



FOR SALE: Queen-size headboard, carved solid oak design, \$100; ladies leather jacket, dark brown with dolman sleeves, medium, \$40; camouflage Parka, military specs, large regular, \$35; slipcover for three cushion sofa, beige floral pattern, like new, \$35. Call 495-2296.

FSHISD CAMPUS ACTIVITIES APRIL 22-27

Fort Sam Houston Elementary School Monday

Volunteer Appreciation Day,
9-10 a.m., PTO Room 51
Earth Day
King Antonio XCI visit, 1:20
p.m. at flagpole

Tuesday

Purple Day: wear purple to
support military kids
Public School Volunteer Week
STAAR test for 3rd and
4th grade math

Wednesday

Public School Volunteer Week
STAAR Test for 3rd and 4th
grade reading
STAAR Test for 5th grade
science

Thursday

Public School Volunteer Week –
“Thank You Volunteers!”

April 26

Student and staff holiday

Robert G. Cole Middle and High School

Tuesday

STAAR test for 6th and 7th
grade math

Wednesday

STAAR test for 6th and 7th
grade reading
STAAR test for 8th grade
science

Thursday

STAAR test for 8th grade social
studies

April 26

Student and staff holiday
Track regional meet at Judson
Band at Battle of Flowers
Parade
Varsity and junior varsity
baseball at Dilley, 4:30 and
7 p.m.

April 27

Track area meet, varsity only

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Providers can earn additional income at home, full or part time. Call 221-3828.

Parent Central Customer Service

JBSA-Fort Sam Houston Parent Central assists walk-in patrons from 8 a.m. to noon and 2 to 4 p.m. for registration and 12:30 to 1 p.m. for out processing and payments. Parent Central is located in Building 2797, on Fort Sam Houston. Call 221-4871.

Before and After School Care Registration

Register your child for before and after school care at JBSA-Fort Sam Houston Parent Central, 221-4871. Warriors in Transition and their family members should register at Soldier Family Assistance Center or call 916-6377. Registration is ongoing until full.

School Liaison Office

The JBSA-Fort Sam Houston School Liaison Office can assist patrons in registration, provide information about the local school system and community, educate parents on school poli-

cies, procedures, programs and schedules and home schooling. Visit <http://www.fortsammwr.com/youth/slo.html> or call 221-2214 or 221-2256.

Thrift Shop Open

The JBSA-Fort Sam Houston Thrift Shop at 3100 Zinn Road, run by the Spouses' Club of the Fort Sam Houston Area, is open to all DOD cardholders and full of clothing, shoes, housewares, toys, books, furniture, jewelry and more. Hours are 9 a.m. to 2 p.m. Wednesday, Thursday and the third Saturday of each month. Consigned items are taken from 9 a.m. to 1 p.m. Donations are taken anytime during regular business hours. Call 221-5794/4537 or click on <http://www.scfsh.com>.

Sergeant Audie Murphy Club

The SMA Leon L. Van Autreve Chapter of the Sergeant Audie Murphy Club meets the last Thursday of each month, noon-1 p.m. at the Army Medical Department Museum. All Sergeant Audie Murphy or Sergeant Morales members are invited and encouraged to attend. Call 221-4424 or 837-9956.

CHAPEL WORSHIP SCHEDULE

PROTESTANT SERVICES

Sundays

Main Post (Gift) Chapel

Building 2200, 1605 Wilson Way
8 and 11 a.m. - Traditional

Dodd Field Chapel

Building 1721, 3600 Dodd Blvd.
8:30 a.m. - Samoan
10:30 a.m. - Gospel

Army Medical Department Regimental Chapel

Building 1398, 3545 Garden Ave.
9:20 a.m. - 32nd Medical Brigade
Collective Service

11:01 - Contemporary “Crossroads”

