



Army and Air Force

# THE EXCHANGE POST

Exchange Service

A World-Wide Employee Newspaper

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## PX Barber Gets Wolfhounds' Salute



**COMMAND ESCORT**—On his 30th anniversary as regimental barber to the famed "Wolfhounds," concessionaire Jimmy Jimeno is escorted between flags of the 50 states by Col. William A. McKean, Wolfhound commander, before receiving a special citation from the men of the unit. See story.

## Men of the 27th Honor 'Jimmy'

SCHOFIELD BARRACKS, Hawaii—They turned out, more than one thousand strong, to honor one man here on his birthday as serenely.

They are the men of the 27th Infantry, the famed "Wolfhounds." The man they honored is an old friend, PX barber Cayetano (Jimmy) Jimeno. The occasion was both Jimmy's 54th birthday and his 30th anniversary on the job.

On July 27, 1933, Jimmy set up shop as regimental barber. He has clipped soldier's hair ever since and has always been the "Wolfhound" barber when the unit was at Schofield. When they went to the field he would go, too, with his portable barber shop.

With ceremony on his big day, Jimmy was escorted down an aisle formed of flags of the 50 states by Col. William A. McKean, Wolfhound commander. Then he was presented the Order of Kolchak, a citation unique to the 27th and rarely given to an outsider.

Added to the many greetings received by the exchange concessionaire were congratulatory letters from Maj. Gen. Andrew J. Boyle, commanding general 25th Infantry Div, and from Lt. Col. Alvin H. Van Pelt, chief, Hawaiian Army and Air Force Exchange.

After the ceremonies Jimmy went back to his shop in the barracks quadrangle to cut a huge cake with—what else?—a razor.

## Employees Offered Broad Insurance Against Accident

A total of 479 employees are protected day and night against any accident under the A&AFES package of personal accident insurance. The broad protection is available to employees and their families on a voluntary basis.

The 479 employees enrolled in the plan are insured by the Insurance Company of North America for a total of \$17,850,000. They enjoy protection against accidental death or dismemberment ranging from a basic \$15,000 policy to a maximum coverage of \$60,000.

Since the coverage was completely rewritten and made available last November, 122 more employees signed up. It insures employees against any accident on or off the job, 24 hours a day. [The former A&AFES travel accident plan was limited to coverage of travel accidents on public or private conveyances.] While not a part of the com-

prehensive A&AFES group insurance program, the personal accident coverage is certainly one of the broadest and cheapest forms of such protection available anywhere. Premiums as low as \$12.50 yearly cover an employee for \$15,000. A maximum policy of \$60,000 costs \$50 annually.

The plan features optional protection for an insured employee's family. Under this feature, the employee's wife and children are covered for 40 percent and five percent, respectively, of the principal sum. Where there are no dependent children, a wife's protection is increased to 45 percent.

Assigned military personnel and full time civilian employees who are citizens or permanent residents of the US, its territory or possessions are eligible for the coverage. Local exchange personnel offices have the form available.

## Publish Magazine For Field Managers

"A&AFES MANAGEMENT," a new publication for exchange management personnel worldwide, makes its debut this month.

The 32-page magazine is being published to provide a single, authoritative voice on Exchange Service policies, techniques, operating philosophy and objectives. All exchange managers—from service station, cafeteria and main store level and up—will receive a copy.

The new magazine centralizes much of the internal material previously prepared and published by various staff elements in the Headquarters. It absorbs the "Quarterly Food Guide," "Manager's Report," and portions of "Retailing Review" of a wholly editorial nature. It does not, however, incorporate any purely technical material.

A&AFES MANAGEMENT is designed to be a "professional journal" for every exchange manager. Included in its contents will be "how-to-do-it" information and articles on food, retail, services and personnel—on every aspect of exchange operations. Trend information affecting the A&AFES will be highlighted and feature articles will call attention to the unusual, the unique. In a nutshell, the magazine's goal is to improve understanding between Hq A&AFES and the field.

To be published bi-monthly, the first issue contains such articles as: Make Color Work for You, How to Buy Right, Solving Three Basic Food Problems, How Communications Go Wrong, The Future—A Challenge to Management, and more.

A&AFES MANAGEMENT is a product of cooperative journalism. An editorial board composed of

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## Disabled Employees Prove "Handicapped" Is Misnomer

There's no handicap in hiring handicapped persons in exchanges. Ask any personnel manager in the Service. To the contrary, they'll list the advantages in "hiring the handicapped."

