



Employee Recognition Awards

FY24Q4 & FY25Q1



Service Excellence

This award can be given from employee to employee or from supervisor to employee to recognize exemplary acts in the workplace. Any exemplary action that an employee is “caught” doing that reflects positively upon them and their organization.

4-hour time off

Army Community Service Service Excellence FY24Q4

Kenneth Bates

Mr. Ken Bates went above and beyond during the FY24 closeout. Mr. Bates worked tirelessly to ensure all identified items for purchase were completed to help execute the ACS budget and acquire desperately needed materials. Mr. Bates was also instrumental in the acquisition of a new storage building to help organize and store needed ACS lending closet materials. Mr. Bates worked long hours to clean, coordinate for move and prepared the old building for resale in the NAF action. Mr. Bates is a consummate team player and never shy's away from work.

Army Community Service Service Excellence FY25Q1

Darnell Dobbins

Darnell is a new member of the Family Programs Team but has already made significant contributions to the team and ACS as a whole. He has helped in every program in ACS, completed a lot of the paperwork necessary for the EFAC set-up and has taken a new team member under his wing to assist her with her on-boarding experience. As a new team member, he has combined his knowledge and experience from being a Soldier to very quickly adapt and integrate into the Family Programs Team. He is always the first to volunteer for any program needing assistance and his positive attitude and great sense of humor have made his transition seamless. Darnell is a wonderful addition to the Family Programs Team and what qualifies him for the Service Excellence award. Thank you!

Business and
Recreation Division

Service Excellence
FY24Q4



Amy Andress

Amy has been with the fitness centers for only 2 months and already exemplifies what it means to provide “World Class” customer service. She received her very first ICE comment last month with the patron singling her out with how professional and friendly Amy was towards them. I believe she has been an excellent addition to the Sports, Fitness, and Aquatics branch.

Business and Recreation Division

Service Excellence
FY24Q4



Lane Greer

Over the past three months Mr. Lane Greer has greatly impacted the overall operational success of the Automotive skills center. He has completed over 20 vehicle recoveries with the wrecker and has been able to talk most of them into bringing the vehicle to the shop instead of to another repair facility. In addition, he assisted with 10 abandon vehicle pickups and 12 released vehicle tows. Mr. Greer always takes care of the North Fort car wash on a daily basis by emptying trash, cleaning bays, sweeping the lot, cleaning the Dog Wash station and making repairs as needed. He is always ready to help patrons tackle their automotive repairs. Some patrons require next to no help and others need help the whole way through the repair process. Therefore, he takes the time to educate them on how to complete the repair and assists them till complete. Mr. Greer has taken the time to become proficient and confident with our brake lathe. This allows us to resurface rotors/drums and saves the patron money by not having to buy expensive replacement parts. Finally, Mr. Greer has become proficient with our POS and ensures all services and products within the resale area are properly entered into the system.

Business and Recreation Division

Service Excellence
FY24Q4



Amanda Suarez

Mrs. Amanda Suarez consistently goes above and beyond to make sure all equipment and machines are clean 100% while on shift at Wheelock Fitness Center. Mrs. Amanda Suarez consistently displays excellent customer service to our patrons, customers, and guests. Mrs. Amanda is always very professional and keeps a very positive attitude, while always staying clean and neat. Mrs. Amanda always reports to work and events on time and ready for the task on hand. Mrs. Amanda ensures that the staff members and the manager are informed when supplies are low, and if any equipment has deficiencies or functional issues while assuring all safety countermeasures are in place. Mrs. Amanda is very respectful to everyone she encounters at Wheelock Fitness Center. She has events and full control of emergency situations that have occurred while on shift. Mrs. Amanda has shown excellence by taking on various tasks such as assisting with staff scheduling and events and with ACRRO data analytics. Mrs. Amanda has volunteered for many MWR events and is always helping out by being a team player working at other facilities such as Cantrell Gym, Warrior Gym, and Tigerland Gym, while always willing to learn and take on new tasks.



