

## Dave Nelson's Operation Callouts for October

*"Congratulations to this month's standout associates! These team players are dedicated to serving those who serve while exemplifying the Exchange's core values of family serving family; respect everyone; and the courage to use good judgment. Thanks for you all you do each day to make our shoppers feel like family."*

*With Greatest Respect,  
Dave*

### **PACIFIC REGION**

*"Congratulations to Junji Pascual, Shiori Yoshida and Gokhan Bardik! Your caring attitudes toward our customers and their needs are inspiring and true examples of our "family serving family" value. With exceptional customer service, we accomplish achievements we never thought possible, and it all starts with you. Thank you for all that you do every day!"*

### **JUNJI PASCUAL**

#### **CAMP ZAMA MAIN STORE**

Junji is our PowerZone/Hardlines customer service professional. A shampoo bottle spilled on the sales floor area and Junji swiftly reacted to block the area off so customers would not slip. Junji continued to clean the spill but saw customers waiting in line. He then asked a stockroom associate to guard the spill while he helped customers in line. After assisting the front checkout, he resumed to cleaning the spill. He got on his hands and knees to ensure every bit of the shampoo was cleaned up. Kudos to Junji for ensuring the safety of our customers and associates, which is one of the top priorities!

### **SHIORI YOSHIDA**

#### **KADENA AB, BURGER KING**

Ms. Shiori, manager of Burger King, continually offers outstanding service to all customers. A unit on Kadena recently placed an order in advance for 50 kids' meals for a family day event. On the day of pick up, the unit first sergeant wanted 25 more burgers. Without hesitation, Shiori immediately gathered her team together and knocked out the additional items in record time. By the time the team dropped off the original order of 50 meals, the additional items were ready and made it to the event on time. The unit was very

### **GOKHAN BARDIK**

#### **OSAN AB, MOBILE FOOD TRUCK**

Gokhan Bardik, owner of Mr. Kebab food truck, has shown great accomplishments by adding \$16,792 MTD with a 226% increase from prior month. Mr. Kebab continues to do well at Osan. Mr. Bardik and his staff continue to accomplish astronomical achievements: sales of \$118,647 YTD, a 1,217% increase from their last YTD. Mr. Kebab strives to bring in more sales and continues to serve our customers on-the-go.

pleased and thanked Shiori for getting the additional order together on short notice. The first sergeant thanked Shiori and the team for taking care of his Airmen and their families.

## **EUROPE REGION**

*“Gracie, Beverley and Elizabeth make us proud to serve our military community overseas! They demonstrate the commitment and passion for our mission every day in everything they do. Family Serving Family!”*

### **GRACIE HOOD RAF LAKENHEATH EXPRESS**

Gracie has worked for the Exchange for 16 years, 11 of those years at the Lakenheath Express. She is customer focused and enjoys lighthearted chats with customers. Gracie likes to stay low key, but is the go-to associate. She helps new associates in a friendly manner with humor and patience. Gracie is instrumental in maintaining Snack Avenue to ensure sandwiches, roller grill and fresh coffee are available at all times. She also prepares for breakfast and lunch rushes, and never lets us down. This is reflected in sales YTD \$148,000, 8.3% above last year.

### **BEVERLEY KING RAF FELTWELL ELEMENTARY SCHOOL**

Bev’s dedication to the School meal program is a true example of family serving family! She is the first to help coworkers if they get behind or struggling to complete tasks. Bev truly knows how to motivate and lead her great team, knowing our priority is serving our students hot, healthy and nutritious meals. Bev always has a smile and loving attitude. The students and school staff members all know Bev, who knows every student by name. She has learned their dance moves, supports school activities, events and initiatives working side by side with them. We have received many phone calls from parents and principal to praise

### **ELIZABETH SAWYER KENYA CRAFTS, UK CONSOLIDATED**

With more than 40 years of service, Elizabeth Sawyer is one of our longest-serving concessionaires. Countless numbers of Exchange customers have come and gone through the years, including the children of some of her earliest customers! One of her favorite stories is the time an adult i shared how much a small wooden toy his parents had given him had meant when he was a child. A precious, hand-carved wooden toy purchased at the very same concession shop that Elizabeth continues to operate for the UK Consolidated Exchange.

No job is too big or small for Gracie. She cheerfully does them all with a smile.

the great performance that Bev delivers. Bev has a meal participation rate of 57%, and she increased the consumption of fruit and vegetables by making funny displays.

## **EASTERN REGION**

*Eastern Region proudly recognizes Migdalia, Minerva and Elona for their contributions and support of the Exchange mission. The focus on customer service is a priority, and it shows in the results. Thanks for all you do!”*

### **MIGDALIA RUIZ FORT LEE MILITARY STAR AMBASSADOR**

Migdalia has been the Military Star ambassador since May. Although this seems like a short time, it has not dampened her drive or stopped her from pushing the MILITARY STAR card at every store within the Fort Lee Exchange. For July, Fort Lee was 85% ALY with 287 new MILITARY STAR applications. She has partnered with every facility, training all new associates about the benefits of the MILITARY STAR card. Migdalia has also started tabling at the commissary, which is helping them know they can use their MILITARY STAR cards to buy groceries there.

### **MINERVA TORRES VEGA FORT BUCHANAN TACO BELL**

Minerva’s focus on brand standards and financials has led her team to improve GP from 65.71% last year to 72.52% this year. YTD earnings \$28,499 are 124% above last year. She has also coordinated events for the food court to improve morale of associates and celebrate team accomplishments. The positive financial results are testament to Minerva’s leadership and development of herself and team.

