

Customer Service Newsletter

....helping to make MWR programs first

VOLUME 1, ISSUE 8

MARCH 2010

DFMWR
FORT BELVOIR

SPECIAL POINT OF INTEREST:

Don't forget about the Employee Portal Page with an electronic employee handbook, ICE SOP and Awards Guide.

Check it out on the web www.belvoirmwr.com/employees/index.html

The Employee Portal Page is a great resource for all Employees!

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Welcome to the Customer Care Revolution....

Welcome to the eighth edition of the Customer Service Newsletter! Operation Excellence will be the focus of this newsletter. Fort Belvoir MWR Choose Excellence program is in full bloom. The new Team Member Orientation (TMO) and Operation Excellence Training (OPEX) will be completed by each DFMWR employee by October 2011. These programs will better help us deliver quality programs and services to enhance the readiness and wellbeing of our community.

Topic of the Month... Operation Excellence

Operational Excellence is a philosophy of leadership, teamwork and problem solving resulting in continuous improvement throughout the organization by focusing on the needs of the customer, empowering employees and optimizing existing activities in the process. Operational Excellence stresses the need to continually improve by promoting a stronger teamwork atmosphere. Safety and quality improvements for employees and customers lead towards becoming a better DFMWR.

TMO is required for all new employees. It is an orientation tool to familiarize new employees to Fort Belvoir. All employees will leave with an understanding of DFMWR's purpose, their place in the larger picture and how important customer service excellence is in delivering the FMWR mission. OPEX Training is for all employees and is an in-depth training module on how to provide excellence in your job. Read on to learn more about these training opportunities.

It is very important that we remember to recognize those employees/peers who go above and beyond and provide excellent customer Service. Nominate a fellow employee for outstanding customer service and let them know they own their **job!**

Remember Our Mission...

Deliver Quality MWR Programs and Services that enhance the readiness and well-being of the total Military Community



Our mission is to provide the best possible customer service through teamwork and to make sure we deliver it better than our off-post competition. And we will meet that goal through you - a valued member of the Family and MWR team.

Factors That Drive the Customer Service Revolution

"Merely satisfying the customers will not be enough to earn their loyalty. Instead, they must experience exceptional service worthy of their repeat business and referral. Understand the factors that drive this customer revolution."

~ Rick Tate

In business you get what you want by giving other people what they want.

-Alice MacDougall

So, what are all those factors? Well remember the Customer Covenant? Those factors are what drives our customers to continue to come back again and again. The service aspect doesn't merely begin and end with the interaction that you have with the customer, it starts as soon as they pull into the parking lot. A customer will immediately make an im-

pression as to how their service experience with you, the facility or program will be right after they put that vehicle in park. It's the overall impression of whatever service they are inquiring about. You as the service provider may not necessarily see it that way because you are behind the counter, but remember that you are a customer at one point or

another. No doubt you made that same impression. What did you find? If you know that your experience didn't incorporate all those factors that are in the Customer Covenant, most likely it was just a "good" experience and not an "exceptional" one. Keep an eye out every week for tips like this From -Ann Bauer

It is not fair to ask of others what you are not willing to do yourself.

-Eleanor Roosevelt

Mistakes are the portals of discovery.

-James Joyce

There are no traffic jams along the extra mile.

-Roger Staubach

The DFMWR Team

The DFMWR operations comprise a team of dedicated military and civilian employees working together to accomplish a mission for the good of America's Army. You were hired because your skills and experience can make an important contribution to our mission. We are confident that you will perform your job to the best of your ability and that you will deliver excellent service to all of your customers.

How can I go the Extra Mile?

- By Knowing your job
- By Taking the Initiative
- By Looking for Opportunities
- & By Taking Action

We need to create consistent expectations, a framework, and strategy; behavioral and operational expectations that we can follow and achieve.

DFMWR VALUES:

- Integrity
- Respect
- Loyalty
- Personal Growth
- Environmental & Fiscal Stewardship



Remember...

Make it fun

Make it memorable

Make it quality

Make it safe

FAMILY AND MORALE, WELFARE AND RECREATION

EMPLOYEE AND CUSTOMER COVENANT

CUSTOMER COVENANT

We are committed to providing quality through service excellence to our Soldiers and Families commensurate with the quality of their service to our Nation.

We understand that we create value for our customers through predictable, consistent, efficient and customer focused service.