Child and Youth Services Service Excellence FY24Q4

Richael Wells

Richael has been instrumental in not only working in the School Age Center program but has worked in multiple Child Development Centers as well. She graciously and eagerly volunteers to help meet the demands of the CDCs while also ensuring her duties at SAC are completed to high standards. The feedback from the other Directors has been wonderful, stating how helpful she is and how she just jumps right in with all ages eagerly and effectively. They ask for her by name to assist in their centers. She has also volunteered to assist with the Vernon Parish 4-H community events for 5th and 6th grades in the area. Richael has revamped our construction club for the youth, and they are eager to complete their projects each week. She has also been instrumental in helping to mentor and guide new staff at SAC.



Child and Youth Services Service Excellence FY24Q4

Summer White

Ms. Summer White, Parent and Outreach Assistant Director, consistently demonstrates an exceptional level of dedication in providing exemplary service to our patrons and team members. Her commitment to ensure every interaction, whether with internal or external patrons, is both positive and productive is truly commendable. In her role, she effectively addresses routine inquiries while skillfully resolving complex issues, consistently exhibiting professionalism, empathy, and a genuine commitment to assisting others. She has worked diligently with patrons facing challenging circumstances, particularly in matters related to special needs or their household fees. Her ability to remain composed under pressure while identifying the most effective solutions highlights her expertise in navigating these intricate situations. Ms. White's attention to detail and proactive approach have resulted in numerous instances of patrons expressing gratitude for her extensive support. She has received positive feedback from patrons regarding her helpfulness, patience, and ability to make them feel valued and heard. Ms. White's unwavering dedication, kindness, and professionalism, serves as a benchmark for excellence within the organization.



Child and Youth Services Service Excellence FY25Q1

Marshall Barber

Marshall has exuded customer service excellence during this quarter for the School Age Center. He has not only performed his job duties but has done them with a positive attitude, smile and the willingness to go above and beyond. He is eager each day to help the staff, management, children and patrons however he can to ensure not only their individual needs are met but the program needs/requirements are met as well. He continually asks how he can help and will conquer any given duties right away. Marshall has also helped other CYS programs with maintenance duties in their absence of an MVO. He has become a great asset to SAC and plays an integral part in SAC maintaining its inspection readiness which has led to little or no findings.



Child and Youth Services Service Excellence FY25Q1

Madison Ciotti

Ms. Ciotti works for CDC 14500 as Child and Youth program Assistant since 11-16-2023. She assists in planning, coordinating and conducting activities for children in her classroom 134. Ms.

Ciotti actively engaged with children using developmentally appropriate activities. She is very responsive and provides courteous customer service to all internal and external customers. Ms. Ciotti never called out, always come to work with a smile and positive, friendly attitude. She is a great asset to CDC 14500 and CYS.



Child and Youth Services Service Excellence FY25Q1

Monica Cole

Mrs. Monica Cole has served the Families within Fort Johnson Child and Youth Services for 11 years.

She works tirelessly for the toddler team she leads. She provides exemplary internal customer service to ALL members of the team. Ms. Monica Cole truly goes above and beyond for the families and children at CDC 702. She has received a number of positive ICE comments. Mrs. Cole is adored by our team and the parents who trust her with their precious children every day. It is evident in her daily interactions with anyone she meets that she is truly passionate about her work.

NAF Support Division

Service Excellence FY24Q4

Eric Tindall

Mr. Tindall takes the team mission to serve others very seriously. Regardless if we are preparing for events, completing construction and maintenance, or moving equipment, Mr. Tindall works hard to ensure that all requirements are met and goes above and beyond every single time. He does all this while maintaining a positive attitude and motivates fellow team members to do the same. Mr. Tindall has a deep passion for improving the quality of life for soldiers, families, retirees, and veterans which motivates him to be an amazing member of the team. During the recent Veteran's day event, Mr. Tindall (a veteran himself) managed the audio system to ensure a successful event to properly honor our veterans.

NAF Support Division

Service Excellence FY25Q1

Delilah Harris

Delilah experience and knowledge is a great asset to the financial management team. Delilah facilitated and trains others on Blueforce and payroll inquiries to it's fullest extent. In addition, Delilah has been a quick learner with manpower functions, petty cash, unit funds, and other budget and regulations. She also has implemented changes to simplify processes where she saw a need. Delilah is always willing and wanting to help anytime it is needed. Delilah has taken the initiative to fully deep dive into many program and financial issues. She's assessing what may need to be cleared on the aging report due to input error and / or what needs to be collected so there is a clean slate going forward. Delilah takes great pride in her work especially when she is able to execute within short suspenses. Delilah continues to take the initiative to learn /train in other areas in finance.