### **ELONA SCIOTTI FORT DRUM EXCHANGE**

Elona has been services business manager for slightly more than a year. She brings with her a wealth of knowledge from her days as a field accountant to an Express manager. For July, Services sales rose 12%. These outstanding results can be attributed to Elona’s ability to maximize opportunities within every situation. As chief inventory inspector, she was instrumental in bringing the overall Exchange to a -0.02% inventory variance. She is a dedicated professional who excels in her position and is an advocate for the Exchange and its mission. Elona has volunteered for deployment twice, serving in Kuwait and Iraq. She is a proud military spouse, mom and is proud to work for the Exchange. She has more than 30 years—and counting—of service with the Exchange.

## **CENTRAL REGION**

*"We are proud to congratulate our top-notch performers for Central Region. Judy, Artresa, Zachary and Josh have raised the bar for program execution, building new business and customer service. Huge kudos to you for your superb efforts and achievements for being best in class!"*

## **JUDY OLIVO**

### **LITTLE ROCK AFB LAKESIDE EXPRESS**

During the past year, Judy has excelled while leading the team at the Lakeside Express. In the fall of 2019, she was instrumental in spearheading a mini-image upgrade that included updated Snack Avenue, heat and eat, and fixture adjustments. She and her team repainted the interior and landscaped the front of the store. Judy worked diligently with command engineers during the parking lot's renovation and repainting of the exterior building, while ensuring the store continued to serve our customers. Judy is a leader who keeps her customers and associates at the forefront of everything she does, consistently strengthening the LRAFB community and Lakeside family. Her positive attitude and willingness to do what it takes continues to be a great example to the team and shows in her financial results. Judy is a great asset to Little Rock and the Exchange.

## **ARTRESA THOMPSON**

### **FORT RUCKER BURGER KING**

Artresa has been motivating our team to help achieve the goals we have set. She pushes her team to work with a sense of urgency to get our customers served fresh food in a quick manner. Through her dedication and hard work, she has helped the restaurant beat last year's DOR by an amazing 139%. Sales (+4% LY) GP (+4.7% LY) and productivity (+7.4% LY) are all trending positive for the year, all while maintaining a decrease of -4.8% in PC.

## **ZACHARY GRAYSON**

### **and JOSH WOODS**

**TINKER AFB EXPRESS FOOD TRUCK,** Tinker Services would like to call out the Veteran-owned and operated food truck, the UR Express. Veteran, Zachary Grayson and Josh Woods, the owners and operators, volunteered to go to Camp Gruber for a large troop encampment. Their comments were: "We spent many weeks/weekends at Camp Gruber and really wished for a food truck back in the day!"  
SALES \$ 2,663 / INCOME \$ 266 (GREAT BIZ for 2-DAYS)

## **WESTERN REGION**

*Daniel, Geoff, and Albert, your commitment to providing an exceptional customer experience to all our customers is evident by the great comments you receive from the community you serve. Great job!*

### **DANIEL AFINIDAD**

#### **NELLIS AFB MAIN STORE**

Daniel always provides outstanding customer service, continuously going beyond assisting customers. He always projects a warm, cheerful, positive attitude towards our customers, and always provides quality service. Customers often ask for Daniel by name. As a result, he has many repeat customers. He continuously receives positive customer comments. We are extremely grateful and honored to have him in the Nellis main store as he continues developing a great bond with our customers. Daniel shows our customers the Exchange core value of "Family Serving Family."

### **GEOFF PEREZ**

#### **FORT BLISS PIZZA HUT**

The restaurant is ranked number two worldwide for Pizza Hut deliveries. Pizza Hut Manager Geoff Perez leads his team in customer service. Geoff's team recently prepared and delivered 70 pizzas supporting the Fort Bliss P&G Pro camp. Geoff's positive attitude and willingness to contribute to community events has allowed him to lead his team to the head of the pack! With challenging goals set for 2019, Geoff and his team continue to reach for the stars, increasing sales 28.4% year to date. This team is health and safety conscious as well; all associates are serve-safe certified, and inspections reflect the care taken in properly storing and preparing food and serving the Fort Bliss community.

### **ALBERT MAGUA**

#### **JB ELMENDORF BURGER KING**

Albert Magua's customer service skills are the best! Positive comments regarding Albert often make their way to several JBER social media groups. Our valued customers share their experiences, often expressing how they continue to patronize the Burger King because of Albert's wonderful service. He is a jack-of-all-trades, willing to fill in whenever and wherever needed, can always be depended on, and always goes beyond what is expected of him, no matter what station he is working. Not only do customers feel this way about him, his co-workers share the same sentiment. You know the service he is providing is impeccable when customers come in and ask if Albert is working just so they can say hello to him. He has a wonderful attitude that carries over and manifests in his day-to-day work ethic. You will never see Albert without a smile and kind words to offer our customers. In short, he could be the poster associate for the customer service the Exchange strives to achieve.

## **LOSS PREVENTION**

*“Audrey is a diamond in the rough. She worked her way up from warehouse worker to LP manager at one of the most dynamic Exchanges in our system. She has always been a top performer and always acts in the best interest of the Exchange. Thank you for being a true leader in the LP Directorate.”*

## **Audrey Maxwell**

### **FORT HOOD**

Audrey Maxwell started her journey with the Exchange in 1992 at the Mannheim main store in Germany as an early morning warehouse worker. She moved to Fort Hood to become a sales associate, learning valuable knowledge along the way that would aid and prepare her for the job that would turn into a career. Audrey took on a new challenge and was bit by the crime-fighting bug. Her 20-year career has taken her from Exchange safety and security assistant to assistant LP manager to the Fort Hood LP manager. She has identified 50 employee theft cases involving more than \$12,000, caught 150 shoplifters and identified 18 fraud cases, saving the Exchange nearly \$130,000. Her positive attitude and professionalism are infectious at Fort Hood. Audrey is also an Air Force Veteran and truly believes in the Exchange mission.