



Happy Holidays

The

SKOOKUM



Skoop

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Naval Hospital Bremerton Welcomes New Manager



Skookum is delighted to welcome **Paulette Kosinski** as our new manager at Naval Hospital Bremerton. Paulette comes from a career in the United States Air Force. She has degrees in Accounting, Business Administration and Organizational Management.

Paulette recently relocated to Port Orchard from North Pole, AK where she served the last 22 years. And she tells us "Yes Virginia, there is a Santa Claus!" She was born and raised in Nebraska..."Go Huskers!" She has a passion for helping people and feels the greatest accomplishment in making a difference in someone's life.

Running is her obsession! She has completed 47 marathons ranging in distance from 26.2 to 100 miles. Her short term goal is to run a marathon each month, Sep 11 - Aug 12. Her long term goal is to run a marathon in each state; she only has 27 more to go! The craziest thing she's ever done was Tandem Sky Diving from 14,000 feet! But she does have a mellow side and loves spending her free time with family and friends, especially her sweetheart Tony, reading and laughing!

"I'm excited to be a part of the Skookum Team! I am blessed with a great crew at the hospital and it is a joy to come to work to support them and in turn to hear the feedback from our customers on what a great job they do. A special thanks to my crew and the rest of the Skookum staff who have assisted me in my first two months on the job, I appreciate your time and efforts!"

Welcome Paulette, we're excited to have on our team!

Skookum Divisions Embrace Community Giving

I would like to thank all of **Bremerton Division 40** employees who donated items to the Bremerton Rescue Mission; we pulled together tents, sleeping bags, cooking gear and other needed items. Maurice Correia ran into a volunteer who had picked up the food and supplies at Skookum early last week. The volunteer was so excited and happy that the employees of Skookum donated so many supplies and equipment for those in need. Skookum employees make a huge difference in our community. We should all be proud of the employees who care so much about others they don't even know.

Eva Wilson

The **Fort Hood CIF** is collecting toys and food until the 19th of December. We will then take the presents to our local charity for distribution. The food collected will be dropped off at a food bank in time for the holidays. Many thanks to all who have contributed to the cause. From the staff at Fort Hood CIF we would like to wish everyone a very Merry Christmas and Happy New Year.

Mike Swanson

Patricia (Trish) Dauzenroth

JBLM Custodial - Nominated by: **Cheryl Redman**

To Skookum JBLM Janitorial,

My name is Cheryl Redman I work in building 1182 on the first floor at JBLM-McChord Field. I am in a wheel chair and sometimes need a little help with routine daily tasks...this letter is concerning the bathroom on the first floor...I was unable to reach the soap dispensers...my remedy was to bring a bar of soap and something to rest it on...worked like a charm. When Skookum Contract Services started the first that disappeared was the bar of soap...thinking this was just an accident I brought in another bar of soap...the next week the soap and the holder were gone. I left a note in the bathroom requesting the cleaning team to replace the bars of soap and the holder.

Here's the compliment...the very next day Trish (Patricia Dauzenroth) left a note that said, she wasn't quite sure what happened but she would try to replace the soap and holder as soon as possible, for the time being she left a bag of soap close enough that I could reach it...then the very next day there was another very nice note and had a soap dispenser hung where I can reach it and a container of Jergens liquid soap with beautiful Christmas bells hanging on it (I just love the bells...thank you Trish you have such good taste). What an exceptional employee...she took a simple thing like me not being able to reach a soap dispenser and turned it into wonderful example of "the meaning of customer service"...even a customer she's never seen before.

From a lady that sometimes needs a little extra help.

