



*“Congratulations to these superstar associates. They set the bar high and exemplify our core values—they are role models for us all to follow. It’s a honor to serve those who serve. Keep up the terrific work.”*

*With Greatest Respect,  
Dave*

## **PACIFIC REGION**

*“The team from the Pacific Region continues to excel at exceptional customer service. Congratulations to **Azusa McClellan, Manami Ikehara, and Therese Wheeler**. All three employees are taking customer service to the next level and our customers have noticed. Thank you for all that you do every day and taking the lead!”*

## **EUROPE REGION**

*“Reggie, Marcus and **Meriton** exemplify the very best of the Europe/Southwest Asia Region’s strive to live by the core value of Family Serving Family every day. It’s an honor to serve with them!”*

### **Azusa McClellan**

#### **OKINAWA FAIRCHILD EXPRESS**

Ms. Azusa could tell that one of our more elderly customers needed an extra hand while shopping in the store. Since the Express was not that busy, she locked her register and asked the woman if she would like help putting her items in a cart. Azusa continued to assist the customer until she was finished and ready to check out. Then she proceeded to help her take her merchandise out to her car. Azusa showed great compassion and that she truly understands the customer's needs.

### **Reggie Leek**

#### **RAF MILDENHALL BXTRA**

Reggie greets every customer with a smile, listens, suggests, thanks and welcomes back. Reggie increased his MILITARY STAR penetration rate to 8.49% in 2018 from 7.49% in 2017. He consistently ranks as the #1 cashier in our in-house impulse item of the month contests and regularly accounts for 30-40% of our \$110 million in sales. Reggie

### **Manami Ikehara**

#### **CAMP SCHWAB FOOD COURT/THEATER**

Manami-san, counter attendant foreman, received appreciation from a customer who lost his ID at the theater. She recognized him as soon as she looked at his ID. The next day, she passed it to the customer when he came to see a movie. Manami-san remembers almost all customers seeing movies and has a conversation with them. Surprisingly, the customer did not know that he lost his ID until Manami-san gave it to him and was astonished that she recognized him among many customers. The customer was very pleased to find his ID.

### **Marcus Busch**

#### **TOWER BARRACKS FOOD COURT**

Marcus has been with the food court for 10 years and has worked Subway, Pizza Hut, Charley’s, Taco Bell and Popeyes. He now is a warehouse worker. He’s friendly and dependable, works vigorously to do whatever is needed to assist all his peers in meeting the needs of our customers. When asked to do a task, he does the job with a positive attitude and smile. He also assists

### **Therese Wheeler**

#### **HAWAII MAIN EXCHANGE**

Ms. Wheeler’s dedication and commitment is a true testament to family serving family. She has assisted in coordinating Exchange support for more than 50 unit and organization events, helping to solidify positive relationships and instill the Exchanges’ relevance in the military community. These efforts not only strengthened the emotional connection with those we support but also contributed to the dividend returned to the installations by adding more than \$8 million to the bottom line, 5% above plan. Mahalo, Ms. Wheeler, for you are ohana serving ohana in Hawaii.

### **Meriton Qyqalla**

#### **CAMP BONDSTEEL SERVICES**

Meriton offers a specialty shop service to the Camp Bondsteel community, allowing Soldiers the opportunity to create unit memorabilia to honor their time in Kosovo. Meriton displays a “will-do” attitude 150% of the time! His creativity is endless. Regardless of the thought or idea, he makes it happen, and customers are always pleased with the result. He created a memory

celebrated nine years with the Exchange in April 2019 and is a 25-year Air Force Vietnam Veteran. His friendly demeanor and outgoing personality are evident in the customer comments he receives, and many customers always choose his line to check out.

