

## CHIEF OPERATING OFFICER DAVE NELSON'S OPERATION CALLOUTS!

Congratulations! Our superstars exemplify Family Serving Family and exceptional customer service. The work you do daily to support troops and their families truly matters. You make a difference—I'm proud to be your teammate.

With the Greatest Respect,

Dave

### **PACIFIC REGION**

*"Our teams in the Pacific Region prove every day, in every way, that they are here to serve the best customers in the world. Hurricanes, severe weather, or taking care of customers, when noticing they are down, shows that **Josie Bennett, Kim, Nam-hun and Mr. Pak, Chong-Choldo** whatever it takes, and we are honored to have them as part of Pacific Region."*

### **Josie Bennett**

#### **HICKAM EXPRESS WITH GAS**

We wish to recognize Josie Bennett for her outstanding performance during the month of August. Hurricane Lane, a Category 5 Hurricane, caused tremendous excitement in her area. Josie took charge and executed store duties without the presence of the Store Manager. Josie took on the role and made sure the facility ran smoothly, kept her people involved, and informed the RBM, GM and Fuel Teams on low levels. The crew followed her lead, did their part, and made profits each day until the storm was over. Josie Bennett stepped up and led the team through the turmoil and into the horizon of positivity. We are very proud and fortunate to have associates to step up and take the lead like Josie Bennett when we need them the most at the Hickam Express W/Gas.

### **Kim, Nam-hun**

#### **CAMP HUMPHREY'S DSC CHARLEY'S**

On 12 Sept 2018 at 9:30 PM in the DSC food court Mr. KIM discovered that a soldier looking down and out, so he went over and asked her if she was doing ok. The Soldier replied that she was sad and that she left her cellular phone in the Main Store. She didn't know if she could get it back and the only way she could get home was by using her GPS navigation on her phone. Mr. KIM reached out to the Main Store to see if anyone was there, fortunately he found someone that was working. He explained to the associate about the Exchange customer's situation and they helped the soldier recover her phone. Mr. KIM provided outstanding customer service and we really appreciate him as a member of our Exchange Family.

### **Mr. Pak, Chong-Chol**

#### **OSAN AB GNC**

Korea Distribution Center Accounting Supervisor, Mr. Pak, Chong-Chol saved KODC facility from severe water damage, which could have caused a high dollar loss from the heavy rain and flooding. On the night of August 28, 2018, South Korean government announced a warning of heavy rain for the Incheon area in the late evening after all associates had left the KODC for the day. LP was conducting final safety and security checks when he reported possible flood and sewage overflow. After Mr. Pak heard this news, he headed straight to KODC. When he arrived, the height of rainwater was already knee high, and near the door of the office building. The office building has very important equipment such as printer, servers, CCTV equipment, and computers, which could get damaged if water gets into the building. Mr. Pak and one of Loss

## EUROPE REGION

*“Azat, Whitney and George are shining examples of the Europe Region’s “all in” stance to serving the best customers in the world! They truly demonstrate that there is no greater honor than serving those who serve!”*

## EASTERN REGION

### Azat Mamraliev

#### AFGHANISTAN EXCHANGE

Azat conducts Rodeo Missions throughout Afghanistan, seven days a week and has served 7500 troops, grossing over \$250,000 in the past six months. Rodeos consists of tri-walls (kickers) transported by helicopters or planes to remote and austere locations. Once Azat arrives, he and one other associate, transform temporary locations, usually a tent, into an Exchange by filling handmade wooden shelves with much needed merchandise for our Warfighter's. Azat travels daily to serve our heroes in combat areas, exemplifying our motto, "We go where you go!"

### Karen Anderson

#### PENTAGON MCSS

### Whitni Barnett

#### VICENZA DEL DIN SUBWAY

Whitni is truly a customer service champion. She is constantly making sure that our customers have options. She is always asking how she can improve the customer's dining experience, from making sure we keep toys in stock for the kids' meals, to menu additions she thinks the customers would enjoy. Most recently, at the request of several customers, she orchestrated the addition of chili to our menu. This has caused our soup sales to rise by 124% in the past month alone, and has received excellent feedback from our customers. All of the positive feedback on our new additions, would not be possible without Whitney. She truly puts the customers first always.

