advised me on the differences in the models and helped me select the right tv for our home. he is also very courteous and makes us feel as if we are making educated choices. James is a credit to AAFES and a product of training. thanks to AAFES and James. ~*Les Hamilton*

Very friendly and customer service oriented. Very friendly staff. Kudos!!! ~L. Turpin

Mr. James was very helpful with finding me valuable items for my home multiple times and he also helped put a few co workers of mine and he was a prime example of great customer care keep up the good work. ~Jack Glover

Mrs. Lois is a true professional and her tolerance is impeccable beyond words she has demonstrated the patience that I've seen in few employees anywhere. I think that she should be complimented with the highest accolade. ~Eddie Pinckney

The qdoba in this food court is great! I love coming here because all of the staff is very nice and helpful and will help you get what you want every time. I love standing in that line when it's really long and watching that team work! On another note, the manager ty (sorry I don't know how to spell her full name) helped me once. She was amazing and full of energy. I honestly wish I had that energy! Our talk was brief as I only had a quick question to ask her about the menu. She explained that it was a limited menu since that location was owned by a different company of which I can't recall the name. After the initial disappointment of a limited menu I was pleasantly surprised by how great Ty and her team are. Thank you for adding another great restaurant to this food court!!! ~Debra Lewis

Sharon provided me the best retail experience I've ever had in my life. She helped me put together a complete set of ASUs. She knew all of the "tricks of the trade" including odd sizing and rules of thumb. She provided advice of the different fabric qualities. When we learned that she did not have items I needed in stock, she checked in the back of the store and online. After all was said and done, she even recommended me the best local tailor and provided me a list of items I would need to purchase online to complete my uniform. She also informed me it was her last day. I hope that you can incentivize her to return to work at the PX because she is the most amazing employee I've ever come across. Thank you so much, Sharon! ~*Joseph Dantuono*

On 13 May 2018, LaWan helped me and my wife with the purchase of a baby stroller. The stroller was marked down, she worked with us to get management decision to add additional discount on the product. She went out of her way to find the general manager and get the permission. She was very pleasant, courteous, and professional and really impressive with her customer service skills. Our experience working with her has been amazing. We hope to be helped by her on our next visit to the BX. We recommend Fort Meade BX leadership pass on the kudos to her, and wish her the best in her career with the Base Exchange. Thank you. Kindly, ~*Shabbir Anwar*



Our Lollipop Moment!

Thank You!