

CHIEF OPERATING OFFICER DAVE NELSON'S OPERATION CALLOUTS

Congratulations to these dedicated associates! The Exchange is grateful for your hard work to support Warfighters, military families and retirees. You are shining examples of our core values: Family Serving Family; Respect Everyone; and Courage to Use Good Judgment. Your terrific work is at the very heart of what we do—taking care of our Nation's heroes and their families. Keep up the outstanding work!

With the Greatest Respect,

Dave

PACIFIC REGION

"Cala, Dong-Kook, and Saeko set the bar, when it comes to exceptional customer service. Their dedication, loyalty and passion set the standards, for taking care of the best customers in the world. Thank you for all that do every day. The pride you take in your work is truly inspiring."

Cala Moore

CAMP ZAMA MAIN STORE

Cala Moore, Main Store Express Associate, came to the aid of an on-duty Solider that fell ill due to heat exhaustion. The customer entered the Express when she began to experience severe heat cramps and disorientation; Cala immediately contacted First Responders, including MEDAC staff. Cala then provided first aid care by providing the Customer water and a chair to rest on. She talked with the customer to inform them that the Emergency responders were on the way and assisted the customer by calling the customer's Command to inform them of the situation. Cala secured the Customer's vehicle before the Emergency responders provided medical assistance. Cala responded quickly, professionally,

Kawasugi, Saeko

YOKOTA AB BASKIN ROBINS

Ms. Kawasugi's charming personality bring her customers coming back for her creatively decorated Baskin Robins Cakes. She always does what the customer requests to give them the greatest experience when purchasing one of her cakes. Ms. Kawasugi embraced her Baskin Robin three-week training in Burbank California in April 2018. Upon her return she has demonstrated a sense of duty and commitment to the Exchange mission to improve the quality in serving the best customer in the world. For EOM July 2018, Yokota Baskin Robin had an increase of 6.12% in Decorated Baskin Robins Cakes. Thank you, Saeko for

Sin, Dong-Kook

OSAN AB GNC

Mr. Dong-Kook Sin, Manager of GNC Operations at Osan, and his staff, have made tremendous strides in 2018. In July, GNC had total sales of \$80,054, a 21% increase above LY July. This is the third time GNC has eclipsed \$80,000 in monthly sales in 2018, a feat they only accomplished three times from 2015 to 2017. Each month of 2018 has resulted in increased sales when compared to the previous year, leading to CY YTD sales of \$457,865 (14.1% above LY) and CY DOR of \$59,007 (14.6% above). Mr. Kim and his staff's knowledge of their various products and ability to provide great customer service has been a big factor in their sales results.

and stayed cool under the circumstance. Cala exemplifies Family Serving Family.

your dedication and the outstanding performance!

EUROPE REGION

“Samantha, Anghelika and Michelle have made the Europe & SWA Region proud to be on their team! Their constant strive for excellent in taking care of the best customers in the world, far away from home, is exemplary!”

Samantha Martin HAINERBERG SHOPPING CENTER

During the timeframe June to 04 August Samantha Martin from our Hardlines Department received 2 verbal positive Customer Comments as well as 3 written Customer Comments on her superb Customer service skills. One of the written comments was a USAG Wiesbaden Garrison Comment, which was hand written and very specific on how pleased our valued customer was with her knowledge and helpfulness and is listed below. Samantha was recognized on 15 August with a THANK YOU AWARD for her excellent performance, however the Wiesbaden Team strongly feels that Samantha deserves higher recognition. Friendly, helpful and courteous behavior come naturally to her and is a quality trait that only a few people possess. We are very fortunate to have such a fine caliber of associate among us. It is a distinct pleasure to have to be able to work with Samantha on a daily basis! Big KUDOS to Samantha.