Thank you

Cheryl REDMAN

Birthdays

12-17	Benjamin Steinmetzer	12-31	Jose Fegurur	1-11	John Iafrati	1-25	Leamon Woodley
12-18	Hector Bimbela	1-1	Toan Chau	1-11	Willaim Mitchell	1-26	Gonzala Eibert
12-18	Mac Byrd	1-1	Gilray Rodgers	1-12	Hubert Rhodes	1-26	Ronal Lu ´Becke
12-18	Sharleen Yoakum	1-1	Lynnda Shuck-Bond	1-13	Neil Colomac	1-26	Chong Stone
12-19	Michael Bilger	1-2	Glenn Calnan	1-13	Terry Harris	1-27	Glenn Bond
12-19	Paulina Figueras	1-2	Han Cho	1-13	Brandon Tabor	1-27	Kenneth Davis
12-19	Danny Hoyt	1-2	Carlos Ortiz-Feliciano	1-14	Ramon Paulino	1-27	Michael Morris
12-20	Jason Irvine	1-2	Michael Prindiville	1-14	Logan Tetrick	1-28	Michael Crowley
12-21	Jesse Brown	1-3	Beth Dunklin	1-14	Clay Treischel	1-28	Mathew Hair
12-23	Anthony Bass	1-3	Shawn Poirier	1-16	Timothy Kittelberger	1-28	Elena Melendez
12-23	Christopher Boyd	1-3	Bernard Uhden	1-17	Susan Jones	1-28	Moonja Tobey
12-23	Rory Winiarski	1-4	Steven Deitz	1-17	Antione Smith	1-30	Henry Robinson
12-24	Eddie Jordan	1-4	Viliamu Fa ´agata	1-19	Kenneth Crouse	1-31	Randol Haskins
12-25	Rory Cooper	1-4	Chester Mabry	1-20	Irvin Abrames	1-31	Abigaille Ponton
12-26	Victor Cobb	1-5	Monroe Jones	1-20	Sinh Doan	1-31	Bryan Sullivan
12-26	Kristopher Diggins	1-7	Victor Davis	1-20	Linda Hiler		
12-26	Marvin Fuller	1-7	Lisa Falcone	1-20	Twyla Johnson		
12-26	Douglas Stouffer	1-8	Kim Lamp	1-20	Zachary Slotnick		
12-27	Charles Decker	1-8	Barbara Pusateri	1-21	Brunilda Gomez		
12-28	Christina Churchill	1-9	Nathan Priddis	1-22	Larry Christiansen		
12-28	Jeff Lynd	1-10	Runako Ellerbe	1-22	Myles Lyons		
12-28	Sean Pace	1-10	Steven Harvey	1-22	Mary Urwin		
12-29	Mark Mikkelsen	1-10	Marcus Kouth	1-24	Linda Braley		
12-30	Lesley Gilmore	1-11	Senteil Andrews	1-24	Gabriel Martinez		

The SKOOKUM Skoop
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President's Weekly Excellence Awards

Each Recipient Receives \$100, a Certificate and an Excellence Pin

Rene Watkins

JBLM Custodial - Nominated by: **Thomas Knight**

I'm the Chief of Staff for the Garrison here at JBLM, and just wanted to pass on my compliments & thanks for the work of the custodial crew which supports the Garrison HQs (and lots of other facilities). Ms Rene Watkins leads a crew of about 3-4 Skookum employees who show up enthusiastic and energetic every time, and Ms Watkins in particular is a great example of customer service and positive attitude - she never leaves without checking their work and ensuring she greets everyone she comes into contact with. If you need more information or if I can contribute more substantive input I'd be happy to do so; please pass along our compliments to this fantastic crew and their leader.

Michael Lewis

PSNS Facilities Maintenance—Electrician- Nominated by: **Eva Wilson**

I was sitting at my desk one morning not feeling well and deep in thought when Mike came into my office and tore his flag patch from the arm of his army uniform he was wearing and said to me, "Eva since you are going through a rough time I thought this flag will give you the courage to get trough what you are going through." At that moment I wanted to cry. Mike served two tours in Iraq, where as an NCO sergeant he lead troops on the front line daily. He endured 13 IED explosions, two being catastrophic. He suffered multiple concussions and the final encounter left him in a 17 hour coma.

The flag that Mike gave me I will honor with pride as I fight my battle with cancer, but when I am done winning that battle, I will be proud to put that patch of courage, freedom and honor back on his uniform where it belongs.

