



Global Exchange

THE ASSOCIATE NEWSLETTER FOR THE NEXCOM ENTERPRISE

From the CEO

This summer has been a busy one for our Enterprise! On Aug. 2, we officially opened our new Navy Lodge in Rota, Spain. The opening of this Navy Lodge was many, many years in the making, but it certainly was worth the wait! You can read the story and see the pictures of this beautiful new Navy Lodge on page 3.

This summer, SECNAV and CNO issued a memo providing clear targets for Navy Quality of Service, where they outlined what every Sailor deserves including 1) a deliberate strategy for strengthening their mental and physical health; 2) suitable living conditions, which include off-ship living accommodations while in an industrial environment and access to healthy food; 3) access to high-speed Wi-Fi to maintain connections with family and friends; 4) the opportunity to go to sea in their first enlistment if assigned to a sea-duty rating, as opposed to spending this time in the shipyards; and 5) access to convenient, affordable and nutritious food, especially when assigned to a shipyards. As you can see, NEXCOM will play a significant role in delivering these Quality of Service initiatives through our Micro Markets, NGIS and telecommunications programs. We've already shown how quickly we can assist, when last fall we moved nearly 300 USS George Washington Sailors into rooms at our NGIS Portsmouth, Virginia, getting them off the ship as it underwent maintenance, and opened up our very successful Micro Market at Norfolk Naval Shipyard. We've also upgraded our Wi-Fi service at all our lodging facilities. Looking ahead, plans are underway to open more Micro Markets at Naval shipyards to support this effort and we continue to upgrade our Wi-Fi networks throughout the enterprise as well as conduct Quality of Service checks at base facilities to ensure service exceeds expectations.

To round out the summer, NEXCOM was once again an anchor sponsor for the NAS Oceana Air Show in Virginia Beach. What a fantastic weekend! This year, we managed nearly 80 retail and food vendors, had NEX retail tents, hosted an eGaming area with nine vendors on site with the latest in console and PC gaming and finally, opened a NEXt Level Rewards chalet for authorized patrons to get a great view of the show. We also operated beverage



tents as well as brought in our new food truck, the Fleatery, and the NEX MoVe, our mobile vending machines, to provide more options to visitors. The entire air show was broadcasted live by Live Air Show TV and hosted on the NEX and NAS Oceana Air Show Facebook pages. Initial reports show the broadcast has been viewed in over 58 countries, 95,000 times over the span of 17,000 hours and with just under 900,000 impressions! This fall, we will be partnering with NS Norfolk, Virginia, for its Fleet Fest event. These Navy partnerships are a great way to showcase what we can offer through our mission sets and business expertise.

Lastly, as you've probably heard, Adm. Lisa Franchetti, Vice Chief of Naval Operations, has been nominated to be the next CNO, but will be acting CNO until she is confirmed by the Senate. In addition, Rear Adm. Ken Epps relieved Rear Adm. Peter Stamatopoulos as Commander, NAVSUP and the 50th Chief of Supply Corps.

Thank you for all that you do to support our Navy and our warfighters. As we move into the busy fourth quarter, I appreciate your continued hard work to support our mission and our military families!

Keep Charging!

Robert J. Bianchi
Rear Adm., Supply Corps, USN (Ret.)
Chief Executive Officer
Navy Exchange Service Command

“CMC’s CORNER”

**CMDCM (IW/SW) Anthony Corey
Command Master Chief
Navy Exchange Service Command**

Hello NEXCOM!

This is your new Command Master Chief, Tony Corey. I’m very excited to be here and grateful to join your amazing team!

A little about myself, I’m completing 32 years active duty service this November. I’ve spent a good part

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of my career as a Cryptologic Technician and served on numerous surface ships and spent time in the submarine community. I’ve delivered and commissioned three ships and have been in the CMC program for 10 years. More importantly, I’m blessed to celebrate 26 years of marriage in mid-October to my beautiful wife, Mary Frances. We have three adult children and two grandchildren. We count ourselves lucky to have spent many years stationed in various parts of our great country... the east coast, west coast, Hawaii and even in the Midwest.

My family and I have always found comfort in shopping at the Navy Exchange and staying at Navy Lodges during my many tours...we felt like we were home with family compared to times we’ve lived and worked at non-Navy military bases. Mary Frances and I have continually been amazed by the energy and teamwork displayed in our interactions with this great team over the years and especially in my short time onboard NEXCOM. You are all amazing and produce great work! Please know this...you matter – you make a difference! A simple smile, pleasant, can-do attitude does make a difference and does make

an impact on our patrons. Positive energy is contagious...so keep spreading it!