Brooke Army Medical Center Chapel

Building 3600,
3851 Roger Brooke Rd.
10 a.m. - Traditional

CATHOLIC SERVICES

Daily Mass

Brooke Army Medical Center Chapel
Building 3600,
3851 Roger Brooke Rd.
11:05 a.m., Monday through Friday

Main Post (Gift) Chapel

Building 2200, 1605 Wilson Way
11:30 a.m., Monday through Friday

Saturday

Main Post (Gift) Chapel

4:45 p.m. – Reconciliation
5:30 p.m. - Evening Mass

Sunday

8 a.m. - Morning Mass, AMEDD
8:30 a.m. - Morning Mass, BAMC
9:30 a.m. - Morning Mass, MPC
11:30 a.m. - Morning Mass, BAMC
12:30 p.m. - Morning Mass, DFC

JEWISH SERVICES

8 p.m. - Jewish Worship,
Friday, MPC
8:30 p.m. - Oneg Shabbat, Friday,
MPC

ISLAMIC SERVICES

1:30 p.m. – Jummah, Friday,
AMEDD
10 a.m. - Religious education,
Saturday, AMEDD

LATTER DAY SAINTS SERVICES

1 p.m. - LDS worship, Sunday,
AMEDD

BUDDHIST SERVICES

1 p.m. – Buddhist Services,
Sunday, AMEDD

*For worship opportunities of faith groups not listed here,
please visit the JBSA-Fort Sam Houston Chaplain's website at
<http://www.samhouston.army.mil/chaplain>.*

Network Enterprise Center hosts Customer Appreciation Day Thursday

By Carlos Ortiz III
Network Enterprise Center

Can you remember a recent negative customer experience? It might have been at a restaurant where the waiter did not refill your beverage or there was an excessive wait for your food? Then, to add to the bad experience, when you voiced your concerns to management, the problem was not solved.

These are common samples of customer service experiences. In the field I work in, it is not much different. Changes in technology have customers communicating with people in call centers around the world

to resolve service-related issues including banking, insurance and computer problems.

The personnel at the Army Signal Network Enterprise Center believe customers are the critical link for any business to succeed.

As ambassadors who strive to provide great customer service, everyone at the NEC wants to thank the customers at the inaugural Customer Appreciation Day, 11 a.m. Thursday at Building 2265, located at the corner of Wilson Way and Reynolds Road, west of the Jimmy Brought Fitness Center.

It is imperative the customer's service re-

quirements are addressed immediately and NEC constantly communicates with the customer regarding resolution of their request. We do our best to ensure customers are the primary focus by making them feel appreciated. This strengthens our connection to them and shows we care about them.

One way to do so is by giving the customer personalized attention as well as getting to know them personally while addressing their needs immediately.

To quote Bill Gates, chairman of Microsoft Corporation, “your most unhappy customers are your greatest source of

learning.”

While organizations strive for complete customer satisfaction, not all customers will be satisfied with the service they receive.

Maintaining a constant dialogue with customers lets them know they are appreciated and goes a long way towards maintaining customer satisfaction.

Addressing problems immediately ensures customers are appreciated and lets them know they can return for services if they have another problem.

Here are some tips on providing a positive customer experience and creating a culture of

excellence:

- Share the knowledge. Give customers something valuable for free while proving your expertise by providing advice by email, brochures, newsletters and through social media avenues like Twitter and Facebook.
- Ask for feedback. Keep a finger on your customers' pulse. Know what is on their minds by eliciting feedback via the Interactive Customer Evaluation survey program at multiple intervals of customer contact. Less than satisfactory feedback should be used to raise the bar of performance of services.
- Listen and respond. What customers say

about your services is important. Responding promptly to customer inquiries shows you are listening.

- Adapt to change. It is imperative to do better in meeting the needs of the customer. Feedback can be invaluable in making process or organizational changes that result in improvements to meet the needs of customers.

At Joint Base San Antonio-Fort Sam Houston, these concepts have yielded major results which can be attributed to building personal and organizational partnerships in promoting customer service as important and relevant to our mission objectives.