

# THE FORT HOOD GARRISON CUSTOMER SERVICE NEWSLETTER

October 18, 2012



## Who dat? Who is this PAIO and what do they do?

The Plans, Analysis and Integration Office (PAIO) is the Garrison Commander's principle staff for management control, analysis, business transformation and the integration of short and long range planning of all programming efforts. As an Installation Support Office (ISO), PAIO is involved in many different programs, both internal and external to the Garrison.

With Jim Bondi at the helm serving as the Chief, the office is comprised of two branches: a Management Analysis Branch (Donna Tomsic - lead; Bob Easter; Roxanne Smith; and Dale Cowan) and a Planning Integration Branch (Pat Noky - lead; Tony Tavernier; and Shannon Sauter).

The Management Branch manages programs such as Continuous Improvement (Executive Quality

## FORT HOOD IS STILL "THE GREAT PLACE" "THE FUTURE OF THE ARMY BEGINS AT FORT HOOD"

The information contained in this newsletter is researched and provided by the Fort Hood Customer Service Officer, a Management Analyst of the Plans, Analysis and Integration Office, a Special Staff to the Garrison Commander.

Council/Lean Six Sigma, Best Practices and the Contract Review Board); Installation Status Report (ISR); Army Communities of Excellence (ACOE); CLDP Baldrige Course; Army Stationing and Installation Program (ASIP); Management Controls; Garrison Fact Book; Common Levels of Support; and the Interactive Customer Evaluation (ICE) Program.

The Planning Integration Branch manages programs such as the Garrison and Fort Hood Strategic Plan; Installation Planning Board (IPB); IMCOM Campaign Plan; Garrison Commander's Off-Site; Community Support (Central Texas Fact Book; TX Military Commission Report; and the CENTEX Sustainability Communities Partnership); and Strategic Planning and Visioning.

The PAIO has many customers and provides weekly, monthly and quarterly reports and information briefings to a variety of demographics across the installation. A variety of analysis' are conducted, which provides valuable information to both the Garrison and Senior Commanders, ensuring they are in a position to make informed decisions regarding the support the Garrison and the III Corps Command provide to Soldiers, Family members and civilians.

For questions regarding who we are and what we do, please call Jim Bondi at 254-553-1043.

If you have received support from the PAIO in the past and you wish to comment on the services PAIO provided, please provide your feedback via the ICE System at the following URL:

[http://ice.disa.mil/index.cfm?fa=card&service\\_provider\\_id=110095&site\\_id=73&dep=DoD](http://ice.disa.mil/index.cfm?fa=card&service_provider_id=110095&site_id=73&dep=DoD)

We welcome any ideas, suggestions, praises, or anything else you wish to share with us regarding our services or any of the programs we manage. Your feedback is valuable to us and it will receive the attention it deserves.

## DES in the news...

The Directorate of Emergency Services has stepped up their efforts in the support they provide to their customers at the Welcome Center.

It's evident by the kind of comments received, that the customers are becoming happier with the customer service being provided at the Welcome Center. It's no secret that the wait times can sometimes be hectic, especially when customers have other things to do; however, wait times are not what they once were.

For the rating period of 1-7 Oct 12, DES as a directorate received 150 comment cards (138 of which were for the Welcome Center), achieving an 89% customer satisfaction rating. Since DES has begun participating in

ICE, the Welcome Center has not achieved this level of satisfaction rating or feedback.

The manager of the Welcome Center is Johnny Williams and I am personally aware of his efforts towards increasing the professional interaction with his customers as well as to enhance the service provided. He has solicited the PAIO to teach two iterations of customer service training for the Soldiers working at and supporting the Welcome Center. The comments received are support enough that the efforts and actions of both the leadership and employees are conducive to the type of service that should be provided. The Welcome Center receives more customers on a daily basis than most other service providers on the installation. I have recently and personally experienced the exceptional customer service provided and can reinforce what customers are saying about the service and the friendliness of the folks there at the Welcome Center.