### **EASTERN REGION**

*“Eastern Region is always proud to show off our associates. We congratulate **Jesse, Otis and Emily** 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!”*

#### **Jesse Chamberlain** **FORT BELVOIR** **HOSPITAL EXPRESS**

Special shout out to Shift Manager Jesse Chamberlain, who truly demonstrates the meaning of family serving family! He not only serves his customers in the retail store, but he truly cares! His actions kept a Fort Belvoir Community Hospital patient from experiencing any harm. On April 11 April at 1645, Mr. Chamberlain noticed an older gentleman dressed in civilian clothes walking by the Exchange with blood oozing from a hand. Although Jesse is not a medical personnel, he chose not to ignore someone in need. He approached the patient, who appeared to be confused, and escorted him to the staff duty desk, where he turned over the patient to SPC Christopher Lee. Lee took the patient to the emergency department. An investigation found the patient, who suffers

with placing food orders. Every day during lunch, he helps in Charley’s, Pizza Hut, Taco Bell or even the dining room. He is an asset to the food court and Exchange. Marcus is a team player and #1 among his peers.

#### **Otis McBride** **FORT. GORDON/DOBBINS ARB** **CHARLEY’S**

Otis is a major asset to our food court. Since becoming our Charley’s manager, he has worked diligently to make Charley’s a customer favorite. This is evident in his 2018 results: sales increased by 7.56% and, with his tight controls, the bottom line increased by 11.97% over the prior year. Otis and his team have made it their goal to become a 1 Million Dollar Store, and they are well on their way to achieve this. Because of Otis’ focus on brand standards, our Charley’s scored an outstanding 98.1% during the past inspection. Otis and his team are very engaged with our guests. They’re taking pride in providing exceptional customer service, and their success is evident in their numbers.

book for the last two KFOR rotations for Soldiers to purchase, similar to a school yearbook—and sold more than 50 for each rotation. No military kids are in this deployed area, but he collaborated with the Exchange to make Military Brat postcards for the Soldiers to send to their kids.

#### **Emily Scott** **FORT BRAGG EXCHANGE - LOGISTICS**

Emily consistently supports all Fort Bragg facilities with logistic support, including one-on-one training for managers to enhance their knowledge in finances, inventory, etc. She takes pride in her job and works extra hours to support all team members, even in areas that are not in her work field. Recently, she supported the team at the new Fort Bragg Yarborough Express in receiving, stocking, and putting up shelves to meet the timeline for grand opening. Emily has also assisted the Fort Bragg/Seymour Johnson AFB teams meet and exceed most year-end inventory goals for the past several years.

from Alzheimer's, had walked away from the floor where he was admitted. Due to Jesse's keen observation, willingness to help others, this patient received the care he needed.

## **CENTRAL REGION**

*"Leticia, Gloria and Minot flower shop team members 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."*

### **Leticia Hasty FORT HOOD CLEAR CREEK MAIN STORE**

Leticia Hasty is a sales associate for BE FIT. She consistently goes above and beyond to assist customers, is dependable and a hard worker who never says no. Leticia took it upon herself to have more copies of the Shoe Book coupon printed so she has a conversation starter to help customers save and to accomplish our initiative of achieving sales goals. She has been called out with positive customer comments. Leticia provides a shining example of how our customers' experience should look, talking about the ways to save with MILITARY STAR, and being able and willing to share the importance of the Exchange Protection Plan on applicable purchases. She always offers to show and tell when a customer asks for help locating an item. A military spouse, she is truly Family Serving Family. She is also very involved in our local community, leading an on-post

### **Gloria Jones-Sullen FORT RUCKER BURGER KING**

Gloria Jones has been with the Exchange for 10 years. She is dedicated, loyal and the friendliest cashier the Exchange has ever seen. Gloria goes out of her way to ensure that every customer feels special and will go above and beyond to make sure that they have a pleasant visit. She even has customers who want to say hello to her if she isn't working the drive-thru window or come into the restaurant because they know she will be there. Gloria understands the importance of moving the cars in and out of drive-thru, and helped BK finish the year at 2:37, eight seconds below the standard time. She is not only wonderful towards external customers, but also a joy to work with and knowledgeable as any supervisor or manager. Her great attitude is a constant and rubs off on other associates.

