

DAVE NELSON'S OPERATION CALL-OUTS

"Congratulations to these all-star associates. They clearly represent our core values: Family Serving Family; Respect Everyone; and Courage to Use Good Judgment. The team's passion and dedication to the best customers in the world is what makes the Exchange unique. No other retailer can do what we do—supporting the nation's heroes to help keep them ready and resilient. Keep up the terrific work!"

*With Greatest Respect,
Dave Nelson*

PACIFIC REGION

*"Congratulations to the Pacific Region nominees, **Andrew Williams, Rich Berger and the Misawa Dunkin Donuts Team.** Taking care of customers, exceptional team work and focus on the community shows the dedication of these selfless team members. Thank you for demonstrating the true meaning of Family Serving Family!"*

Andrew Williams SCHOFIELD BARRACKS MAIN STORE

Andrew recently received a Customer Comment for exceptional service! *"I went in yesterday evening to purchase two bags of mulch and pavers. Andrew told me he could write a slip for me to take to the register and I could pull around and he would load it in my vehicle. He then told me about a special the Navy Exchange was having, that the Exchange could match the price, and sold me three more bags. Then, he pointed out the pavers I had selected were smaller than the ones I originally mentioned and I might need more. It worked, and I purchased more than I planned to buy. He wrote everything up for me*

Dunkin Donuts Team MISAWA AB DUNKIN DONUTS

Customer comment: *"I would like to acknowledge the entire staff at Dunkin' Donuts on Misawa AB. I get here every day and the staff has my coffee ready for me when I step up to the register. They exemplify what it means to provide outstanding customer service. You are all amazing and I want your efforts to be recognized! Please know that every one of you are fantastic! Thank you for helping get my day kick-started in the right direction."*

Rich Berger OSAN AB SERVICES

Mr. Berger, manager of Military Auto Source, and his team contribute a great amount to the Osan Exchange and Osan AB as a whole. They constantly make a presence at community events, providing giveaways and prizes and supporting retail, food and services operations without hesitation. Their Jan. MTD sales saw increases of 131% with \$803,743, which supported their 13% increase in YTD sales of \$4.9 million and % increase in DOR. This is a great reflection of Mr. Berger's leadership and overall effort by the MAS team.

and said if the cashier had any questions to have her page Andrew from Outdoor Living. After paying, I pulled around, and he had everything waiting for me and helped load it. This experience was one of the best I've had at any retail store, and I was really proud it was one of our stores! He was polite, engaging, upsold me on two items and made it easy for me to get in and out."

EUROPE REGION

"Ada, our Landstuhl FC team and Gary exemplify the very best of Team Europe & Southwest Asia's commitment to the core value of Family Serving Family! It's an honor to work alongside them!"

Adriana (Ada) Piechalak POWIDZ, POLAND

Ada is very dedicated to her role for the Exchange, going above when helping Soldiers in the field. She pushes to improve her Snack Avenue sales by ensuring her Soldiers have a little taste of home while being far away from their loved ones. Ada's sales for Snack Avenue have risen to \$62,000 within six months of opening. She is very well liked from command and her fellow associates. A fantastic operator, she is a great mentor for her associates.

Petra Steffen, Rory Burch, Anghelica Woodcock and Chris Heath LANDSTUHL FOOD COURT TEAM

Customer comment: *"Today, I joined my child on a walking field trip to the food court for Career Day. I was pleasantly surprised at how fantastic the experience was. The manager and all were engaged, helpful and informative. The children were very excited, which didn't seem to bother associates. The children had a ball! I learned some new things as well. It is so nice to see the partnership between the hospital, Exchange and school. It really makes it feel like we are a team in raising our kids to be the best they can be. I heard that the kids will do it again in the spring. It is really important for the kids to have educational opportunities outside of*

Gary Cooper RAF FELTWELL SERVICES/VENDING

Gary Cooper's title may say he's a vending machine repairman, but he is so much more than that! He consistently goes above and beyond to achieve the best results, whether going out of his way to assist a customer or to assist the rest of the UK services and vending team. He is self-motivated and can think outside the box. He always does what needs to be done without being asked and provides suggestions to help run a more efficient operation. He is not afraid to perform other related duties. His knowledge and years of experience is an absolute benefit