Anghelica Woodcock LANDSTUHL HOSPITAL FOOD COURT

I wanted to send a comment in reference to the services I received from the food court subway. Anghelica Woodcock assisted me with my needs even though subway was not due to open two hours later. My significant other placed a last minute order and I came to subway to ensure everything was going well. Anghelica assured me that they had everything taken care of and that the food would be ready to go with no issues. She verified what I had and based off of what she knew about me from previous encounters she made a very good judgement call in making what I ordered was truly what I wanted. She truly put me at ease considering all the last minute issues I was dealing with. I feel like she overly extended herself and her services to make sure I was a satisfied customer. Not only was I put at ease before the event and in the closing of the event everything was easy to clean up and leave without too much hassle. She also provided

Michelle Patterson WIESBADEN SERVICES

Michelle, the Wiesbaden Services Tech, has handled the roving food program in support of various closures both planned and unplanned. In December 2017, the Wiesbaden Services office was informed that the MWR-operated cantina at the remote Dagger Complex in Darmstadt (only food available at that location) was terminated. With only three days' notice Michelle was able to get a food truck set up and arranged, as well for several food trucks to alternate on Dagger, ensuring the military and civilian personal at this remote location had a variety of food to choose from. This resulted in additional, unplanned, fee income of over \$7,500. In June 2018, Michelle organized a food truck to support the few troops left on Mainz Kastel. Although the truck did not make a large amount in sales, the community was grateful and the food truck has seen an increase in sales during other set-ups throughout USAG Wiesbaden as a result. Family serving Family! In July 2018, the Clay Kaserne food court had a partial closure for reconstruction. Michelle organized support by coordinating with the food court, garrison, and several food

EASTERN REGION

*“Eastern Region is always so proud to show of our associates and for September we want to congratulate **Carmine, Marisol and Celeste** for being our “call out” associates of the month! Thank you so much for what you not only do for your exchange, but most importantly what you do for our great customers EVERY DAY!”*

Carmine Bloise

WEST POINT MAIN STORE

Mr. Carmine Bloise is an exclamatory associate who continuously rises the bar at the West Point Main Store. He consistently pushes the “Item of the Month” resulting in the West Point Main Store being a top contender and frequent winner of IOTM sales contests. In 2017, West Point Main Store took home seven 1st place trophies. The associates continued that winning streak in 2018 and have already won three contests with Carmine being the driving force behind the success. A competitive spirit combined with persistence to take home the gold, embodies the mission of the West Point Military Academy. Carmine has a special ability to drum up excitement with customers and really drive home the value (savings) of the Item Of The Month (IOTM) to our customers. In July, Carmine sold 842 Oreo Bars

me with the cart and stuff I needed to transport the food. She made my event a true success and should be recognized for her selfless services. Services such as what I received from her makes me continue to be a customer at subway. Thank you much Anghelica!!!

Celeste Conception

FORT BRAGG STARBUCKS

The Mini Mall Starbucks would like to recognize Celeste Conception. She provides amazing customer service and contributes greatly to the success of the Mini Mall Starbucks. Her hard work, dedication and suggestive sales contributed to achieving a 11.5% sales increase in the month of July. Celeste has also helped this Starbucks Rank #1 in Sales in the Eastern Region. She always has a smile on her face and a positive attitude. She has just completed the coffee master program and has started her shift manager training. Her speed of service is great. Celeste is an outstanding asset to our Ft. Bragg team!!!

trucks to be in place during the closure. Fee income, so far is approximately \$7,800.

Marisol Rosario Santana

PUERTO RICO EXCHANGE SERVICES

Marisol’s efforts and accomplishments to grow the business have resulted in YTD concession income of \$463,000; an increase of 19% or \$75K above AFP. Her network of contacts and the relationships she nurtures are key contributors to success. July concession sales of \$842,000 are 20% above AFP and 24% above LY.

resulting in over \$1,200 additional sales (that's 82% of the total IOTM sales for July). Year-to-date, Carmine has sold over 6,300 items of the month (62% of the IOTM sales for the store). Mr. Bloise's spirit and enthusiasm is contagious which leads to an exceptional customer experience, competitiveness among fellow associates to execute the IOTM and drives sales within the store. The West Point Team is lucky to have him!