Here's what some of these personnel people had to say in a recent EXCHANGE POST survey: "He is considered one of the best pump island attendants at this exchange . . . she brooks no special considerations, and always seems determined to outwork her fellows . . . he has worn down many a "two-legged" man where there was work to be done . . . service station customers ask for him . . . he has never been late for work, has never had an accident on the job, has used only one day of sick leave since he began in April 1960 . . . his sick leave record has been far below that of other employees . . . he has overcome his handicaps so well that most of the time we tend to forget them."

Two exchanges, Fort Bliss Area, Tex., and Fort Benning, Ga., have been cited by the President's Committee on Employment of the Physically Handicapped for their exceptional records of hiring disabled persons. At present, Fort Bliss Area has 18 handicapped employees; Fort Benning, 41. Benning, however, qualified their list, saying that many of these are

"minor" handicaps (e.g., loss of an eye, a finger).

### A Solid Endorsement

The personnel office at Fort Bliss Area had this to say: "Hiring handicapped persons who meet the requirements for exchange work is no longer an experiment [here] . . . rather it has proved to be a mutually satisfactory and profitable venture for all concerned."

Approximately half of all CONUS exchanges answered the Post poll (76 replies from the four service centers and approximate 150 exchanges). Of those replying, two-thirds (51 exchanges) do not at the present have any handicapped employees on the payroll. Twenty-five exchanges and one service center had affirmative replies. Among them they totaled 106 handicapped employees.

Are they satisfied with these men and women? The answer was more than a resounding "yes."

The jobs these men and women fill range from cafeteria attendant to garage mechanic to tech rep. Many of them are long-service employees. Several have received their 20-year pins. Several more have accrued more than 1,000 hours of sick leave.

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## Review Board to Evaluate Candidates for EMP Status

Three executives — one each from the "big three" oversea exchange systems—arrived in New York late last month to help review this year's crop of candidates for EMP status.

Over 100 nominations for status from throughout the worldwide exchange system are being reviewed by a committee chaired by Colonel John Latella, A&AFES General Counsel. The committee's job is to evaluate the candidates and make final recommendations to General Galligan.

Starting its deliberations on September 30, the committee is going over the qualifications, previous recommendations and results of tests given to those employees nominated. A total of 103 employees (38 from CONUS and

65 from overseas) are being carefully evaluated.

All nominees for status have taken a series of tests and have been interviewed by local review committees. The results of the local findings were the basis of recommendations to installation commanders whose recommendations for approval were then forwarded to the Chief, A&AFES through command channels.

In EES, for example, a total of 37 employees were nominated. Each had to take a series of five tests which were sent to Hq A&AFES for grading and evaluation. The tests measured a nominee's management potential and technical qualifications. The can-

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## A Rose by Any Other Name . . .

Meet Miss Teen Queen of Okinawa, the Shriner's Rodeo Queen, Miss Friendly, Miss Cannon AFB, Miss Clovis of 1962, Sigma Phi Epsilon calendar girl and Fiesta Queen of the Fiesta of Five Flags — in other words, Barbara Read.

Barbara, a summer employee of the Cannon AFB (N.M.) Exchange, gathered the above titles (and many others) in her travels round the world with her father, Lt. Col. Allan D. Read. She's been a club officer, choir member, Red Cross swimming instructor, water ballet member and dean's list member from Okinawa to Florida.

Now a junior at Florida State University, Barbara is majoring in radio and TV advertising. "I've thoroughly enjoyed my work and associations in the Cannon Exchange. The experience I'm gaining is invaluable to me," she said.



Girl of Many Titles





# 'Handicap' Is Misnomer

## Post Survey Reveals Mutual Benefits of Hiring 'Disabled' Employees

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Jose Segarra has over 20 years' service with the Ramey Exchange. He has lost his left eye. Segarra joined the exchange as a bartender at Borinquen Field, Puerto Rico, in 1942. He was promoted to manager of the beer garden nine years later, then to special assistant to Ramey's general manager. In 1955 he was made personnel manager; in 1957, concession supervisor, his present job.

"I am very happy for having worked with the exchange for this period of time," Segarra said, "and I consider the exchange part of my life." He is described by co-workers as "a most sincere, dependable and dedicated person. We are happy that he has succeeded so well."

Ernest Rogers, concession supervisor at Sandia Area Exchange, N. M., joined the A&AFES as a retail clerk at Camp Shelby, Miss., in 1941. In the interim he has moved up: stock clerk, assistant store manager, accounting clerk, assistant chief clerk, chief clerk, and now concession supervisor. His right arm is missing. He's a bachelor who writes he's well pleased with his new duties, which bring him into contact with many interesting people. "I

plan to continue exchange employment indefinitely."

