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### **NEXCOM Enterprise Names Its 2011 Associates of the Year**

The Navy Exchange Service Command (NEXCOM) Enterprise announced its 2011 Associates of the Year from Headquarters, from the NEX and from the Navy Lodge Program.

“These four winners exemplify the best of the best within the NEXCOM Enterprise,” said Robert J. Bianchi, NEXCOM Chief Executive Officer. “We expect all our associates to provide Premier Customer Service to everyone they come in contact with, be that a Navy Lodge guest, a NEX customer or another associate at NEXCOM Headquarters. These associates clearly went above and beyond their job description to do what needed to be done. Bravo Zulu to each of them for a job very well done.”

Cynthia Lamont, a financial systems specialist, was named NEXCOM Headquarters Associate of the Year. She received her award for several financial initiatives she uncovered throughout the year. Among Lamont’s many accomplishments were she designed and implemented a method to record cell phone activation sales and income; she used her specialized accounting knowledge to detect and prevent incorrect distribution center pricing within the Oracle Retail Modules; and finally, she discovered a price overlay process that was being performed incorrectly which would have caused NEXCOM to lose money owed to it by a sister exchange system.

“Cyndi has been a NEXCOM associate for over 30 years,” said Don Spamer, NEXCOM’s Director of Budgets, Reports and Analysis. “Every day she exhibits a ‘can do’ attitude. She is one person I can always rely on to provide accurate and timely answers to questions.”

Irini Hatzidaki, sales clerk/stocker, NEX Souda Bay, Greece, has been named the NEX Worldwide Associate of the Year. While her position description is stocker, Hatzidaki takes on many more duties at the NEXMart. While the NEXMart manager was away on business, Hatzidaki voluntarily stepped up and took on all responsibilities of managing the NEXMart including completing all Defense Commissary Agency (DeCA) orders, procuring local produce and coordinating truck deliveries all while continuing to perform all of her regular duties. Naval Support Activity Souda Bay had major increases in personnel during 2011 which led to increased store hours and weekly replenishment trucks in order to meet and exceed the needs of its customers. Hatzidaki took on these increases without hesitation and demonstrated leader capabilities. She also completed State Department special orders for a cumulative total of in excess of \$100,000 and assisted in the completion of over 100 ship orders.

“This award couldn't have gone to a better person,” said Courtney Jackson, General Manager, NEX Souda Bay. “This just goes to show that true hard work and dedication to serving our mission is recognized. Irini never asks for recognition, and most of the time shies away from public recognition. She just loves her job and who she serves and she always goes above and beyond, never asking for anything in return.”

Bill Mayhue, General Manager, Navy Lodge Norfolk, Va., was selected as the Navy Lodge Program’s Manager of the Year for his outstanding contributions and guest satisfaction as well as for consistently performing above expectations. Among his achievements were working closely with Naval Station Norfolk’s Public Works Department to have a number of items at the Navy Lodge corrected and updated; networking on base to increase his business and prove the Navy Lodge’s value to the entire community; volunteering to work on various projects for the Navy Lodge Program; and sharing information and methods with other managers.

“He is the ultimate team player and strong leader in his Navy community,” said Michael Bockelman, Vice President and Director, Navy Lodge Program. “He is trusted and respected by every Navy Lodge manager within the system.”

Premier customer service is what earned Irene Guerrero the Navy Lodge Program’s Associate of the Year title. Guerrero, front desk supervisor at Navy Lodge Fort Worth, Texas, was chosen for the customer service she provides to her guests that goes above and beyond what is expected of her. She is also the go-to person at the Navy Lodge whenever another associate or guest has a question. To help her fellow associates at the Navy Lodge, she created a “How To” guide that the front desk staff uses when they have a question on the daily tasks that they perform.

“When I took over Navy Lodge Fort Worth in September 2009, Irene was the go to person who had all the answers and I depended on her to show me how they were doing things here,” said SaQuarius Owens, General Manager, Navy Lodge Fort Worth. “Irene seems to be the go to person when any staff at the Navy Lodge has any issues. She can help them with payroll, scheduling, clean a room and she can even help out in maintenance if needed. She is also a huge fan of the Dallas Cowboys!”

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## **About NEXCOM**

The Navy Exchange Service Command (NEXCOM) oversees 100 Navy Exchange (NEX) facilities and nearly 300 stores worldwide, 40 Navy Lodges, Ship’s Stores, the Uniform Program Management Office, the Navy Clothing Textile and Research Facility and the Telecommunications Program Office. NEXCOM's parent command is the Naval Supply Systems Command. NEXCOM’s mission is to provide authorized customers quality goods and services at a savings and to support quality of life programs for active duty military, retirees, reservists and their families. NEXs and Navy Lodges operate primarily as a non-appropriated fund (NAF) business instrumentality. NEX revenues generated are used to support Morale, Welfare, and Recreation (MWR) programs. In FY11, \$2.7 billion in sales were generated with \$42.8 million in dividends provided to Navy MWR programs.