EASTERN REGION

*“Caring about service and making an impact. **Ronnie, Tamya and Fanny** display the highest levels of service to the best customers in the world each day, and they certainly make their impact! Thanks for all you do!”*

Ronnie Pascua

FORT BELVOIR MAIN STORE

Ronnie is an independent worker and amazing self-starter. He is a stocker in the hardware and luggage departments and takes an active role as a customer experience associate. He assists customers by going above and beyond to ensure that they have what they need, often walking customers to any area in which they need assistance in shopping. During his normal day, he efficiently completes stocking in his assigned areas and then assists others in theirs. He proactively assists in training new associates and has successfully trained more than 10 new associates within the past six months. Ronnie’s impact is demonstrated in the sales lift in his two departments: YTD 2018 sales in the hardware department have increased by 1.1% and YTD 2018 sales in the luggage department have increased by 2.3%. He is truly an asset to the Fort Belvoir Main Store team.

the classroom. It makes the whole idea of learning a bit more fun and meaningful. Please pass on my gratitude to the manager and his crew!”

Tamya White

FORT EUSTIS STARBUCKS

Tamya joined the team at Starbucks just as we were reopening after a three-month closure for image upgrade. She has excelled in building relationships among her peers and with all customers. She shows us what “Family Serving Family” looks like by connecting with every person who comes through our doors. She knows our customers’ names, orders, and is always happy to recommend something new or a special treat. Tamya makes every effort to perform her duties to a high standard and handles the unexpected with grace and professionalism. She is always willing to step in and lend a hand, which helps keep our operation running smoothly!

to The Exchange. He knows Air Force regulations, local laws and Exchange policy. Gary is the backbone to our vending operation in the UK. Without him, we wouldn’t be able to take care of the many jobs that most customers, both internal and external, don’t realize exist.

Fanny Meyer

JB-McGUIRE-DIX-LAKEHURST SERVICES

Fanny Meyer is truly an asset to the JB McGuire-Dix-Lakehurst Exchange in building valuable business relationships between the installation, cokers, concessionaires and customers. She works diligently towards re-establishing a presence at the monthly Installation re-location fair. When she attends, she represents every aspect of the Exchange with no boundaries, i.e. Services, HR, food operations, remain and main store operations, and MILITARY STAR. Fanny works with our vending partners to ensure the vending program runs smoothly and efficiently. Her perseverance has increased YTD sales by \$56,834 or 41% and YTD DOR by \$24,658 or 93% as compared to YTD LY. Fanny is always looking for new business partners by attending local fairs. She has

CENTRAL REGION

“Joey, Melissa, Karen and her team are outstanding associates with unwavering dedication! They represent the outstanding teammates we have across the Central Region. They are passionate about what they do and truly exemplify our core values. They show great enthusiasm for their work and what they do daily to enhance the customer experience. We are honored to have them on our team and thank them for representing Central Region.”

Joey Albarico

JB SAN ANTONIO-RANDOLPH MAIN STORE

Joey is our maintenance landscape worker at the Randolph Exchange. Being an Army Ranger Veteran prepared Joey for the challenges that come with working in the Texas weather. He is consistently going above and beyond to ensure the outside of all Exchange buildings are standing tall and that we are living up to the Randolph motto, “The Showplace of the Air Force.” Joey takes pride in his area of responsibility by checking for weeds, trash and dying tree limbs. He works outside in the cold, rain and the extreme heat San Antonio has during the summer. We recently received this customer comment: *“I want to commend Mr. Joey Albarico for the superb work he is doing by making the Randolph Exchange the showplace of the Randolph AFB. I am a native of San Antonio and have grown up going to Randolph AFB and have worked there the past 20 years; I must tell you the Exchange grounds have never looked better. It is such a pleasure to walk into the Exchange seeing such a well-groomed, weed-*

Melissa Miles

FORT LEAVENWORTH STARBUCKS

During the past several months since being promoted to supervisor, Melissa has continuously gone above and beyond to ensure the facility maintains all brand standards and highly satisfied customers. She has become the main trainer in Starbucks by ensuring new associates grasp routines and standards through her coaching and leading the team to strive for excellence. Melissa works tirelessly so that the facility runs as smoothly as possible at all times. She reorganized the breakdown of cleaning and weekly tasks for the store, helping them be completed efficiently and the results speak for themselves. Starbucks has maintained a “No Critical” streak on inspections, and increased scores on our Customer Connection reports for Starbucks. Our order accuracy is up by 9% to 88, Speed of Service is up by 10% to 81, Beverage Taste up by 28% and Store Cleanliness up by 19%. Taking pride in all she does and everything she teaches, Melissa has been instrumental to the facility, positively representing the Exchange family and Starbucks brand.

successfully set up 10 new vendors from those fairs. Fanny is a valuable addition to Services Operations!