I had my first speaking engagement as your CMC at the 15th Annual Continuum of Resources and Education (CORE) Hampton Roads CPO Selectee Spouse Symposium held in Virginia Beach on Sept. 9. The purpose of this event was to educate spouses and loved ones regarding the change in leadership, responsibilities, pay and benefits and uniform of their CPO Selectee. Adm. Daryle Caudle, Commander, U.S. Fleet Forces Command, gave the opening remarks. He spoke about many things, but one I want to highlight is his comments on NEXCOM’s plan to increase Wi-Fi capability in Unaccompanied Housing for our single Sailors in the Hampton Roads area. This is a Navy priority that supports CNO’s “Get Real, Get Better” initiative. His remarks reinforce the fact that the work you do each day has the attention and appreciation of senior Navy leadership. During my allotted 30 minutes, I spoke about the various Chief Petty Officer uniforms and the many ways the NEXCOM Enterprise supports the Navy and our families. It was well-received and it was an honor to represent you!

Finally, to everyone that supported uniform fittings for our newly selected Chief Petty Officers...thank you! I remember my own uniform fitting 21 years ago in San Diego. Seeing myself in a full set of khakis and combination cover, service dress blues, summer and choker whites brought home the realization that my life was going to completely change. Just as you were then, you remain a VITAL part of every CPO Selectee’s transformation to Chief Petty Officer! Thank you for your hard work in making their dreams a reality!

In closing...I’m proud to be part of the NEXCOM team and it’s an honor to be your CMC! Take care of one another and thank you what you do!



Navy Lodge Rota opens beautiful new facility

Navy Lodge Rota, Spain, officially opened its new facility during a ribbon cutting ceremony on Aug. 2. The newly opened Navy Lodge features 50 two-bedroom, two bathroom family suites, balconies and full sized kitchen with a dishwasher as well as a pool and splash pad, BBQ area, basketball court, playground and NEX mini mart.

“As the Navy’s single provider for all temporary duty and permanent change of station lodging, we continuously modernize and upgrade our facilities to meet the ever-changing needs of our guests,” said retired Rear Adm. Robert J. Bianchi, Chief Executive Officer of the Navy Exchange Service Command. “With this opening, we will now be able to offer more availability to military families at Naval Station Rota.”

Guests staying at the Navy Lodge are also thrilled with the new accommodations and the outstanding service they received from associates.

“Great experience staying at Navy Lodge Rota,” commented one guest. “Clean large room with 2 queen size beds, clean bathroom, small kitchen area with electric stove, microwave, and fridge. Large TV with a few channels. Free Wi-Fi and paid laundry in the main building. Large courtyard with many outdoor grills and benches for seating. Family friendly! Located a few minutes from base amenities such as Commissary, Navy Exchange and movie theater.”

The original 48-room Navy Lodge will undergo a renovation later this year, updating all its guest rooms and adding a fitness center. Once the renovations are complete, there will be a total of 98 Navy Lodge rooms available at Naval Station Rota.



Holiday Shopping Safety

By: Alexandra Sahagun, Safety Program Coordinator, NEXCOM

Put safety at the top of your shopping list this holiday season!

Whether you decide to brave the stores this holiday season or simply do all your shopping from the comfort of your home, it is important to stay safe and keep these ideas in mind. Each method has their own set of risks.

In-Store

- **If braving holiday shopping in-store, make sure you are always aware of your surroundings. Park your car in a well-lit area and as close to the building as possible.**
- **Try to avoid shopping alone, especially at night. Bring a friend or family member with you and have a list prepared. This way you are able to get in and out in a timely manner.**
- **Don't leave merchandise visible in your car. Put these items in your trunk or hidden in your backseat.**
- **Have your car keys ready as you exit the building. You don't want to spend time fumbling around trying to find your keys.**

Online

- **If you prefer to shop online, make sure to shop at reliable retailers. Just because a store is advertised on social media, such as Facebook or Instagram, does not automatically make it a trustworthy company. An easy way to check the legitimacy of a website is by searching the website's name via Google and reviewing the results.**

- **If possible, pay with your credit card or pay through a service such as PayPal. Credit cards and services such as PayPal usually have customer protections that debit cards typically do not offer. Check with your specific credit card company for more information on these potential protections.**
- **Avoid using a public computer or connecting to unsecured wireless networks when accessing your banking information or when making purchases online.**
- **Make sure personal devices are up-to-date, including antivirus protection. Enable automatic software updates on your devices when possible.**
- **Check your bank statements routinely for potential fraudulent charges.**

The best of both worlds: Shop online at retailers that do pick-up in store! Order gifts from the comfort of your home and get them the same day. Remember, you can shop in-store, online and do same day pick up at the Navy Exchange!