### **Minot Flower Shop Team MINOT AFB FLOWER SHOP**

The flower shop has added new associates who embrace the shop as if it were their own business. They constantly look for ways to increase business and engage with customers. To assist our customers getting off work, they extended the shop's hours. Many new types of flowers have been brought in, and the cooler is always full. Fresh flowers are on display for customers to see what is offered along with more gift baskets. For the Vietnam Veterans pinning ceremony, carnations were donated. Workshops are being planned to include one for the kids at Mother's Day. The bouquet of the day, specials, giveaways and other events are posted to social media daily.

Girl Scout troupe and volunteering for outreach initiatives.

### **WESTERN REGION**

*“Devon, Suki and Big Jud’s Food Truck Team...You clearly aim high and always strive to exceed customer expectations. Your commitment to an exceptional customer experience is appreciated and keeps our customers loyal to the Exchange.”*

#### **Mi “Suki” Swatzell**

##### **PETERSON AFB MAIN STORE**

Suki, who works at central Checkout, was the driving force in MILITARY STAR-approved applications for FY 18. Applications rose by 106% in FY 2018. Of the 595 new accounts, Suki had 285 of them, nearly half of them. Suki was just shy of reaching more accounts by herself in FY 18 than all approved applications for FY 17! Suki is our onboarding peer for central checkout and trains on how to talk to the customers about the benefits of MILITARY STAR.

#### **Devon Christiansen**

##### **NELLIS AFB ARBY’S**

Devon Christiansen is a very hard working and dedicated foreman at Arby’s. She consistently shows the ability to coach and encourage team members to operate at high levels of commitment for our customers. Devon ensures our customers’ needs are exceeded and our brand purpose scores for overall guest experience reflects that. We can always count on her to get things done without being asked. She is very dependable, consistently going above and beyond her expected duties to ensure Arby’s standards and customer service goals are met or exceeded. She always finds new ways to approach challenges to ensure a solution for every roadblock. Devon takes pride in everything that she does and is an integral part of the Nellis Arby’s team. We are so grateful and appreciative of all she does for Arby’s and the Nellis Exchange.

#### **Big Jud’s Food Truck Team**

##### **MOUNTAIN HOME AFB SERVICES**

The Exchange met with Base Commander COL Joseph D. Kunkel last year, and his goal was to have food trucks on base regularly. At his command meetings, he stated food trucks were hot topics and asked us to make it happen. When we approached the food trucks, Big Jud’s Food Truck was the one that stepped up to serve the Airmen. They drive from Boise, Idaho, one hour away, three times a month. Last year, when Family Support Squadron asked for food trucks for an event, Big Jud’s was there, and they were a hit with the base. They have also supported Express and Main Exchange events. The community could not be happier with the food truck. According to the Command Chief Wendell Snider, “Morale has gone through the roof since the food trucks started coming. The Services Team thanks owners Wesley Beck and Debbie Trent for their dedication and support of the military base and the Exchange. Job well done!

## **LOSS PREVENTION**

*“Leonor has worked diligently over the years to support the Exchange mission and serve those who serve for us. She has always been very productive in protecting Exchange merchandise and the bottom line.”*

**Leonor Conry**

## **FORT CAMPBELL LOSS PREVENTION**

Leonor has a keen eye for detaining shoplifters and protecting Exchange merchandise. She recently detained seven shoplifters and recovered more than \$1,200 in merchandise. Her determination and drive have gone a long way to help the Exchange’s bottom line. Leonor is a dedicated associate and takes pride in the service she provides. She has deployed many times to Kosovo, Iraq and Afghanistan to support the Exchange mission. Leonor also recently celebrated 31 years of service with the Exchange. She has proven that she is willing to do whatever it takes to get the job done.