Dream Team

This award recognizes outstanding teamwork within the FMWR organization. Teams nominated for this award must demonstrate characteristics that result in successful mission accomplishment. The team should be productive, exhibit commitment to quality, carry out their mission, and be an asset to FMWR.

4-hour time off per awardee



FY24Q4: Warrior Lanes Bowling Staff

During the last several months we have had a lot of staff relocate and move onto their next adventure. The staff took this challenge and ran with it, despite being short staffed during daily operations and special events. This Team of outstanding employees has ensured the continual operations of the bowling center, anvil bar and K2. Nancy, Calvin, Jada and Jennifer have picked up the pieces and worked as a desk; machine desk; help operate both the snack bar and the bowling side during extremely busy times. In addition, our bartenders Kyla and tiffany always have a smile on their face when welcoming every single customer that comes into the facility and continue to display outstanding customer service. Dave, Kat and Maria have taken over working in a very demanding kitchen operation and assist with welcoming customers at the front addition, while ensuring they have a great experience. Both Tom and Chris continue to impress by doing what ever needs to be repaired, replaced and maintained at the bowling center. In addition they help with the front desk operation, cooking in the kitchen and even perform maintenance on the go carts and batting cages. This team works hard to ensure customers want to come back to by making every visit a memorable and rewarding experience. Most would not be able to tell we are short staffed by the way this versatile team performs on a daily basis and continue to provide superior customer service.

- Nancy Adams
- Jada Askew
- Kyla Carvalho
- Maria Flores Louis
- Tiffany Harvey
- Searle (Tom) Knapp
- Katherina (Kat) Lalonde
- David Partyka
- Jennifer Pinkston
- Calvin Sanders
- Christopher Wolff



FY25Q1: DFMWR IT Team

I would like to nominate Christopher Reed, Walter Floyd, Mark Cole and Karie Johnson for Dream Team this quarter. The team has been responsible for 236+ work orders, Multiple new account request (both Nipr, and Rectrac/CYMS) along with countless "While you were here requests". All three also attended the recent IT conference in San Antonio to bring back any new knowledge and information provided. This has been one of the best, and most well-oiled IT teams we have had in years. They always go above and beyond to make sure the organization stays running at the highest levels. They also are responsible for saving the organization countless dollars in maintaining and repairing equipment, that would otherwise have been disposed of. Every quarter they image 50 or more computers for our DFMWR staff and help maintain all our NIPR computers on the network. They maintain our organization cell phone, printer and Wi-Fi contracts. They submit all waivers to purchase IT equipment. They have helped numerous time when credit card/rectrac/cyms machines go down, not only garrison wide but on an enterprise level. This quarter they completed the annual purge/update on our rectrac/cyms systems with no errors. They take the initiative to figure out what is needed with minimal guidance and then delivered on the task as well.

They are all very knowledgeable, and professional when dealing with our ever-changing job requirements. They are an asset to both the organization, and the Army as a whole. The IT team has always been very behind the scenes, but I believe these 4 deserve praise for their outstanding work and dedication.