Ethics and You

Fundraising in Response to Natural Disasters

By Michael D. Rigg, Ethics Counselor, NEXCOM

Headlines scream at us almost daily. Hurricane ravages Gulf Coast! Wildfires Destroy Historic Town on Maui! Guam Devastated by Typhoon!

The mind boggles. Emotions demand action. The heart bleeds. What can I do? How can I help?

That's just three examples from recent months. Think of the myriad of natural disasters over the years that you've heard about or where you've known a family member or friend on the receiving end of Mother Nature's wrath.

The mind boggles. Emotions demand action. The heart bleeds. What can I do? How can I help?

In your personal capacity—and away from the workplace—the answers are simpler, more satisfying. You can donate money or in-kind items, like new clothing or canned food. You can volunteer. You can take action, get involved. The Federal Emergency Management Agency (FEMA) provides suggestions (Volunteer and Donate | FEMA.gov) and a link to assist you in locating recognized disaster relief organizations through National Voluntary Organizations Active in Disaster—NOVAD (Our Work | VOAD (nvoad.org)).

But in your capacity as a government employee in the Department of Defense (DoD), the answers are, well, complicated because you must follow applicable standards of conduct promulgated by

Congress and the U.S. Office of Government Ethics, as well as the DoD Joint Ethics Regulation.

With three limited exceptions, the rules prohibit fundraising in the federal workplace. The first exception is for certain designated organizations, such as the Combined Federal Campaign and Navy - Marine Corps Relief Society. Plus, there are restrictions on what can be done in an official capacity.

The second exception is for special fundraisers authorized by the U. S. Office of Personnel Management (OPM). Those involve emergencies or disasters like the ones mentioned earlier. Even if OPM authorizes a special fundraising effort, both the Secretary of Defense and the Secretary of the Navy must approve the effort before it's allowed to go forward. I do not recall any special fundraisers being approved in the Department of the Navy in the decades I've been at NEXCOM.

The third exception is for "... organizations composed primarily of DoD employees or their dependents when fundraising among their own members for the benefit of welfare funds for their own members or their dependents when approved by the head of the DoD Component command or organization...." This exception is referred to as "By Our Own, For Our Own," or "BOOFOO." Your local Recreation and Social Committee is a BOOFOO.

Note that in-kind programs (new clothes or canned food) do not involve donating money and are, therefore, not fundraisers. There are rules for in-kind programs, so check with your leadership team just as you would with any fundraising proposals.

As always, NEXCOM OC is available to provide legal advice on any fundraising effort your leadership team would like to pursue. I'm available via email at Michael.Rigg@nexweb.org or via phone at 757-631-3611.

Hospitality training launched on LEARN

By: Sarah Gray, Instructional Designer II, NEXCOM Learning and Organizational Development

NEXCOM's Learning and Organizational Development team, in partnership with subject matter experts from the NEXCOM Hospitality Group, developed a new hospitality training program for Navy Lodge and Navy Gateway Inns & Suites. The goal of the training program is to improve guest service and brand reputation, increase associate satisfaction and lodging revenue and to retain valuable associates.



The training program, which is delivered through NEXCOM's online learning management system, LEARN, covers a variety of topics related to customer service, guest relations and hotel operations. Associates will now receive content that is specific to NEXCOM and NEXCOM Hospitality Group, with content updates occurring annually. Because of the early release of these modules, NEXCOM was able to discontinue a previous training contract and realize savings of nearly \$450,000 per year.

"Before we joined the NEXCOM family, NGIS used four different systems/databases to complete all of our required training," said Greg Whitley, Training Manager, NEXCOM Hospitality Group. "Now most, if not all, of our training is in LEARN, which makes it so much easier to complete. Two of the objectives we hope this training achieves is to promote career growth and improve employee retention rates. In addition, the training is applicable to both Navy Lodge and NGIS, which should allow the brands to assist each other with any staffing or scheduling challenges they may have at their locations."

The team that developed the new learning plan included Whitley, Paige Mammolito (Navy Lodge

Norfolk), Su-Linn Reardon (NEXCOM Hospitality Group Training Specialist) and Sarah Gray (NEXCOM Instructional Designer). The program, which launched on July 10, is divided into several modules that cover different topics. Content within the modules include guest relations, hotel operations, property management system, housekeeping and safety and security. The program also includes several interactive activities and assessments to help associates learn the material and apply it to their work.

The team is currently developing additional modules on safety, standard operating procedures and continued associate development. In addition, as part of Phase II, even more modules will be added covering topics such as robbery training, service animals, pet policies and micro-learnings for the property management system. The new modules are expected to be released by the end of 2023.