Karen & Team

FORT McCOY EXCHANGE LAUNDRY, DRY CLEANING & ALTERATIONS

Karen and her team’s planning and execution skills have been on display while navigating through the highs and lows of troop capacity changes, all the while meeting customers’ needs. FY 2018 sales for this co-located facility have increased by 4% A PY. Karen and the team are always willing to assist every customer. They are regularly seen helping customers find just the right size in the Military Clothing Store. They strive to exceed turnaround times for each and every customer. Going above and beyond the call is precisely what they do. A big “Thank you” to Karen and her team!

free area. It takes a lot of hard work to do what he has done. More than a simple “thank you” needs to be done for this man that gives the first representation for the Exchange.”

WESTERN REGION

“Mario, Fran, and Helen, thank you for always putting the customer experience above all else. Your commitment to providing exceptional service is appreciated and makes a difference every day.”

Helen Johnson FAIRCHILD AFB SURVIVAL TROOP STORE

Helen Johnson manages Fairchild’s Survival Troop Store at the only Survive-Evade-Resist-Escape training location in the U.S. Helen’s efforts to work closely with the supplier and order specialty items for SERE students has totaled more than \$40,000 in squadron purchases alone. Helen has added the SERE Green Beret, water shoes for water survival, a Survival compass, and specialty wool facemasks, and shooting gloves. Her efforts not only support the squadron supply, but also help give students a piece of home while in a difficult and demanding class.

Fran Milne FORT CARSON BURGER KING

Francesca (Fran) Milne has worked for the Exchange of nine years. She does an exemplary job in caring for our valued customers and ensures that everyone receives great customer service along with 100% order accuracy. We appreciate her efforts in making every customer here feel special. Fran works diligently on getting to know her customers’ names and remembers what they like to order. Fran excels at working in the drive-thru. When a customer’s voice comes over the speaker, she already knows their orders and they finish her sentence stating that they will be using their MILITARY STAR card. Fran has helped expedite the order/pick up process at the drive-thru decreasing speed-of-service time by 45 seconds, thus enhancing customer experience! Thank you for contribution to our store and to our valued customers.

Mario Molina TRAVIS AFB BARBER

Mario Molina has been supporting the Exchange patrons for the past four years with his stylish haircuts and charismatic charm that brings his customers back for more. Mario has chosen to continue serving the best customers in the world by practicing his skills in our community. He values customer experience above all else by maintaining Exchange standards and customer satisfaction. Even when faced with low staffing, Mr. Molina managed to continue to drive for customer satisfaction, increasing sales by 5% above last year. He continues to give great customer service through his excellent leadership, attention to detail and passion to serve those who serve.

LOSS PREVENTION

“Steve is one of many LP associates who lives the Exchange motto, “Family Serving Family.” His passion and drive to prevent losses from all angles are testaments of his overarching abilities to effectively work with business partners to reduce loss and maximize earnings.”

Steve Isbill

JB LANGLEY/EUSTIS LOSS PREVENTION

Steve Isbill joined the JB Langley/Eustis Loss Prevention team in 2012. He previously served in the Navy for 26 years and retired in the Hampton Roads, Va., area. While serving his country, Steve earned an associate’s degree in criminal administration. He consistently produces top quality cases at Langley/Eustis. Steve has developed a passion for the LP career field, and his positive attitude contributes to his overall success. Steve partners with managers in reducing losses by conducting safety training, visiting facilities and briefing managers on any findings. Steve is an excellent mentor to the new ESSAs at Langley and Eustis, which is greatly appreciated. His willingness to help out when and where needed is a value appreciated by all.