### David Rivera

#### PUERTO RICO CHARLEY'S

Prevention team members stacked sandbags together to prevent water from entering into the building. As a result of the quick action of Mr. Pak and KODC LP, no water damage was sustained from the flood. Their selfless service demonstrated loyalty and great pride to the company and its well-being.

### George Gáll

#### ANSBACH MILO CAFE

George is amazing at remembering each customer's drink, and has cultivated a loyal customer base at Milo Café in Ansbach. Most recently, a customer stopped in stating that his wife was upset with him and asked George if he knew her favorite drink. George immediately prepared her drink to help improve the situation. At busy times, George still enjoys helping out at the Graf and Hohenfels locations, creating quite a surprise when his regulars, who are often out there training, can still get their favorite drinks made the same way by the same barista! George makes each customer's visit to the café pleasurable, keeping his customer coming back for more great coffee and friendly service.

### Virginia Rainey

#### FT. LEE

*“Eastern Region is always so proud to show of our associates and for September we want to congratulate **Karen, David and Virginia** 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 most importantly what you do for our great customers EVERY DAY!”*

Karen Anderson continually receives customer comments for her excellent service. She has been with the Exchange over 25 years is very passionate about her customers, as well as her team. Karen goes out of her way to ensure she serves her customers by getting them the products they need by doing special orders or transfers. Karen also takes care of her staff, rewarding them occasionally with her home cooking. She is ready to help out her sister stores in the Exchange any time. When Ft. Myer needed her assistance, she was ready to step in and make sure the customers over at the Ft. Myer MCS were also taken care of. She unselfishly volunteers to work on the Safety committee, Christmas party fundraiser, events, and much more. Karen is actively involved in all aspects of the Exchange and loves her job! She truly reflects what the Exchange is about – “Family serving Family”. *“Thank You” For the tremendous Customer Service and help this week with my purchase of an Army Dress Mess and an Army ASU uniforms. Other than the cost you made this process Painless! You Rock”- Thanks Again! Col TJ Edwards*

David’s daily efforts and financial results are the result of his focus on standards and customer service. Under David’s leadership, Charley’s sales YTD \$709,495 are up \$208K; GP YTD 68.4%, and earnings YTD \$123K are up \$48K or 64% above LY. David and his team treat everyone like family and consistently meet monthly customer survey goals. David serves as a role model for his team and ensures that all guests have a great experience.

Virginia Rainey is Ft Lee’s Military Star Ambassador and is a huge asset to the Exchange. Virginia goes to each location training the associates on how to interact with the customers and help them learn about the Military Star Card. In July, she helped Ft. Lee approve 148 applications; 128% above LY. Virginia has improved each month with her trainings and her approval of applications, leading Ft. Lee to win 2<sup>nd</sup> place in the July Military Star Contest. Virginia thrives on helping the associates learn more and she sets up tabling events at the facilities, all while this she is also going thru the RMA program.

**CENTRAL REGION**

**George Neibler**  
**FT. HOOD III CORPS EXPRESS**

**Angela Osterhoudt**  
**FT. CAMPBELL BURGER KING**

**Hailey Connell & Vanessa O’Reilly**

***“George, Angela, Hailey and Vanessa are outstanding associates with unwavering dedication! They represent the outstanding teammates we have all across CER! They are passionate about what they do and truly exemplify our Core Values! The four of them show great enthusiasm for their work and what they do daily. We are honored to have them on our team and thank them for representing Central Region.”***

George’s work ethic, determination and drive for Ill Corps Express to be the best it can possibly be is more than noteworthy. George is our “fix-it man”; he has saved the facility thousands of dollars by fixing and repairing small things that would have cost much more if we were to have to replace them. Landscaping/tree trimming is not a problem as he has manicured many of our trees and shrubs around the store. With safety of our customers and associates in mind, George is quick to point out and correct deficiencies; after a cooler door fell off its hinges, he was able to locate parts to temporarily fix the door so it wouldn’t be a safety hazard. He has also been a huge asset when it comes to accountability. Installing small wire inside the tobacco cages to keep packs of cigarettes secure. George takes PRIDE in his job! He is a perfectionist at heart and it bleeds over into his quality of work.

