

**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 sixth edition of the Customer Service Newsletter! This newsletter will focus on How Customer Service Works. You will find tips and resources to put customer service into action.

Throughout this issue you will be reminded to seek out and learn the best practices in customer service. We have to remember our goal of service excellence with each and every customer contact!

You will have the opportunity to transform what you learn into your own, unique style, through new tips and tricks.



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.

Courtesy, Caring and Willingness to Serve, Making the Most of Opportunities, and Building a Framework of Customer Care will help us deliver our vision.

Remember to check out mwronline.com for Operation Excellence Customer Service Online Training. For more information on customer service training opportunities please contact Marie Robinson at 703-805-3390.

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



Topic of the Month...

How Customer Service Works

- The foundation you need is one of courtesy, caring, willingness to serve, and an attitude that lets your customers know that they matter-and that you care.
- Great customer service has its basis in good manners.
- If you focus on retention, you'll miss what is important, which is the customer and his or her needs.
- An unhappy customer will become a loyal consumer if you fix his complaint and do it quickly.
- Every day you have the chance to transform your mistakes into returning customers -- the kind who will tell other people good things about you.
- Remember quality and quickness-two aspects that matter most.
- Give your customers tools to find the information or the people they need.
- Authority to resolve problems is what front-line people need to have to keep customers happy.
- Service that goes beyond expectations. If you've made a mistake, fix it, and then provide a perk for the customer-something that says, "I'm sorry," and, "I care".
- Ask them if they're happy and what they need from you.

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

-Alice MacDougall

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

Don't Forget the Occasional Customer...

Don't Forget the Occasional Customer who is rude, irate, and unreasonable. They're out there and despite what you've been told, they are not always right. But this is true, they are always human and chances are they will cool off and get their wits about them when they realize that you are listening, that you can help them, and that you care. Most customers will respond favorably to good manners.

Customers with Choices...

The more you know about your customer's demographics, buying habits, and needs, the better you can meet those needs with the right choices.

Flawless customer service, which encompasses convenience, trust, and concern for the customer, will increase the successfulness of DFMWR in delivering customer service and the right choices for our customers.



The Solution = High Tech + High Touch

Know Your Customer- In General

Know Your Customer- In Specific

Greet Customers Warmly

Be Available, But don't Hover

Customer service is a universal principle of good business.

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

The Family Child Care Program: “A Home Away From Home”
Ashley H. Melendez
DFMWR Lodging

As a mother of a 1 ½ year old daughter and customer of the Family Child Care (FCC) Program, I would like to personally thank all those who make it happen; from the director of the FCC Program to the providers who graciously and professionally open their hearts and home to care for the military children. Since being introduced to this program when my husband and I were stationed at Fort Leavenworth, KS, we have been completely satisfied with the quality of providers that have cared for our daughter.

For those who are unfamiliar with the FCC Program, it is an alternative to the Child Development Center (CDC) on our military installations. FCC providers are comprised mostly of military spouses who open their homes and transform it into an environment of learning, playing, and socializing with just a few children. The providers must be well trained and certified prior to them opening their homes for care. My husband and I have been extremely happy with all the activities that our daughter does both indoors and outdoors; activities such as going outside to play (under supervision of course) whenever the weather permits, going to the library for book readings, and bowling to name just a few.

This program is not only beneficial for us as the customers, but also allows military spouses to have a career while staying at home. As the demand for quality child care is of utmost importance to us as parents most installations have greatly improved their programs. I've observed that being an FCC provider provides a sense of job security; as one can easily transition to another installation with ease to continue their career.

I believe whole heartedly in the FCC Program and recommend it to parents who are searching for child care. The need for quality child care is imperative and I believe this program has done an incredible job of ensuring that the most professional and qualified people are permitted to do this job! From one spouse to another: Thanks!

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

Customer satisfaction is worthless. Customer loyalty is priceless.

-Jeffrey Gitomer

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



Vonnie Blanken, ACS
Exceptional Employee of the Quarter



Bright Idea
Award
Nicole Pittman,
CRD (Sports)



(Left) Lauren
Enzweiler, CYSS
(NPCDC)
Remarkable Leader of
the Quarter



(Right) Bright Idea
Award
Joy Roberson, CRD
(Sports)

Quarterly Award Recipients Cont'd.

Mystery Shopper Stars 3rd Quarter 2010

Gayla Anderson, ACS
Ruchika Wahi, NPCDC
Jeff Lychwick, Golf

Tammi Shoefstall, Golf Catering
Amanda Grossman, Library
Barbara Kunkle, Arts & Crafts

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



Special Act Award
Michael Synclare, Marketing



Special Act Award
Jim Burnett, MWR Property

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

Quarterly Award Recipients Cont'd.



Dream Team Award
Michelle Lake and
Gayla Anderson,
ACS (I&R)



Unsung Hero
Jeff Vaughan, CYSS (YS)

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

3rd Quarter ICE Recognitions

- **ACS**
- Gayla Anderson
- Janice Chapman
- Michelle Lake
- **BOD**
- **Bowling Center**
- Peter Discenza
- Christina Forbes
- **O'Club**
- Xenia Chapman
- Eric Asamoah
- **CRD**
- Ryan Moran
- **Arts & Crafts**
- Linda Puhek
- Ken Chun
- Carl Bryant
- **CYSS**
- **Registration**
- Jasmine Meister
- Tammy DeBenedetto
- Teresa Davie
- Wendy O'Sullivan
- Lameka Braxton
- Rebekah Williford
- Sheila Ly
- Brandy Bryant
- **NPCDC**
- June Paik
- Justin Sparks
- Tiffany Martinez
- Charles Jones
- Julie Liebert
- Lauren Enzweiler
- Kristy Gibson
- Yvonne Rodriguez
- Betty Lyons
- Jeaniece Brown
- Shannon Dillard
- Anna Zayas
- **SPCDC**
- **Pre K**
- Lori Walker
- Clinton Townsend
- Robin Randal
- Ada Portillo
- **Toddler 2**
- Marjorie Clouden
- Michele Gray
- Genoveva Cuadrado
- Adrienne Neal
- Lisa Ritter
- David Stevens
- Alesia Strickland
- **FCC**
- Dorte Wendell
- Pamela Garner
- Tanika Renniger
- Nikki Giroux
- Lorri Logas
- Crystal Mowry
- Spring Curry
- Melodia Carrelo
- Cynthia McHaney
- **YS**
- Esther Ansah
- Marshall Barnes
- Kevin Johnson