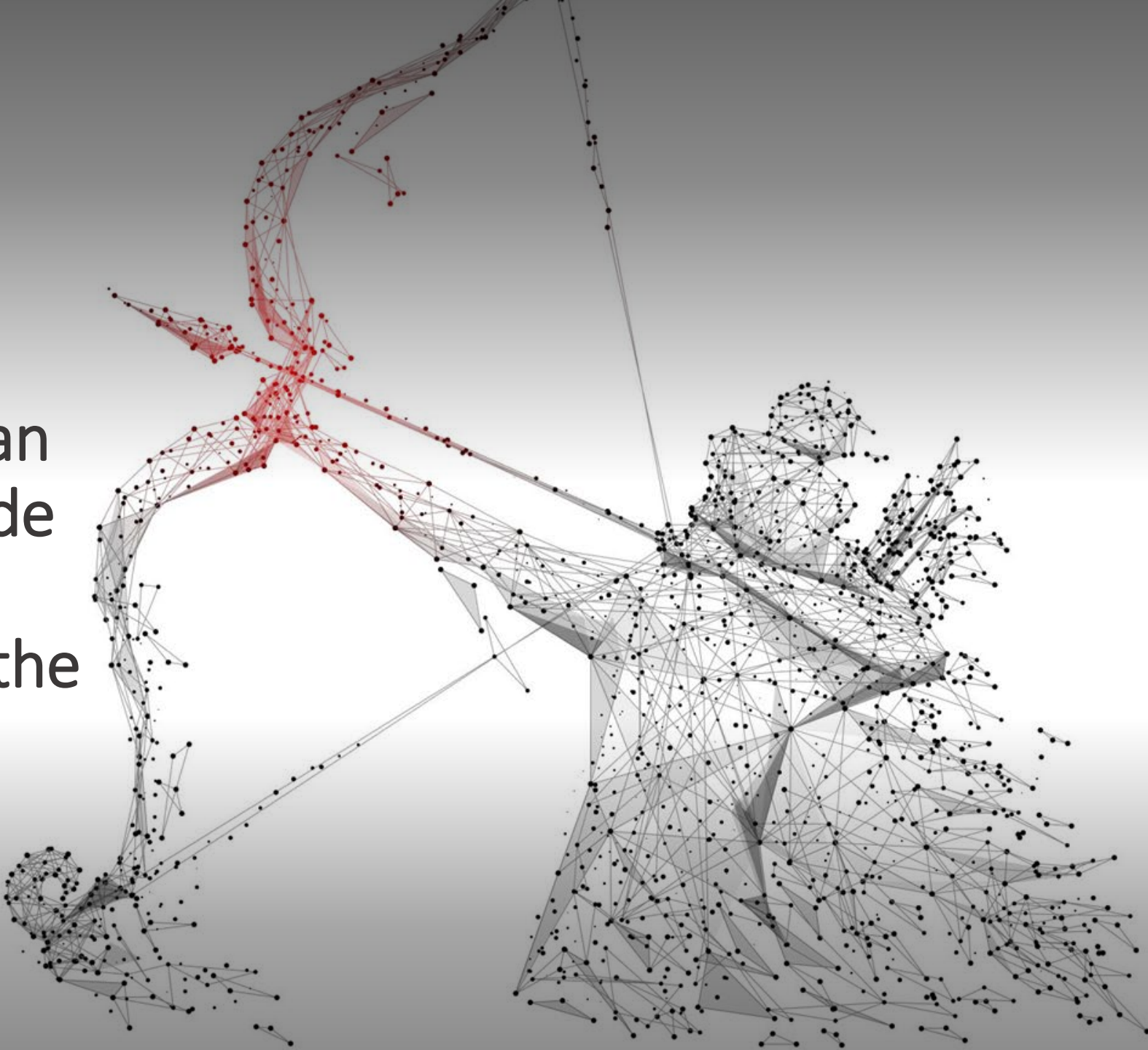
- Mark Cole
- Karie Johnson
- Walter Floyd
- Christopher Reed



Unsung Hero

This award recognizes an employee who has made a positive “behind-the-scenes” impact within the organization.