Assistant concession supervisor William F. Searcy works at Fort Knox, Ky. His right arm has been amputated. Searcy joined the exchange in 1948 as a counter clerk in a beer bar. Two years later he was assistant branch manager. His promotions continued until he was acting main store manager, then retail supervisor and now assistant concession and services supervisor. He enjoys bowling and hunting and is a Mason.

"Working for the Exchange Service has proved beneficial as well as a challenge. The opportunities one may attain are unlimited, advancements are numerous, giving the individual the opportunity to exhibit his potential," Searcy wrote.

### Dual Benefits

The benefits work both ways. The reasons these people are sold on the Exchange Service are the same reasons so many names are added yearly to the long-service roster. As Leonard Pepper, personnel manager at Fort Knox, and himself an amputee, said, "I consider the exchange an excellent place to work be-

cause of group insurance, the retirement program, vacation leave, sick leave and the promotion policy." (Pepper joined Fort Knox as a salesclerk.)

Donald Bailey has been with the Spokane Area Exchange, Wash., 15 and a half years. He's watched it grow from a small store and coffee shop to its present consolidation. "The constant changing and growing is something I find very interesting about my job," Bailey said, "as well as the number of friends I've made here, both my fellow employees and in the military." As an added note, Bailey's wife Helen is also an exchange employee, a cash collector for the past seven years. He's a truck driver.

Birth defects affected Bailey's legs, arms and speech. He was eight years old before he began to walk, but he can now use his arms and legs without assistance. He's overcome most of his speech defect by therapy and served as president of the local Toastmasters Club. He's also active in his church. "We're proud of Donnie," employees wrote.

"I can do just about anything in the store, except punch keys on the cash register," said Porter Thomas, Jr., demon-

Edward G. Samarra  
Baker  
Sandia Base, N. M.



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**AN AUTOMOBILE ACCIDENT** cost Richard Drew, left, his arm in 1949. He learned to use his artificial arm and trained himself as a mechanic. He's been with Sewart AFB, Tenn., nine and a half years now.

strating his dexterity with his artificial forearm. Thomas, a janitor at the main store, Fort Polk, La., lost his arm in an industrial accident in 1946. His only problem now is an occasional sore arm muscle from carrying heavy loads. He's been an exchange employee 11 years.

Across the post, at Polk's branch 9, Lettie Johnson continues her job serving scores of trainees as a salesclerk. Three years ago an attack of bronchitis and pneumonia cost her her hearing, but with a hearing aid, co-workers say she's as personable and gregarious as ever. She's another long-service employee, getting her five-year pin last July.

**AMA Survey**

Last spring, *Personnel*, a publication of the American Management Association printed a report by Alex J. Simon on a survey at Tinker AFB, Okla., where 20 percent of the base's employees are handicapped. A questionnaire was given to 46 foremen and 83 work leaders in the Accessories Branch of the Oklahoma City Air Materiel Area, asking them to compare their handicapped employees with nonhandicapped on nine factors.

These are the conclusions made from the study:

- Handicapped employees have a markedly lower turnover rate.
- They are more careful than the non-handicapped, and therefore have fewer accidents.
- They observe rules and regulations as well as, if not better than, the non-handicapped.
- When properly placed, most physically handicapped employees are *not* vocationally handicapped; they are as efficient and as productive as nondisabled employees.
- Where the productivity of a properly placed handicapped employee is below par, his attitude rather than his physical impairment is likely to be at fault.

**Right-hand Man**

Typifying many of these findings is Orlando (Fla.) Area Exchange cafeteria and snack bar attendant Walter Law. A year ago, a friend told him help was needed at the exchange cafeteria. Law applied and got the job. His supervisor rates him a good, steady, willing and dependable employee. His handicap (arm and hand injured at birth) do not limit

his capabilities in any way; he's a versatile worker. "I feel that I can justifiably call him my 'right hand man'," his supervisor said.

Law's fellow employees say he's a quiet and unassuming man, with a pleasant disposition and a smile, well liked by all. He returns the compliment saying this is the best place he's ever worked. "I hope to continue my exchange employment for many years."

As in the survey at Tinker AFB, each exchange replying to THE EXCHANGE POST rated their handicapped employees at least "satisfactory"—on sick leave records, on abilities. The long-service records of so many of these handicapped employees is its own indicator of their quit record.

Average sick leave records vary from exchange to exchange. THE POST asked its reporters to compare their own installation sick leave record to that of their handicapped employees.

The results ranged from average or satisfactory to "very good," "outstanding," and "enviable." One exchange reported an average of 7.3 hours of sick leave taken every six months by its employees. The handicapped employee has used no sick leave.

Another exchange has three handicapped employees. They reported this sick leave use: 1) negligible, 2) negligible, 3) none. Others wrote: "the overall sick leave record for both employees is excellent compared with the average sick leave record for this exchange's employees." "Compares favorably with the average sick leave record for this exchange." "Sick leave taken is nil."