Here's what some customers are saying:

*"Angela Lane was very helpful, friendly and went out of her way to help me. I appreciate the great customer service that she provided. Great smile and positive attitude."*

*"SPC Fennema greeted us in a warm, friendly manner. Took care of us in a timely manner and had the utmost professionalism."*

*"Excellent service. Friendly, courteous and proficient. Ms. Lane, CPL Godderz, Ms., Flemming, and SPC Fennema."*

*"SPC Cruz did a wonderful job at assisting my fiancé and I getting a pass and she also was willing to give us further info to get decals once our vehicle was registered."*

*"Did not have to wait long today. Gentlemen serving me was patient and allowed me to go back to my car to retrieve my registration."*

*"SPC Holdridge/PFC Jones very professional, very efficient, two awesome young Soldiers. Promote now."*

*"Great improvement with service. Great customer service with SPC Morris."*

*"Great service. Ability to move a large number of people. Fastest service of any base I have visited."*

*"PFC Massiah Browne provided excellent customer service. She was thorough and very patient with providing us services. Thanks!"*

*"SPC Jones (F) who was friendly, courteous and had a very professional demeanor. Outstanding service. Great to be back at an installation with discipline and service to Soldiers."*

*"Lawson was amazing! His computer was having problems and going slow. While he was waiting to continue, he gave me several big smiles. Such a great help!"*

*"Ms. Henri Lipsey was very helpful and a pleasure to talk with. She took care of all of my needs in an exceptional manner. If everyone were like her, the VCC would be a very delightful place to be."*

The next time you visit the Welcome Center, please thank them for their hard work and dedication!

## Coach Paul "Bear" Bryant – What Matters...

At a Touchdown Club meeting many years before his death, Coach Paul "Bear" Bryant told the following story:

I had just been named head coach at Alabama and was off in my old car down in South Alabama recruiting a prospect who was supposed to have been a pretty good player and I was havin' trouble finding the place. Getting hungry, I spied an old cinder block building with a small sign out front that simply said "Restaurant."

I pull up, go in and every head in the place turns to stare at me. Seems I'm the only white fella in the place. But the food smelled good so I skip a table and go up to a cement bar and sit. A big ole man in a tee shirt and cap comes over and says, "What do you need?" I told him I needed lunch and what did they have today? He says, "You probably won't like it here, today we're having chitlins, collared greens and black eyed peas with cornbread. I'll bet you don't even know what chitlins (small intestines of hogs prepared as food in the deep South) are, do you?" I looked him square in the eye and said, "I'm from Arkansas, I've probably eaten a mile of them. Sounds like I'm in the right place."

They all smiled as he left to serve me up a big plate. When he comes back he says, "You ain't from around here then?" I explain I'm the new football coach up in Tuscaloosa at the University and I'm here to find whatever that boy's name was and he says, yeah I've heard of him, he's supposed to be pretty good. And he gives me directions to the school so I can meet him and his coach.

As I'm paying up to leave, I remember my manners and leave a tip, not too big to be flashy, but a good one and he told me lunch was on him, but I told him for a lunch that good, I felt I should pay. The big man asked me if (continued on the next page)

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I had a photograph or something he could hang up to show I'd been there. I was so new that I didn't have any yet. It really wasn't that big a thing back then to be asked for, but I took a napkin and wrote his name and address on it and told him I'd get him one.

I met the kid I was lookin' for later that afternoon and I don't remember his name, but do remember I didn't think much of him when I met him. I had wasted a day, or so I thought. When I got back to Tuscaloosa late that night, I took that napkin from my shirt pocket and put it under my keys so I wouldn't forget it. Back then I was excited that anybody would want a picture of me. The next day we found a picture and I wrote on it, "Thanks for the best lunch I've ever had."

Now let's go a whole buncha years down the road. Now we have black players at Alabama and I'm back down in that part of the country scouting an offensive lineman we sure needed. Y'all remember, (and I forget the name, but it's not important to the story), well anyway, he's got two friends going to Auburn and he tells me he's got his heart set on Auburn too, so I leave empty handed and go on to see some others while I'm down there.

Two days later, I'm in my office in Tuscaloosa and the phone rings and it's this kid who just turned me down, and he says, "Coach, do you still want me at Alabama?" And I said, "Yes, I sure do." And he says OK, he'll come. And I say, "Well son, what changed your mind?" And he said, "When my grandpa found out that I had a chance to play for you and said no, he pitched a fit and told me I wasn't going nowhere but Alabama, and wasn't playing for nobody but you. He thinks a lot of you and has ever since y'all met." Well, I didn't know his granddad from Adam's housecat so I asked him who his granddaddy was and he said, "You probably don't remember him, but you ate in his restaurant your first

year at Alabama and you sent him a picture that he's had hung in that place ever since. That picture's his pride and joy and he still tells everybody about the day that Bear Bryant came in and had chitlins with him."