Angela, goes above and beyond when it comes to taking care of our valued customers and ensures that each one receives great customer service and 100% order accuracy. She also takes the time to get to know her customer's names and she remembers what they like to order.

When Angela sees the guest walk in she will make it a point to ask, if they will be getting their usual and then will inform the kitchen to start the order. Angela has been employed with Exchange for 31 years and demonstrates daily that she is dedicated to our Exchange customers.

She gets her name mentioned every month on our BK Guest TRAC site up to four times per month, which in returns helps her facility achieve the customer comment MTD goal. Here's a recent customer comment that a guest posted on the BK guest survey site about the experience they had with Angela:

*“I came in and ordered for all of my soldiers, didn’t know what to get. Angela told me about the biscuits for .79 so I could get more. I ordered 18 biscuits a sourdough meal for me and 2 bags of ice. When she went and got my ice I told her I would be back in. She brought my food out to my*

#### **FT. LEONARD WOOD THINGS REMEMBERED**

Outstanding customer service was provided at Things Remembered by Hailey and Vanessa, which resulted in the following customer comment: *“I just wanted to send you a quick note. You have two employees who work in the Things Remembered shop at the PX. Hailey and Vanessa “O”. Yesterday afternoon they went above and beyond in order to help the Garrison out with a late addition to CSM Stanley's going away gift. They were both extremely professional, spirited, and possessed a customer first approach. Of special note, due to my horrible life choices and time management I walked in at 4:50 P.M. Ms. Hailey was scheduled to leave at five. When I explained the problem she stated that she would stay until the work was done and did it with a smile the entire time. Once again we greatly appreciate it and please let me know if there is something that we can do to recognize them that would be meaningful.”*

## **WESTERN REGION**

***“Cindy, Greg, Erica and Evelyn.....Your dedication to serving the best customers in the world is evident by the passion you bring to your daily work. Going the extra mile to provide a unique and exceptional experience to our customers makes you stand out in an phenomenal manner!”***

### **Evelyn Thomas FAIRCHILD MAIN STORE**

Evelyn is a Star Card Master! She has 41% of the total approved Military Star Cards for the Fairchild Exchange and by doing so, put \$1,400 on the bottom line for the Main Store. Not only is Evelyn proficient at letting customers know of the benefits of the Military Star Card, she is a leading sales person for the Exchange. Evelyn takes the lead on featured items and store specials to help grow add-on sales and sets her own goal to add three additional items to every customer's cart while on register one. When she is not on the register, Evelyn is at the front of the store to help promote the item of the month, a special blow out, or works our Military Star Card table and letting customers know of the current star card special. Evelyn also routinely leads the central checkout team in Military Star Card total transactions.

*vehicle for me. She had napkins and everything I needed. I think she went above what she should have, very polite and told me if I wanted to make a big order again just call so I wouldn't have to wait. Good job!”*

### **Erica Ecxford FT. BLISS LIFESTYLE FOOD COURT ARBY'S MOBILE TRUCK**

Erica Ecxford has been overseeing the Arby's Mobile unit for six years. She is the subject matter expert at setting up multiple times during the day and providing service to the various training and firing ranges across Ft. Bliss. She has taken the time to learn about her customers who often call her with what range they are training at, or when they will be in town so that they can get their Arby's sandwiches and drinks. Her mobile food sales average over \$9,000 a month with year to date sales over \$109,000 and DOR of 36.42%!!! Erica takes care of her mobile truck by making sure it is stocked and cleaned and ready for business. She goes where the customers need her and she enjoys every minute of serving them. Erica exemplifies family serving family.

### **Greg & Cindy Walker DAVIS MONTHAN SERVICES**

Greg and Cindy Walker are the owners of Reclaimed treasures. As a veteran owned business, they understand the unique needs and desires of our customers. They offer a wide variety of specialty designed, American themed products created mostly by up-cycling reclaimed materials. They work closely with each customer to customize their work to exact specifications so each piece they sell is a unique work. They closely partner with several squadrons at Davis Monthan for ceremonies, retirements, and promotions to make coin holders, shadow boxes, and flags. Customers are thrilled with this new vendor to our line-up and consistently compliment how great their product and service is.