"The launch of this new, large training program for our hospitality associates further emphasizes the importance and value NEXCOM places on learning," said Steve Hatfield, Director of NEXCOM's Learning and Organizational Development. "As we know, by offering the training and skills our associates need to perform their jobs not only makes for happier associates, it also gives them the confidence and knowledge to give exceptional service our patrons."

Seven Days, 14 Countries, 3,500 Associates Celebrated Around the Globe

By: Tiraneas Reed, Manager, Guest & Associate Engagement/Marketing, NEXCOM Hospitality Group

In September, NEXCOM kicked off a week-long celebration of International Hospitality Week to recognize and appreciate the hard work and dedication of the collective associates of the NEXCOM Hospitality Group.

“This team of associates excel in providing PREMIER guest service to all of the military members and their guests who stay with Navy Lodge and Navy Gateway Inns and Suites around the world,” said Christopher Settelen, Vice President, Operations, NEXCOM Hospitality Group. “We are so proud of our team and appreciate the work that they do day after day.”

During International Hospitality Week, NEXCOM’s Navy Gateway Inns & Suites and Navy Lodge properties actively participated in various activities to celebrate and promote the importance of hospitality within the military community.

Peyton Jones, Interim General Manager, Navy Lodge Little Creek, Virginia, commented, “Hospitality Week is the best week of the year. This is my Super Bowl. While I pride myself on making sure my

staff feels appreciated every day, Hospitality Week is when I get to go all out and scream it from the rooftops with fun activities. This is the time to build morale and bond as a work family.”

The events reinforced NEXCOM’s commitment in supporting and sustaining Navy warfighters and military families by providing quality of life benefits. These activities also demonstrated NEXCOM’s culture of diversity and inclusion while celebrating within this year’s theme of “Hospitality Heroes.” As an added highlight, some local installation leaders served as guest speakers, presenting associates with certificates of appreciation and sharing in the fun.

“It’s vital, as leaders, to give our best effort to make our team feel SO special that they talk about it until the next year,” said Carla Gutierrez, General Manager, Navy Gateway Inns & Suites Little Creek, Virginia. “The memories created during this week truly leave a distinct impact.”

International Hospitality Week started in 1981 as Housekeeping Week and later expanded globally to a week-long celebration to include all hospitality professionals in industries such as hotels, restaurants, hospitals, etc. For 2023, Hospitality Week was celebrated from September 10-16.



Associate Spotlight

I'VE STAYED AT many NGIS locations over the last 26 plus years I've been in the Navy and NGIS Whidbey Island, Washington, is one of my favorites!

THE RELAXING WATERFRONT view makes Navy Lodge Fort Worth, Texas, stand out! Everyone is very, very accommodating. This location far exceed expectations of other hotels.

I PICKED UP a few items from NEX Memphis, Tennessee, and when I placed my items on the counter, Jala Campbell, sales associate, asked if I had found everything I was looking for. I told her yes. She then stated, "Sir, is there anything else you need?" I said yes, I need for a register to be open. I was kidding, but she immediately stated, "let me put this box down and I will gladly open the register." I've been on this base while on active duty for back to back tours, where I spent approximately seven years straight. I can honestly say that this experience was the single most outstanding interaction I have ever had in my more than 30 plus years of shopping at Navy Exchanges around the world. I am not sure what her future plans are, but with the positive attitude she displayed, she should go far.

THE PROPERTY AT NGIS LEMOORE, California, was clean and well maintained but the staff were the shining stars! The associate that checked

us in was gracious, knowledgeable and seemed proud to be a part of the organization. I was thrilled to find the same brand of toiletry items from the Navy Lodge waiting for me in my room at the NGIS. The complimentary bottle of water was also a welcome sight at each location. We also took advantage of the lovely outdoor space. Kudos to you and your associates for taking pride in your work and taking care of Sailors and their families.

MANY OF THE ASSOCIATES recognize me from my frequent visits to NEX Rota, Spain, and always greet me with a smile. I was recognized and treated courteously, as always. Kind of like a small town feeling where everyone knows you. Many retirees frequent this store, and I think most would agree that the staff there brightens our day with the way they treat us.

THIS WAS THE second time at Navy Lodge Port Hueneme, California, and will go again due to value and quality service. The Front desk associate is always courteous.

I APPRECIATE the free shipping and no tax when purchasing items on myNavyExchange.com.



The Global Exchange is published quarterly for associates of the Navy Exchange Service Command (NEXCOM) Enterprise by the Public Affairs Office, 3280 Virginia Beach Blvd., Virginia Beach, VA 23452-5724. Send stories and photos to global.exchange@nexweb.org. Content does not necessarily reflect the official views of the Department of Defense. All content submitted is subject to editing and is published based on timeliness and space available. NEXCOM's parent command is the Naval Supply Systems Command.