"My grandpa said that when you left there, he never expected you to remember him or to send him that picture, but you kept your word to him and to Grandpa, that's everything. He said you could teach me more than football and I had to play for a man like you, so I guess I'm going to."

I was floored. But I learned that the lessons my mama taught me were always right.

- It don't cost nuthin' to be nice.
- It don't cost nuthin' to do the right thing most of the time, and it costs a lot to lose your good name by breakin' your word to someone.

When I went back to sign that boy, I looked up his Grandpa and he's still running that place, but it looks a lot better now; and he didn't have chitlins that day, but he had some ribs that woulda made Dreamland proud and I made sure I posed for a lot of pictures; and don't think I didn't leave some new ones for him, too, along with a signed football.

I made it clear to all my assistants to keep this story and these lessons in mind when they're out on the road. If you remember anything else from me, remember this: It really doesn't cost anything to be nice, and the rewards can be unimaginable.

Coach Paul "Bear" Bryant

Editor's Note: Coach Bryant was in the presence of these few gentlemen for only minutes, and he defined himself for life. Regardless of our profession, we do define ourselves by how we treat others, and how we behave in the presence of others, and most of the time, we have only minutes or seconds to leave a lasting impression. We can be rude, crude,

arrogant, cantankerous, or we can be nice. Nice is always a better choice. I like what Stephen Grellet, French/American religious leader (1773-1855) said: "I expect to pass through the world but once. Any good therefore that I can do, or any kindness I can show to any creature, let me do it now. Let me not defer it, for I shall not pass this way again."

Satisfied Customers Tell Three Friends,

Angry Customers Tell 3,000

**Not sure how true this is, but there is some merit to this advertisement.**

**Organizations want their customers singing their praise of the service they provide, but they don't want their customers running around telling everyone how they stink.**

**Word of mouth can be very damaging, even to organizations that provide services to what we might refer to as a "captive audience" (Soldiers, Family members, retirees, and civilians).**



## ***The Fort Hood Civilian Personnel Advisory Center (CPAC)***



### **Featured Service Provider for October 2012**

The Fort Hood Civilian Personnel Advisory Center (CPAC) provides a one stop location for federal employment and has done so for over 40 years. During their long history with Fort Hood, the CPAC has undergone many transitions, including replacing type writers with computers and becoming fully automated for all of their recruitment efforts. In 1996, the civilian personnel function was regionalized, reducing their onsite staff to a small handful of personnel to handle the vigorous tasks assigned.

In 1996 the civilian personnel function was regionalized, reducing their onsite staff to a small handful and placing additional staff to support Fort Hood's recruitment efforts at a regional operations center. When this occurred, many of our non-face-to-face functions (like publishing vacancy announcements) were moved to the regional center.

In 2003, their parent command, the Civilian Human Resources Agency, was established, which combined all civilian personnel offices under one umbrella. The unification of all civilian personnel functions allowed the Army to enhance the quality of service provided to its civilian employees and to further support the Army's vision for transformation. Shortly after, regional operation centers were disbanded and all civilian personnel functions were returned to the local CPACs.

The services provided by CPAC are of value to every manager and employee on Fort Hood, the commands, and to applicants seeking federal employment in both Appropriated Fund and Non-Appropriated Fund jobs. CPAC coordinates with managers to ensure timely and accurate processing of all personnel actions, provides recruitment and classification services, and provides strategic planning to management in the areas of staffing and classification. They also advise and assist with employee benefits programs, help with retirement planning, and much more. Their Management Employee Relations Specialists advise management on discipline, awards, performance appraisals, and many other areas that are critical to the functions of the civilian workforce. The goal of the Fort Hood CPAC is to provide the right person, in the right place, at the right time.

As the Fort Hood Customer Service Officer, I can personally attest to the quality of service they provide from both a Customer Service Specialist as well as a Federal Civilian Employee. Their office has always been a huge help to me as I transitioned from a civilian contractor to a DA civilian. Whether you are getting ready to retire from active duty, transitioning from a contractor to a civilian or are brand new to the civilian workforce, CPAC is an organization that will provide both the tools and the assistance to become successful in your transition.

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## How Job Satisfaction Can Affect Customer Loyalty

Do not underestimate the power of job satisfaction when keeping your customers loyal.