To that end, our promise to our customers is that they will:

- Always be respected and treated as individuals who are valued
- Receive a prompt and friendly greeting in a professional and courteous manner
- Experience aesthetically-pleasing facilities
- Receive timely, accurate and helpful information
- Be offered high quality products and services
- Have an opportunity to provide feedback

EMPLOYEE COVENANT

Taking care of our customers begins with taking care of you, our employees.

We are committed to providing a strong, supportive environment where you can thrive.

To that end, we promise to position our employees for success with:

- A robust orientation to welcome you to the Family and MWR team
- Clear performance standards for service excellence
- Formal and informal training to develop your skills
- Performance support tools to assist you on the job
- A holistic program of recognition and incentives to reward excellent service
- Career development opportunities to reach your full potential

2011 Fort Belvoir MWR Choose Excellence Program

As we push off into a new decade, we realize that the world of Family and MWR is our oyster and we have a wonderful opportunity to serve our Soldiers, Families and each other by making a conscious decision to CHOOSE EXCELLENCE every day.

Fort Belvoir's Family and MWR is stepping and setting the tone for 2011 and beyond. The past ninety days have been threaded together by a family determined to provide the most memorable customer service to our men and women in uniform. The year 2010 brought a new Customer Service program to the installation which touches on Performance Standards, Rewards and Recognition, Training and Career Development for the teammates who make up Family and MWR.

Ann Bauer, Customer Service Training Instructor was welcomed to the Garrison by DFMWR Mr. William Parsons. Ms. Bauer spent time getting to know the experienced professionals who head up each of the Divisions in Family and MWR and was able to brainstorm about rolling out the new program. A key factor to this program is that the tools and resources learned are not just "job tools" but rather, "life tools". The program is designed to enable each of the Family and MWR team members to be successful in their jobs and careers.

In addition to getting acclimated to life on a Garrison, the DFMWR and Division Chiefs began a search for folks who would help make up the Ft. Belvoir Facilitation Team. A team made up employees who were desirous of developing their career paths or a team of rising stars. A team of employees who had not had an earlier opportunity to challenge themselves and perhaps find within themselves that there was more to their abilities than just their job title. Perhaps these rising stars would find a hidden talent that would change their lives forever.

To date, our Facilitation team is made up of the men and women from ACS, Library, and CYSS however, we are always recruiting for this prestigious role. We have scheduled trainings for the new Team Member Orientation and Operation Excellence. As we move forward, let us not forget the words of Walt Disney *"Do what you do so well that they will want to see it again and bring their friends"*. CHOOSE EXCELLENCE

Customer Service Training Schedule

OPEX Training Schedule March-June 2011

| Day of the Week | Month | Date | Time | Location |
|-----------------|-------|------|-----------|------------------|
| Monday | March | 21 | 0830-1600 | Community Center |
| Tuesday | March | 22 | 0830-1600 | Community Center |
| Thursday (Canx) | March | 24 | 0830-1600 | Community Center |
| Tuesday | April | 5 | 0830-1600 | Community Center |
| Wednesday | April | 6 | 0830-1600 | Community Center |
| Tuesday | April | 19 | 0830-1600 | Community Center |
| Wednesday | April | 20 | 0830-1600 | Community Center |
| Tuesday | May | 3 | 0830-1600 | Community Center |
| Wednesday | May | 4 | 0830-1600 | Community Center |
| Thursday | May | 6 | 0830-1600 | Community Center |
| Monday | June | 6 | 0830-1600 | Community Center |
| Tuesday | June | 7 | 0830-1600 | Community Center |
| Thursday | June | 9 | 0830-1600 | Community Center |

TMO Training Schedule March-December 2011

| Day of the Week | Month | Date | Time | Location |
|-----------------|-----------|------|-----------|------------------|
| Wednesday | March | 23 | 0830-1600 | Community Center |
| Thursday | April | 21 | 0830-1600 | Community Center |
| Friday | May | 6 | 0830-1600 | Community Center |
| Wednesday | June | 8 | 0830-1600 | Community Center |
| Tuesday | July | 19 | 0830-1600 | Community Center |
| Thursday | August | 25 | 0830-1600 | Community Center |
| Tuesday | September | 20 | 0830-1600 | Community Center |
| Wednesday | October | 12 | 0830-1600 | Community Center |
| Wednesday | November | 16 | 0830-1600 | Community Center |
| Tuesday | December | 13 | 0830-1600 | Community Center |

Customer service is just a day in, day out, ongoing, never ending, unremitting, persevering, compassionate, type of activity.