4-hour time off

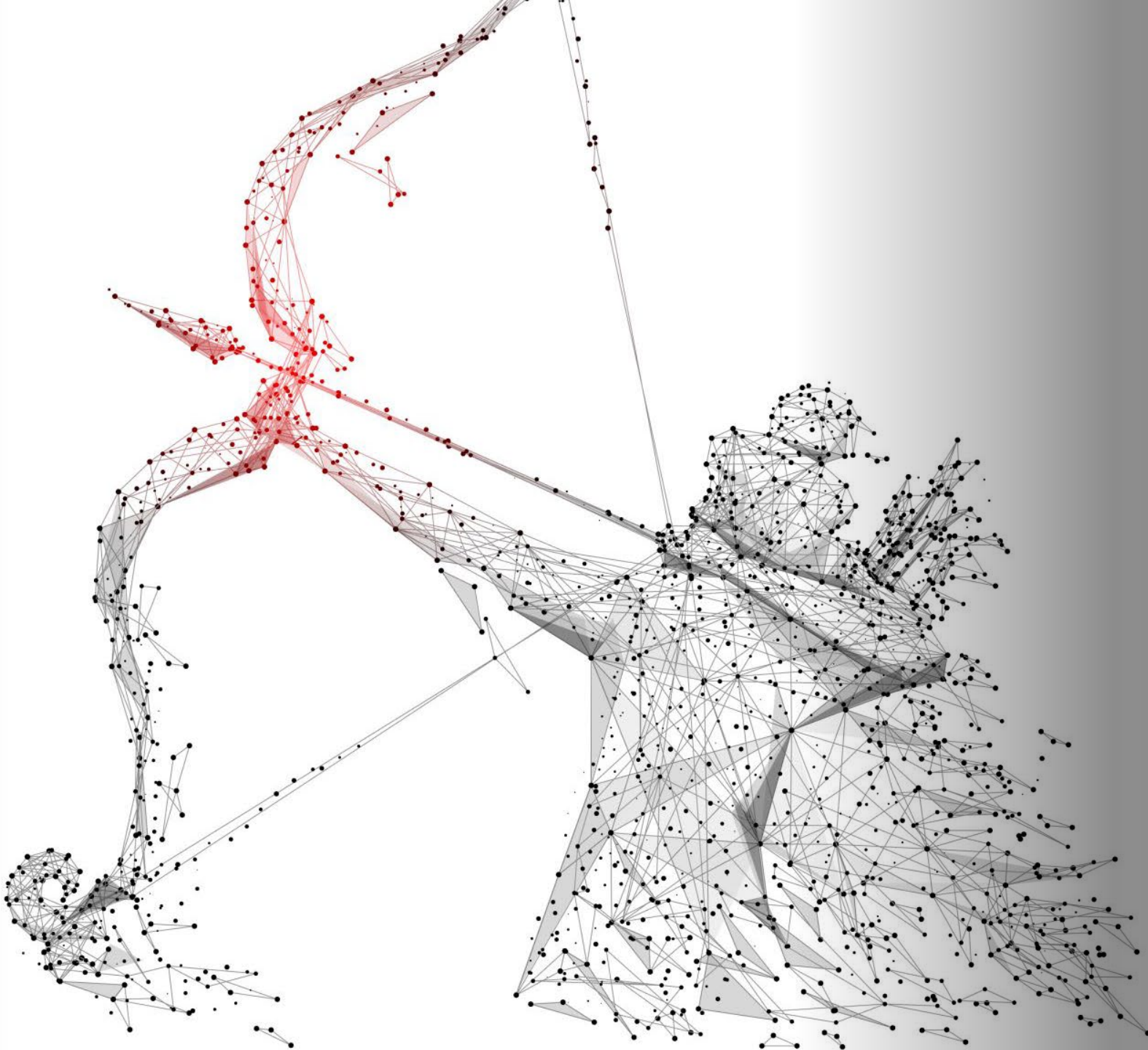


FY24Q4

Shelia Pipes

CYS - MST

Working tirelessly in the back ground of every Child and Youth Center is their Trainer. Ms. Shelia Pipes dedicates herself to organization she works with. Not only does she provide excellent training to the Child Youth Program Assistance (CYPA) at the Middle School and Teen Center (MST), but she also dedicates her time to Family Child Care (FCC) and Child Youth Services (CYS) Sports. Although her time is split between three programs, she still manages to provide top notch feedback and quality training to all her CYPAs. Ms. Shelia has provided assistance as a manager on many occasions, enabling the Director to complete task. Ms. Shelia is always willing to step into ratio and interact with the youth at MST. The youth absolutely love her. She is kind, caring and most of all a strong female role model for the youth and staff, to include myself. Without Ms. Shelia are team would not be complete. She is the strong foundation for our developing team.