Employees who are dissatisfied with their positions are a tremendous obstacle to developing customer loyalty.

Some recent research that surveyed 1,597 employed executives (conducted by ExecuNet) revealed some interesting facts:

At least 1 of 3 executives were dissatisfied with their positions - or in more simple terms ready to jump ship. If the executive was in sales, that dissatisfaction translated into almost 1 in 2. The further away the executive was from external customers the higher they rated their job satisfaction.

This last statistic reminds me of a quote by Charles Schultz:

"I love mankind. It is people that I cannot stand."

Since business is all about people, this statistic reveals a lot of people truly do not understand the purpose of business is to attract and maintain customers.

When internal customers (employees), be they executives or front line workers become dissatisfied with their positions, the end result is that their interactions with others become unauthentic. In other words, there is a whole lot of negative energy flowing through the organization. The goal to become a high performance organization, if that is one of the goals, will never be achieved.

Additionally, these negative feelings are both conscious and subconscious. As human beings, our emotional feelings and being unsatisfied has emotional connections. We need to remember

that all feelings can be heard, seen and most importantly felt by many around us.

The bottom line is that all businesses have some very real challenges to overcome.

Now is the time to determine why your employees are unhappy especially those who have first contact with your external customers.

Your organization may need to engage in organizational assessments that are aligned to recognized quality criteria such as "Baldrige" or individual assessments that look beyond the "How" of behavior to the "Whys" of behavior.

Developing your employees based upon the results of these assessments is the next step. Then, reassessing your actions to determine the impact of the development and coaching is the final step.

Failing to take these corrective actions may not only result in unhappy employees, but in higher customer turnover and lower profitability.

by Leanne Hoagland-Smith



In other words, If we are to retain our "customers" and their business, we are to be "friendly", fully "support" the needs of our customers, be "innovative" in how we operate, while providing "positive" customer service "precisely" and in a "timely" manner. Make sense?



Reactive: Reacting to bad customer service after the fact because there was no plan in place.

Pro-active: Having a plan in place that is responsive to the needs of the customer so that the organization is not always in the reactive mode.

"If you fail to plan, you are planning to fail! Author Unknown



## The Puzzle Picture of Customer Service...

For any organization to be successful:

1. All pieces of the puzzle must be in place.
2. They must have the right fit.
3. They must provide continuity with the rest of the pieces (fit together properly).
4. They must be aesthetically pleasing to the customer.
5. They must have purpose.

**Are all the pieces to your customer service puzzle in place, do they have the proper fit and are they painting the picture you want your customers to see?**

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## The Soldiers' Medical Evaluation Council Office

Interactive Customer Evaluation (ICE) Special Recognition Service Provider



Front row; left to right is Vickie Kuk, Linda Webster, Elizabeth Talarico, Terry Watson. Back Row; left to right is Rodney Gilchrist, SPC Michael Terrill, Mitchel Sachs. Not pictured is CPT Camilo Kafie, Brian Howey

There are many organizations on Fort Hood who provide excellent customer service to the Soldiers and their Family Members and one such service provider is the **Soldier's Medical Evaluation Council Office**, located in building 4617.

This office is staffed by licensed and experienced attorneys and paralegals specially trained in disability law and the Army medical disability processes, assisting Soldiers who are undergoing MEB/PEB board proceedings.

The mission of the MEB Outreach Counsel Office is to provide MEB Outreach legal services to Soldiers undergoing the MEB process as well as to provide outreach and training in the Army Physical Disability Evaluation System (APDES) to educate Soldiers, family members, leaders, healthcare providers, physical evaluation board liaison officers (PEBLOs) and other interested persons on the mechanics of the APDES.

These professional advocates represent the individual Soldiers by providing them with information so they can make informed decisions, putting them in a position to fully participate in the Army medical disability process. The professional employees pictured above also ensure the Soldier's legal rights are protected and that a fair assessment of a Soldier's medical condition is rendered and documented during the MEB/PEB process so that appropriate benefits may be awarded.

For fiscal year 2012, the Soldier's MEB Council Office has achieved a 100% customer satisfaction rating in the ICE system, receiving 693 total comment cards and has received a 4.91 (out of 5.00) employee/staff attitude rating. These folks are a great team and a true asset to The Great Place.



**How does your organization approach customer service?**

**Is customer service a part of your approach to success or is it part of the result of your failure?**

**It's something to think about!!**



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