



### **NBC Employee Recognized for Outstanding Customer Service**

By ABH3 Amanda Brittingham, Naval Base Coronado Public Affairs Office

NAVAL BASE CORONADO, Calif., – Naval Base Coronado’s Executive Officer (XO), Capt. James Alger, and Morale, Welfare and Recreation’s (MWR) Site Manager, Dennis Schouten, presented the Star Service Award to John Woods, recreation assistant, for his outstanding work performance during a ceremony at the Sea N’ Air Lanes Bowling Center aboard Naval Air Station North Island. The Star Service Award recognizes one employee monthly from Navy Region Southwest’s MWR Department for sincerity and outstanding customer service.

“John Woods is always ‘over the top’ in providing extraordinary customer service to the patrons of the North Island Bowling Center. He goes out of his way and is focused on making sure all the needs of the customers are met and most of all, that the customers have fun. He will give individual attention to customers and gives them pointers on how to bowl. He gets involved with the patrons from start to finish, making them feel welcomed and appreciated,” said Schouten.

“It was a shocker,” said Woods. “My manager said we were going to take a group photo with the XO at the bowling center. It was an amazing feeling. I felt very honored. I did not expect an award by far. I was just doing my job. Whether a chief or civilian, I treat customers with the same respect and professionalism,” said Woods.

Woods was recognized for his courteous appearance and his outstanding customer service. Woods would go out of his way to meet the costumers’ needs, said Gerald Sagen, bowling center head manager.

Sagen stated, “In all of my 30 plus years as a manager I have never seen such a high level of service from anyone as much as I see from John. There has never been anyone that I have ever nominated for any award that has been more deserving than John.”