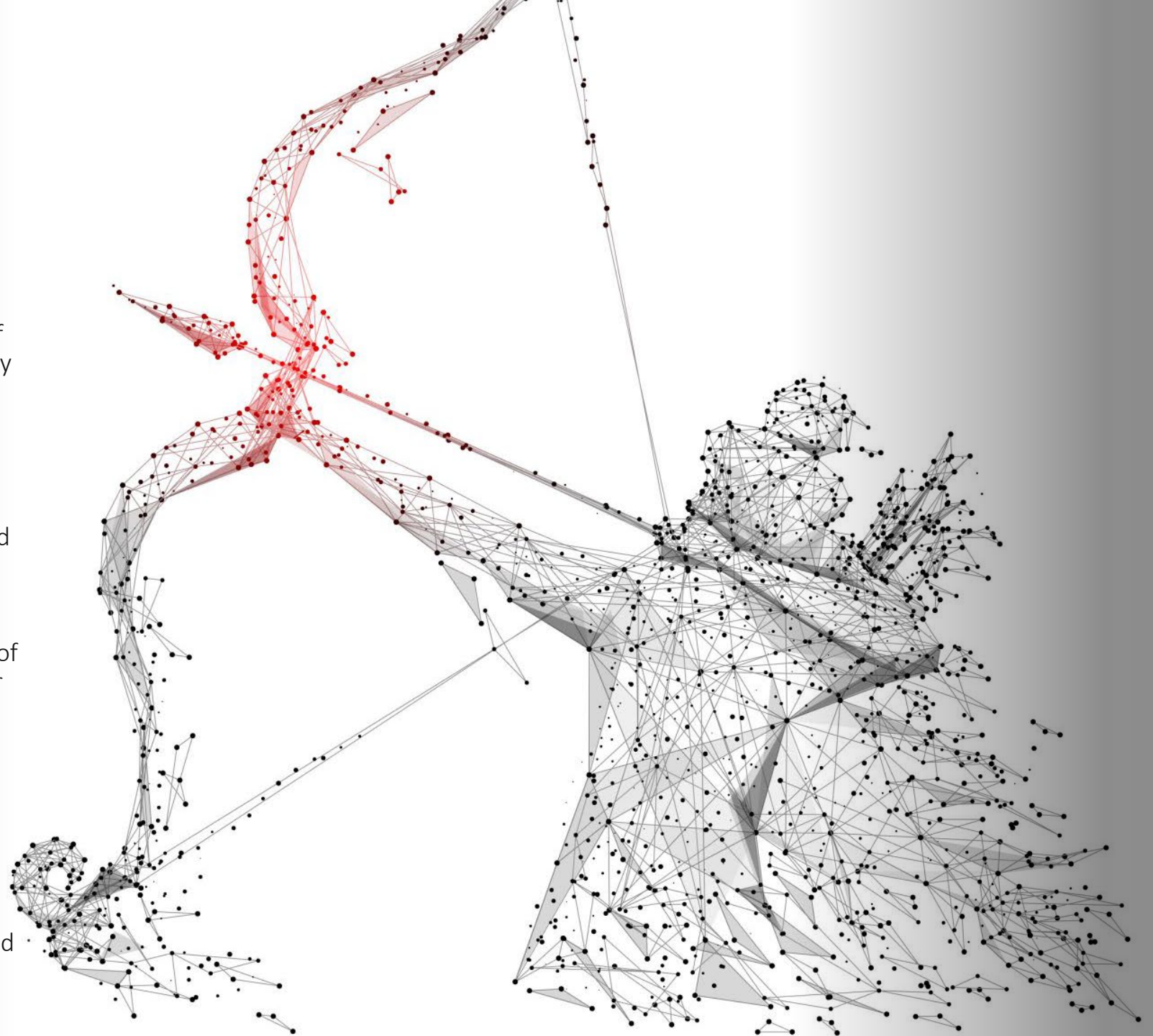


FY25Q1

Tiffany Trammell

BRD

Ms. Trammell excels at carrying out her day-to-day duties of keeping her supervisors in check, quality controlling official correspondence, and a whole slew of other tasks. However, in addition to her role as Secretary for the Chief, BRD and Director, DFMWR, she has also taken on the role as Employee Recognition Program organizer and guru. Tiffany has assumed complete ownership in ensuring that prizes are acquired, the nomination process is completed by each division, panels meet to vote on winners, food is coordinated and provided, and ERP ceremony activities are set up for all DFMWR employee's enjoyment. All of these duties are not in the normal scope of the position she holds. For the Q3 ERP ceremony, Tiffany had a complete itinerary of activities and awards coordinated to be held at Alligator Lake Recreation Park. Unfortunately, a weather call was made the day prior to the event to move the ceremony to an indoor location at the Warrior Center. Without missing a beat, Tiffany diverted course, updated the activities and timeline of events for the ceremony, and ensured the ERP was executed. She is instrumental in every step of the process behind the scenes, which ensures all other deserving candidates are recognized, making her a clear, deserving candidate to be recognized herself by receiving this award.





Teammate of the Quarter

This award is FMWR's recognition on non-supervisory employees who exhibit exceptional performance and reflect positively upon the organization. Demonstrates characteristics that ensure mission success.

