



Congratulations to this month's superstars! These associates consistently go above and beyond for our Nation's heroes. Each day, they put the Exchange's core values into action. Thank you for being all in for Warfighters and their families.

*With Greatest Respect,
Dave*

PACIFIC REGION

*“The Pacific Region team is honored to recognize the **Misawa Ops Squad, Tiaon Rucker and Carmelita Patu**, for their exceptional service. They are shining examples of integrity, diligence and kindness to the customer and the Exchange family. Thank you!”*

Team Ops Squad

MISAWA AB

Yoshiki, Junko, Ellen, Yumiko, and Satomi are a very essential part of our daily business at the Exchange and our Ops Squad who go above and beyond daily. They are always eager to help out other departments, asking “how can help you?” They always have smiles on their faces. They work together as well-oiled machine, do outstanding jobs ensuring the flyer sale items are set correctly and make sure what we have in the upcoming flyer is set to go. They are an amazing team and we are lucky to have them as our Misawa Ops Squad.

Tiaon Rucker

CAMP HUMPHREYS MINI MALL SUBWAY

Ms. Rucker has good communication skills with her coworkers, using the bulletin board to reach a common goal. Every day, she writes new notes or goals, while showing respect and consideration to our customers and coworkers. For example, “be respectful to your coworkers,” or “help them when they need it,” and “build each sandwich with LOVE to keep our customers coming back!” This demonstrates the Exchange core value of Respect Everyone. Customers always mention her calm and welcoming smile. Tiaon helps with event planning and execution, teaches her coworkers, explains rules and regulations, and helps keep everything running steadily and cohesively. We love all the hard work and dedication she has shown us at this facility and to our team.

Carmelita Patu

HAWAII SERVICES OFFICE

Ms. Patu spearheads our concession marketing program and is the primary community engagement liaison, coordinating informational tabling events for organizations and units throughout the Hawaii Exchange. An installations the Exchange supports is Tripler Army Medical Center, the 6th largest DoD military hospital. Due to critically low reserves, the Armed Services Blood Program public affairs specialist from Tripler reached her for help coordinating an emergency blood drive. Carmelita rearranged concessions making room for a full blood screening and collection team, and leverage social media to get the word out to the community. Her actions facilitated collection of 53 pints of blood during the four-hour drive and saved the government about \$22,000 by not having to purchase the reserves from a private blood bank. These actions are not only Family Serving Family, but Family Saving Family.

EUROPE REGION

*“**Stephen, Jennifer and Dani** set the bar for outstanding customer service with their personal approach to every Exchange customer! Their customer comments are amazing!”*

Stephen Brock

VICENZA MAIN STORE

Stephen Brock has a genuine friendly nature and the kindness he shows to our smallest customers has endeared him to the Vicenza community. Stephen was the topic of a Facebook post

Jennifer Lagerin

HAINERBERG MALL POPEYES

Jennifer has excellent customer service and has received many compliments. “She is the best employee I have encountered in Popeyes in more than 9 years of being part of the Wiesbaden

Dani Vasilev

GRAFENWOEHR AUTO CARE CENTER

Dani has done a wonderful job as Auto Care supervisor. He has been proactive in pushing promotions, customer’s value and improving customer service, which definitely shows with a 158% increase LY CM

on the Vicenza Army Spouses page that received 81 additional positive comments and 188 likes! One comment was, "I don't know the young man's name that works as a cashier, but I want to give him a shout out. He was so sweet to my little 2-month-old son: he cut all of the tags off his new toy and he was playing with him as I paid for our items. We need more people like him! Keep doing a great job!" The post was followed by several "I agree, he is always so sweet and genuine;" "Please get him an award, he deserves it!" "He always remembers my kids and the characters they like;" "We LOVE him! He is amazing with my kids, and they are not always in the best moods. They get so excited to see him!" "I wanted to shine a little light on someone who does the basics and goes the extra mile out of GENUINE kindness!", "He is always a joy, and I always choose his lane, I love that kid!" "I try to go to his line every time!" "I love him so much!" "My husband and I always go to him, he is so sweet!" Stephen's exceptional ability to connect with our customers is a true example of Family Serving Family!