-Leon Gorman,
CEO L.L.Bean

A customer is the most important visitor on our premises. He is not dependent on us – we are dependent on him.

-Unknown

Ask your customers to be part of the solution, and don't view them as part of the problem.

-Alan Weiss, Ph.D.

Customer complaints are the schoolbooks from which we learn.

-Unknown

Installation Management Campaign Plan Lines of Effort (LOEs)

- 1 – Soldier, Family and Civilian Readiness
- 2 – Soldier, Family and Civilian Well-Being
- 3 – Leader and Workforce Development
- 4 – Installation Readiness
- 5 – Safety
- 6 – Energy Efficiency and Security



Questions we must ask ourselves:
Are we doing the right things?
Are we doing things right?
What are we missing?

Quarterly Award Recipients



Amber Hallmon, IMO
Exceptional Employee of the Quarter



Evelyn Flores, FCC
Remarkable Leader of the Quarter

Bright Idea Award
Dan Hulst & Woody Minnick, ODR



Bright Idea Award
Pamela Rennick, CYSS



Quarterly Award Recipients Con't.

Support Star
Betina Long, YS



Unsung Hero
Jeffrey Vaughn, YS

Customer service is awareness of needs, problems, fears and aspirations.

-Unknown

Customer service is training people how to serve clients in an outstanding fashion.

-Unknown

DREAM TEAM AWARD DFMWR RECREATION DELIVERY SYSTEM



We Want to hear from you!

What does Customer Service mean to you? Send us an email with what it means to you and we might feature you in our next newsletter! Also, we would like to know what you think about this issue, feedback is appreciated! E-mail your responses to:
DFMWRcustomerservice@conus.army.mil

Customers today want the very most and the very best for the very least amount of money, and on the best terms. Only the individuals and companies that provide absolutely excellent products and services at absolutely excellent prices will survive.

-Brian Tracy



DFMWR Customer Service Roll Call (ICE Recognitions)

- ACS
- Gayla Anderson
- Vonnie Blanken
- Faitheleen Henderson
- Carol Janer
- Carelease Kouneski
- Michelle Lake
- Allene Martin
- Kathy Whatley
-
- BOD
- Ambrianna Bankston
- Trinetta McClelland-Bowden
- Tracey Capelety
- Xenia Chapman
- Kellie Grant
- Ladia Hyland
- Gina Landry
- Jeff Lychwick
- Waqar Pirzada
- Pollyanna Resto-Corcino
- Summer Scott
-
- CRD
- Isaac Boateng
- Jerry Cano
- Ken Chun
- Dave Fraser
- Barbara Kunkle
- Linda Puhek
- Janis Williams

DFMWR Customer Service Roll Call

- CYSS
- Esther Ansah
- Denise Baldwin
- Marshall Barnes
- Sherry Bryant
- Darius Colbourn
- Beba Cuadrado
- Teresa Davie
- Iraida Declat
- Evelyn Flores
- Pamela Garner
- Kristy Gearheart
- Nikki Giroux
- Teresa (Lilly) Grant
- Aricka Henry
- Jackie Hooker
- Carol Hunter
- Sue Hubbard
- Danielle Keys
- Sheila Ly
- Odette (Gigi) Maldonado
- Mayra Martinez
- Jasmine Meister
- Darlene McMillon
- Dorothy Moore
- Debbie Nugent
- Wendy O'Sullivan
- Jackie Pickney
- Pamela Rennick
- SPCDC Hourly Care Staff
- Alesia Strickland
- Danielle Torres
- Sandy Velez-Betancourt
- Pamela Walters
- Kristol Williams
- Vickie Woods



Customers today want the very most and the very best for the very least amount of money, and on the best terms. Only the individuals and companies that provide absolutely excellent products and services at absolutely excellent prices will survive.

-Brian Tracy

DFMWR Customer Service Roll Call

- Coaches
 - Jason Bartolomei
 - Reginald Frazier
 - Chris Hall
 - Edric McCall
 - Art Sobers
 -
 - FCC Providers
 - Melodia Carrelo
 - Jennifer Gadson
 - Jackie Johnson
 - Lori Logas
 - Dovey Reeves
 -
 - ODR
 - Eric Falkenhagen
 - Jermaine Harris
- Dan Hulst
 - Tangie McCoy



1st Quarter Awards Ceremony