**1,000-hour Employees**

One employee, in 10 years with his exchange, has used 118 hours (approx. 15 days) sick leave. Another has used 10 hours in one year's employment. Another, one day in two and a half years. Another handicapped employee at another exchange has not been absent in two years on the job. Ramey AFB Exchange has a 20-year handicapped employee with over 1,000 hours accrued sick leave. He's Miguel Gines, receiving clerk.

Another 20-year employee, Arthur W. Fuller, sr salesclerk at Fort Benning, Ga., has accumulated 1081 sick leave hours. Arthur has "no time to be sick." Besides his job, (he's in charge of sports and hardware and an expert on both for his customers), he's acting as both father and mother for his young daughter Angelia.

Is there any loss in work performance for a handicapped employee? Supporting

the findings of the survey at Tinker AFB, exchanges reported their handicapped employees are skillfully handling their assigned jobs, and often ably substituting for others.

Eddie Jones of Fort Benning, has one arm missing but he is able to shift and lift boxes with great skill and "performs his duties as utility man in a very satisfactory manner." Crate M. McAllister, beer bar manager at Benning, lost one hand and part of his arm, yet he works the cash register speedily and gets his customers through the line. He pitches in on any job in the branch.

**An Endorsement**

Here's what Walter Reed AMC Exchange, D.C., wrote about Andrew L. Terry, Jr., a porter. A childhood injury damaged his right leg and ankle. "His job . . . requires him to be on his feet all day—keeping the Garden Shop orderly—carrying in merchandise from the warehouse delivery trucks—carrying out merchandise to customers' automobiles. Many, many Mondays (his regularly scheduled day off) he is called in to work in one of the cafeterias . . . when regular bus boys fail to report."

James R. Benton, branch manager at Fort Bragg, N. C., received the purple heart when a bullet cut the nerves in his right shoulder, paralyzing his arm, in World War II. His branch supplied and supported the recent Swift Strike III. "He and his associates did an outstanding job in getting the job done."

As both Robert Holden, accounting supervisor at Lackland Consolidated, Tex., and Donald Bailey of Spokane Area said, they "don't feel handicapped unless reminded of [their] physical disability." Most of the time the disabilities tend to be forgotten, which "is just the way I like it" Bailey said.

**Success Story**

There's no handicap in exchanges hiring the handicapped. From official statistics, and from the comments of the people most directly involved throughout CONUS exchanges, such programs bring mutual benefits.

Sr salesclerk Helen Kasper of Westover AFB, Mass., wrote: "When I first started working for the exchange, I thought it would only be a temporary job until after the war was over. I love working with military people very much and here it is 18 years later and I'm still here. I enjoy meeting people and helping them as much as possible. That's why I love my job." Could a personnel manager ask for more?



**CUSTOMERS ARE familiar with Glenn V. Kelly, pump island attnd at MDW Consol, Va.**

*Hiring handicapped persons who meet the requirements for exchange work is no longer an experiment at Fort Bliss Area Exchange; rather it has proved to be a mutually satisfactory and profitable venture for all concerned. For several years the exchange has averaged 12 to 25 handicapped employees, working in a variety of jobs. Some of these have progressed through promotions from hourly paid to salaried positions. Others have remained in the jobs in which they were originally hired, but all have experienced the fulfillment of having the chance to show their capabilities. As with all workers, a few have become discouraged with their limitations and have dropped out.*

*Jose Ontiveros is 17 years old. He is a cafeteria attendant. Not only is Jose doing a fine job in main cafeteria, but he keeps his manager alert to the fact that he wants to learn all he can about the food operation, to prepare for promotion.*

*Bill Tagliapietra was employed in 1961 as a bus boy. Soon he was helping on the serving line and the cash register. Now he is a salesclerk in the main PX toyland.*

*Mrs. Katherine Blake is married and the mother of two children. She does all her housework and is a full-time sr salesclerk in charge of the jewelry section of the main PX. An amputee due to an accident some years ago, Katie is widely known at Bliss where she says she came to work more for therapy than for money.*

*These are but a few of the many fine handicapped workers on the job at Fort Bliss Area in recent years who earned the Citation for Meritorious Service from the President's Committee last year.*

**James E. Redmon**  
Service Station Attnd  
Fort Knox, Ky.

**Jean Marie Klug**  
Warehouseman  
Minot AFB, N. D.

**Crate McAllister**  
Beer Bar Mgr  
Fort Benning, Ga.

**Emil C. Artzt**  
Marker  
Lackland Consol, Tex.

