

from The ICE Box

You make lives **BETTER!** These customers appreciate **YOU!!!**

Ms. Akiko at the *Wakaba CDC* has been nothing short of excellent in regards to her classroom 1-3. Ms Akiko and Ms. Holly have always been extremely nice, helpful and informative about my son's progress in their classroom. I feel very comfortable leaving him in their capable hands.

Just want to say that **S.M.I.L.E.** made all the difference in Corey "RED" customer service. He already knows what SMILE means.

I am just sending in the ICE comment to commend the ladies that make my life easier by taking such good care of my daughter. She is in room I1 at the *Shima No Ko facility* and I feel confident everyday that if she can't be with me all day at least I am leaving her in the hands of people who care about her welfare as much as I do. **Thank you** so much for doing this important job so well, and while I know her teachers in I5 will be just as good, I will miss the wonderful teachers from I1. :)

I just want to say that the *staff of A&FR* is incredible. They not only provided me lots of information, but they went out of their way to make some calls for me to get info from other base agencies, allowed me to scan and print a few things, entertained the children while we did some business, and if that wasn't enough, sent us on our way with treats and gifts. Each person had a **smile** on their face and seemed more than happy to help. We all left happy and uplifted. We look forward to future experiences with this office for information, fun activities, and deployed spouse/family offerings. Thanks again, A&FR. **Keep up the great work.**

I would like to commend **Mr. Michael Westfall** at the *frame shop* for a job well done! I went into the frameworks shop wanting to have an employee board made. I knew what I wanted but I was unsure as to the exact design that I wanted. Mr. Westfall jumped in and turned the board into a beautiful work of art! I cannot wait to display the board for all to see. This gentleman **exceeded customer service** because he came to my office and alongside myself we measured to ensure that the item that I wanted would fit onto the wall. I have experienced some wonderful customer service here in Okinawa, but nothing has come close to what Mr. Westfall did! If anyone needs a lesson in customer service they should visit the framework shop because Mr. Westfall is the prime example of how to treat customers! I left his work place feeling happy because he took so much time and paid so much attention to detail thereby ensuring that I was satisfied with the board. **Please keep up the GOOD WORK for a JOB WELL DONE!**

I was very **pleased** with my service. The young lady working the counter (**Kaitlin**) was very attentive and had a nice attitude.

We're coming back again! The Tee House Group! Thank you for making our group happy. You made our days so wonderful! Such helpful and friendly employees. I brought all Japanese from the Tee House and they are all happy and having fun. This is our first time and we are all satisfied cuz you're so nice and very kind. Once again thank you! Very proud to have you working at the *Bowling alley*.

I want to thank the staff of the *Banyan Tree Golf Course* for their professional attitude and service to me while I was here TDY. The staff was very helpful when I mailed my golf clubs ahead to the Pro Shop. During my 90 day stay, **Zack and Reid** were both very helpful and when I approached them about other golfing needs, they were able to respond to my

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questions promptly and helpfully. I hope I am able to return to Kadena and to the friendly atmosphere you provide. The welcoming nature of the *Banyan Tree* gave me the opportunity to play golf and allowed me to "let go of things" for a while and get back to my tasks later in a refocused and relaxed manner. We need what your golf course provides. I hope you are able to continue the **high level of services** you provide for the Kadena community.

I went into my shopping day today clueless! I wanted to purchase diving stuff for my husband, but had no idea where to start. The *Kadena Marina staff* were very helpful especially *Kristie*. She made me feel like it was almost a personal shopping experience! I cannot begin to say enough good things about yesterday. I got everything I was looking for and then some. *Kristie* saw I had young children, so she even offered to gift wrap my things to make it easier for me. **Thank you & Happy Holidays Kadena Marina!**

Rebecca and Scott from the *Aero Club* answered all of my husband's questions. We will definitely become members to learn to fly!

Such a great experience! We were trying to make arrangements for our trip home and nothing worked out through TMO. *Latisha and Christina* at *ITT* took care of us. Not only did they get our flight scheduled, but they did everything they could to make sure **we were happy** with the itinerary. Thank you.

Lisa at *Karing Kennels* was very **helpful** even willing to go out back to get the products for us.

Elin Hammarberg, the Craft Market coordinator, bends over backwards for everyone. She is a real asset to the *Schilling Community Center*. Very helpful, friendly, and willing to serve. Thank you.

I had the opportunity to take my Cub Scout pack to the *Kadena Library* today to learn about the facility. **Mrs. Lindsey Pettyjohn** was extremely gracious in providing a presentation to the scouts about what the library has to offer. She was able to keep their attention much better than I ever can! **We are extremely grateful to Lindsey and all of the staff**, who were exceptionally helpful and friendly. The scouts were very enthusiastic about the things available to them at the library, and I was pleased with the fabulous resources as well. It was nice to see that the library is taking advantage of the possibilities available with electronic media, but still providing lots of good old-fashioned books as well. The *Kadena library* is a real class act, and I am excited to return with my own children.

I just want to commend *Mrs. Mai Taira* for her hard work and dedication to her job. From the moment I arrived at Kadena (4 months ago), she was persistent with getting my Health Coverage transferred over from the Army, which took several attempts from her part to make this happen. She also diligently requested a MIPR to pay for a cash award that was given to me before I left my last duty assignment, something that also needed an extra effort to make it happen. If it wasn't for her, I probably would have never gotten the money, but her **professionalism** and never give up attitude made this all happen. Just wanted to say: **Domo Arigato Gozaimasu!**

Mrs. Ashley, Mrs. Beth and *Mrs. Mary* were all very nice and helpful at the *HRO*.

The comment is for the *Customer Service ID section of MPF*. *SSgt Wallace* went out of her way to provide **EXCELLENT customer service**. She and her staff, especially *SSgt Kendall*

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was very professional and courteous. In this day and age of technology, it is great to see people actually caring about others instead of just going through the motions of a job.

Miss Shimabukuro from *AirPower Cafe* was very very helpful. I really **appreciated** her great customer service.

Deal or No Deal at the *BTC* was great. I'm a single Airman in the dorms and having that **opportunity** on Xmas eve was tremendous.

Kyoko from *Chili's* was a great waiter. The best we have had in a long time. **Great customer service, made our lunch great.** Thanks, great food.

As always **Jacks is # 1**. The service is just outstanding. This should be our training center for food service.

Just wanted to say we had a great time at the *O' Club's* Christmas Brunch. Such an **impressive selection of food** which in my opinion rivals if not exceeds some 5 star hotels in NYC, and at a great price! We also had a great breakfast at Cafe Latte a few days later. I really enjoyed the best blueberry pancakes on island at the cafe! **Keep up the great work!**

SrA Dagraca & A1C Royal has been very helpful every time I come in. They always have a **positive attitude**. You can definitely see that they both love their job! They are very knowledgeable and polite. They are why I enjoy eating at the *Marshall Dining Facility*.

The food at *Platters* was **fingerlicking good!**