community." "Jennifer is precise, efficient, has a great attitude, always smiling, and on point with all the customers." One customer commented, "I saw her service on 24 May. I am a retired veteran of 22 years in managing and evaluating troops in their potential and performance. She made an impact in under 4 minutes and I would ensure she was part of my team any day."

from the prior contractor. Dani and his team also received a positive customer comment, "I have been bringing in my husband's BMW to get work done on it both while we owned it and now while we are trying to get it to pass inspection so that we can sell it." "The staff has consistently gone over the top to ensure that the work gets done." "Time allowing, they've taken a look at certain things without an appointment, found parts for me at prices I am comfortable with and have literally held my hand through this entire process and it has made my headache much more tolerable." "Without them I don't know what I would have done. I truly am grateful for all of their help."

EASTERN REGION

“Customer experience and building loyalty is the goal! Jillian, Twila and Stephanie are committed to the providing the best customer experience possible. Thanks for all you do!”

Jillian Ramirez

FORT STEWART MAIN STORE

Since arriving at the main store in February, Jillian has had a major impact in increasing our MILITARY STAR applications. She has helped the main store achieve an 87% increase in applications over PY. She mentors other associates, helping them to gain the knowledge and confidence to approach customers. While creating a positive experience, she also coaches them on the store and customer benefits of opening a MILITARY STAR account. Her successful approach has assisted with the store winning 2nd place in the March MILITARY STAR card application contest, in which the store had a 282% increase in applications over PY. She is also assisting our Military Clothing, Furniture, Hunter Corner Express and main store to promote MILITARY STAR to help develop our Exchange program. With Jillian’s help, the Exchange has achieved a 71% increase over PY applications YTD. The Fort Stewart Exchange is #1 in Southeast for % increase over PY, #2 in Eastern Region for % increase over PY, and #9 worldwide for % increase over PY in applications. This could not

Twila Wilson

FORT JACKSON STARBUCKS

Twila is by far our leader in MILITARY STAR card applications. During the first 17 days of June, she assisted 26 customers to open MILITARY STAR accounts. Since Feb.1, she has opened 109 MILITARY STAR accounts and is responsible for 58% of approved applications. Her self-motivation and focus have had a great impact on the rest of the team, facility and organization. Twila takes time to explain all the great benefits with each customer. Many new Soldiers are not aware of separate military clothing line of credit, 10% off in the food facilities, discounts on fuel purchases, and anywhere from 10-20% off their first day’s purchases. She makes sure to let the customers know what they could save on large items, such as laptops and gaming systems. She also assures our customers that their MILITARY STAR cards are with them for all of their new duty assignments! She has an amazing dedication to our customers and the Exchange.

Stephanie French

FORT DRUM EXCHANGE

Stephanie is doing an exceptional job. While working full time, she attended school at night and graduated with her bachelor’s degree in Human Resource Management and Business Management. She is enrolled in the Retail Management Academy and looking forward to furthering her career with the Exchange. Stephanie is a proud military spouse going above and beyond to ensure she takes great care of our Warfighters and family members while encouraging her peers and anyone she meets to work for our great company.

have been achieved without Jillian working with the team and promoting MILITARY STAR.

CENTRAL REGION

“Garrett, Jeremy and Corey are outstanding associates with unwavering dedication. They represent the outstanding teammates we have all 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.”

Garrett Parker FORT LEONARD WOOD FURNITURE

Garrett Parker is a wonderful asset to the furniture store with absolutely outstanding customer service skills. He recently received 2 positive customer comments just this month alone, both were handwritten and submitted on the spot. The first customer comment was from a 31-year Army veteran who stated, “Mr. Garrett Parker is amazing! Extremely professional, knowledgeable and customer relations centered! PLEASE promote him! Awesome experience!” Another customer also wrote, “About 2 weeks ago I came in inquiring about a fridge. All my questions were answered! He even wrote down the product number for me so I could continue my research. Garrett explained delivery options and how I have different purchase options!”