CENTRAL REGION

*"We are super excited to announce **Brenda, Anne, Angela, and Dan** as our September Operational Call Out associates for Central Region. Every month it is hard to call out only three "top notch performers", however these four associates stand out in an elite group and deserve our recognition...thank you from all of CR for taking care of our customers and Driving for Results!"*

Brenda La Bean SELFRIDGE EXCHANGE

Brenda is a Branch Manager at a remote training location in Northern Michigan, a facility with 4 associates and a small Army MCS. She is very positive and maintains a can-do attitude and most days you will find Brenda doing everything from stocking the cooler to unloading trucks and everything in between. Do to changing troop strengths, Brenda maintains a flexible schedule and often adjusts to Command requests to fulfill our mission maintaining a close Command relationship. The bulk of her yearly sales comes in the few short summer months where her average monthly sales will jump from \$50K to \$300K and requires lots of planning and coordination. CM July Sales are **135% Above** and

Anne Ottinger FT SAM HOUSTON POPEYE'S

Since Anne has taken over in August 2017, she has changed the facility from a loss operation to a profitable business with a 12% DOR. Popeye's sales through Jun 18 were 75%A Plan. GP was 82%A Plan and Drive-Thru SOS is record best in the region of 162 seconds. Great job Anne!

Angela Gray and Dan Shibe TINKER AFB

Lt. Governor Todd Lamb recognized the team for their service to the Veterans at the National Purple Heart Day event. They were nominated by Chief Larry van Schuyver who is a superstar among our vendors and has been featured in an Exchange Post article on his work to support veterans. Chief Larry is also the Commissioner for the Oklahoma Department of Veterans Affairs. Dan's award is for **Outstanding Volunteer** and Angie received an award for **Tinker Exchange Services** for our contribution to the veterans of Oklahoma through our support of Chief Larry's work here. We are very proud to have them on the CR Team!

her Co-located MCS Sales are **40% Above**. Brenda has been instrumental at working with her associates on Milstar new applications in such a small facility and has opened over 48 new applications YTD. Brenda's leadership and caring attitude make her an exemplary example of what family serving family is and she is a definite asset to the Selfridge Exchange.

WESTERN REGION

"Tillie, Carlos and Nathan.....you all show a great passion for serving our military heroes and go the extra mile each and every day to provide an exceptional customer experience. Great job!"

Tillie Paul DAVIS-MONTHAN

Ms. Tillie has only been at CCO for a few weeks and in that time she has flourished and proven she is committed to providing a great customer experience to every customer. She recently received a glowing customer comment because she remembered a customer who had forgotten a bag of dog bones from the previous Saturday and escorted him to customer service to retrieve the bag. The customer described Tillie and the perfect example of fantastic customer service and we could not agree more. She truly exemplifies our core value of Family Serving Family.

Nathan Baker FAIRCHILD AFB BURGER KING

Nathan is a food service worker at the Fairchild Burger King that is quick to volunteer to help out where ever he can to assist the Fairchild Team. From cleaning, to any position in the kitchen, or at the register, Nathan jumps in and can be counted on to do things right. Over the last two months, Nathan and the team have led sales increases of 11.4% in June, and 10% in July. Nathan has been recognized by his peers for his can-do attitude with the Employee of the Month award and recently had the team's management notified on how patient and kind he was with some of our retired customers.

Carlos Covarrubias FORT BLISS SERVICES

Fort Bliss - Patriot Outfitter had the customers' needs in mind when they went to a remote location at Dona Ana. Manager, Carlos Covarrubias, set up a temporary trailer to sell to the military members training at the site before their deployment. Carlos and his team went above and beyond making sure that all the items a service member would need from boots to socks were easily available. Transferring items from their permanent locations and ordering to meet the demand. Their sales from March thru June were over \$186,000 with fees just shy of \$15,000.