8-hour time off

FY24Q4

Shandal Fowler

CYS - MST

Ms. Shandal Fowler demonstrated many components to Teammate of the Quarter. She took initiative and took on responsibility in Director's absence. She ensured Assistance Directors responsibilities were completed such as preparing daily ratio sheet, printing staff time sheets, completing morning facility checks, and documenting any discrepancy found. Ms. Shandal maintained her positive work attitude towards all internal and external customers, and she never faltered in her Administrative Assistance duties. She maintained her outstanding work ethic and trained new on boarding Administrative Assistant. Ms. Shandal showed what it means to be a team player going above and beyond to provide the best customer service to all internal and external patrons.



FY25Q1

Sandra Elizondo

NSD - FM

As the Financial Management Technician, our team, which consists of Manpower, Quality Review, Budget, and Financial Management - has experienced several changes in the last year. FY24Q1 began with a fresh team of both tenured and new employees. We bonded over differences, which included experience, personality, and standard. Each member brought their own set of core values, and an assertive approach to work and problem-solving. Working well together took time. We did not agree and were, quite frankly, out of sync. As the year progressed, the team worked consistently to succeed in goal-setting. Our approach to serving the Fort Johnson community was central to cementing our team as we managed two FM departures. Losing a manager is never easy, and losing two, was a detriment. Its effect on our team morale was palpable at times. Mrs. Sandra Elizondo as the "Leader of the Quarter" for the phenomenal work she has done to anchor the Finance team as we manager two FM departures. Losing a manager is never easy, and losing two, was a detriment. Its effect on our team morale was palpable at times. Mrs. Elizondo without question, and without trying, has been integral to our success as we moved through the changes in the room with Grace and determination. Mrs. Elizondo is a remarkable Leader. She works with integrity, never seeking acknowledgment, assists every member without pause, and demonstrates the demeanor of a Leader that understands the value of each member, has an inspiring work ethic, is accountable, adaptable, and above all dependable. We gravitate to Mrs. Elizondo because we know she knows! She has been the lifeline of this group, and deserved of recognition.



Leader of the Quarter

This award is FMWR's recognition of managers, supervisors, or employees acting in a supervisory capacity who exhibit exceptional leadership and reflect positively on the organization.

8 - hour time off



FY24Q4

Nicole Tazwell

ACS – Family Advocacy Program

Ms. Tazwell displayed exceptional leadership during forth quarter by actively managing her section while being three critical positions short. Ms. Tazwell pulled call several times acquiring more than 100 hours while maintaining her normal work schedule. She has also served as the EFMP coordinator in the absence of a full-time employee, ensuring daily that clients special needs are met with urgency. Ms. Tazwell has work numerous off duty hours to ensure the family advocacy program is support all the communities needs. Her dedication and selfless sacrifice has paved the way for other to emulate. Ms. Tazwell motivates her time with words of affirmation while participating in all activities and programs. Ms. Tazwell is the first to volunteer for special events like the Halloween haunted house, movie night of another organizational event. Her leadership technique is second to none and help ensure the Fort Johnson populous is served with distinction and valor.





FY25Q1

Summer White

CYS – Parent Central Services

Ms. Summer White, Parent and Outreach Assistant Director, consistently demonstrates an exceptional level of dedication in providing exemplary service to our patrons and team members. Her commitment to ensure every interaction, whether with internal or external patrons, is both positive and productive is truly commendable. In her role, she effectively addresses routine inquiries while skillfully resolving complex issues, consistently exhibiting professionalism, empathy, and a genuine commitment to assisting others. She has worked diligently with patrons facing challenging circumstances, particularly in matters related to special needs or their household fees. Her ability to remain composed under pressure while identifying the most effective solutions highlights her expertise in navigating these intricate situations. Ms. White's attention to detail and proactive approach have resulted in numerous instances of patrons expressing gratitude for her extensive support. She has received positive feedback from patrons regarding her helpfulness, patience, and ability to make them feel valued and heard. Ms. White's unwavering dedication, kindness, and professionalism, serves as a benchmark for excellence within the organization.





Garrison Commander's Service Excellence Award

FY24Q4 Michael Wells

FY25Q1 Delilah Harris

Teammate of the Year 2024

Priscilla Alvarado

Leader of the Year 2024

Nicole Tazwell