Jeremy Lang SCOTT AFB BURGER KING

Jeremy is an outstanding employee, team player and understands the dynamics of the Exchange and Burger King. His dedication and drive are evident in how he treats customers. Customers have become aware of Mr. Lang’s positivity and dedication. He is always missed by our daily customers, receives positive feedback and some customers get out of their vehicles to praise what an outstanding employee he is. Jeremy is ambitious and committed to recommending the MILITARY STAR card to every customer. As a result, our MILITARY STAR is at 9.38% YTD for 2019. He also understands the importance of leadership, often promoting the importance of speed of service. Jeremy continues to shine and receive well deserved recognition for his hard work!

Corey Waller MINOT AFB GNC

Corey has worked at the Minot GNC as an associate and now as the manager. He previously served in the military and has a great connection with our military members. Corey knows his customers so well that he will even grab their regular products off the shelf as they walk into the store and have them waiting at the register as they continue to shop. He is very knowledgeable, and you will hear this as he gives suggestions and asks questions of his customers regarding their purchases. Corey is always making sure they are making a beneficial purchase and not just a purchase for their health goals. His initiative and personal approach has given him a 12% increase in sales for the year. Corey is definitely a team player and jumps in on every event to play a part with the Exchange, but also promote his GNC store. He recently joined in the Healthy Lifestyle Event with games and product samplings as well as being a huge help to the Exchange staff with set up and tear down after the event. Corey embraces the Exchange mission and is a huge asset to the Exchange and Minot community.

WESTERN REGION

*“Western Region is always so proud to show off associates. We congratulate **Lucinda, Ramon and Sandra** for being our “call out” associates. 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!”*

Lucinda Brewer-Tarango DAVIS-MONTHAN AFB OPTICAL CENTER

Lucinda is always trying find innovative ways in promoting their business. One way she has reached out to the community is through monthly visits to the medical clinic, where she hands out informational flyers about their upcoming promotions. With her help, the Optical Center achieved the highest increase compared to other services, with a 14.5% increase and the highest MILITARY STAR penetration rate of 27%. Having Lucinda as part of the Davis-Monthan Optical Center Team is a great asset to the Exchange. Her customers routinely comment that she always goes above and beyond to ensure they get the best customer service and are 100% satisfied with their products.

Ramon Munoz FORT BLISS TACO BELL

Ramon Munoz is helping build the bench as the Taco Bell has a 14.75% increase in sales and a 9.89% DOR. This is an outstanding 661% over last year. They continue to get over 95% on all evaluations. Ray has taken the initiative to hold Friday night classes with the food court supervisors and go over topics such as waste, gross profit and others that will improve jobs of the supervisors. He is a constant help to his fellow managers. When we say “family serving family”, we have to think about serving each other as well. Ray is helping grow the Freedom Crossing Food Court.

Sandra Martin FAIRCHILD AFB MAIN STORE

Sandra Martin is the main store’s warehouse foreman and is our key reason for accurate inventory for not just the main store, but all facilities to help prevent costly errors to the Exchange. Her efforts lead to a .05% shortage for the entire Fairchild Exchange. In addition to working to keep the inventory variance down, Sandra has also led the Ship from Store Team to a 95% or higher fill rate with less than 10% no stocks for over 6 months straight. She is also the Exchange’s environmental team lead advisor and has received multiple recognitions for the Exchange’s efforts in reducing waste and running with command’s “Green in 2019” initiatives.

LOSS PREVENTION

*“Bupyong Chief of Police Cho said the city is grateful for **Chris’** efforts.”*

Chris Fincke

**KOREA DISTRIBUTION CENTER,
LOSS PREVENTION**

Chris received a certificate of appreciation from Police Chief, Cho, Eun-Su for his outstanding teamwork and relationship with the City of Bupyong and their police. Chris and his LP staff have often invited the local law enforcement team to the KODC community Events throughout the year. This has forged a strong working relationship within the community. Chris has been with the Exchange for 26 years. The majority of his career has been spent in Loss Prevention. Thanks, Chris, for your community involvement and being a great ambassador for the Exchange.