Richard Drake

DOL— Fort Meade—Mechanic - Nominated by: **Bernie Uhden**

Mr. Richard Drake joined the Skookum family at Fort Meade on October 26th, 2011. Since joining the maintenance team Rick has been exuding a positive attitude and displaying exceptional maintenance skills. He accepts any assignment with a smile and makes all repairs correctly the first time. He gets along great with his coworkers and has been accepted by our customer as well. He has had perfect attendance and is always at work on time. His fellow employees often seek his advice on difficult maintenance issues and Rick is happy to offer any assistance that he can. Mr. Drake is an exemplary employee and is an asset to the Fort Meade maintenance team. Richard consistently follows the core values of Commitment and Quality.

President's Weekly Excellence Awards

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Kevin Hitchner

JBLM Fleet Services - Nominated by: **Mike Jakubec**

Kevin has a positive attitude and is a stellar performer. Here at 3916 he always get the job done and in a timely manner and right. I have seen him work outdoors and never complains. He has a positive attitude and that's very important these days. I feel he deserves many thanks and recognition for his work and performance. Thank you Kevin, we appreciate your dedication to the Soldiers of Fort Lewis (JBLM) and DOL. The think he deserves 4 of 5 of these cash awards.

JBLM Fleet Services - Nominated by: **Todd Ford**

Kevin is a model employee representing Skookum. He has this very positive attitude about him and if we ever need something corrected a.s.a.p. Kevin is our guy. He is top notch and his quality of work is commendable. I've never seen anything Kevin can't do. He definitely is an asset to Skookum Fleet Maintenance.

James Sanders

DOL—Fort Meade—Transportation - Nominated by: **Walter B. Davis**

Mr. Sanders is an exceptional worker, he goes beyond the call of his assigned duties, and he accepts additional tasks without question to help the customer. Mr. Saunders keeps me informed of any changes the customer may want or need to better the shuttle services. Mr. Saunders works well with all of his peers all of the time. Mr. Saunders follows all State and Government rules while driving the customer around the Fort Meade compound. Mr. Saunders is a very outgoing person and always greets his passengers with a friendly smile. Mr. Saunders has never been late for work. He is an asset to the Skookum organization and I am proud to have him at the TMR.

Joseph Jones

DOL—Fort Meade - Nominated by: **John Fiery**

I have watched Joe working around the building and yard for the last few weeks and have been extremely impressed with his commitment to doing an excellent job of whatever his is tasked to do. I've seen him working outdoors on projects he is assist4d and he is always doing the right thing, working hard when he doesn't realize people are watching. Hel completed his work and them immediately seeks out direction for what needs to be done next. His attitude is great and he always has a smile for everyone he meets. Hoe is a great example of an employee who follows the core values of performing quality work, being committed to doing his best and he has shown a great deal of personal integrity in all that he does.

Winter Travel Preparation

Skookum Automotive Maintenance

Winter travel can pose some unique risks and challenges. For your safety and comfort, SAM would like to recommend a few inexpensive items for an emergency kit you should keep in your car during winter months:

Emergency flares and/or hazard triangles

Winter accidents frequently result in damage to your car's taillights, which mean your hazard flashers will not work. In a snowstorm, other cars may not see your car until it's too late to avoid it. Set out flares or hazard triangles to warn cars and avoid a second collision.

First aid kit

Bad weather may delay emergency workers, so it's a good idea to carry a simple first aid kit.

Small flashlight

Don't rely on the vehicle's electrical system for light -- if it's working, you want to conserve the car's battery. Your Skookum Birthday flashlight would work well for this kit.

Emergency blanket

Cars use the engine to produce heat, so if the engine fails to work you will need an alternate heat source. Emergency blankets are small, light and inexpensive.

Ski hats

Experts say that 30 to 40 percent of body heat can be lost through the head. Carry a few inexpensive beanie-style winter hats, big enough to cover the ears.

Small shovel and traction aides

Sand, Cat Litter, chains and even your rubber floor mats help if you get stuck.

GPS or a Map

Nothing is worse than being lost in bad weather. A GPS can show you where to go for the closest services, and a map for the closest town.

MOST IMPORTANT a Cell Phone

If at all possible, travel with a cell phone and a car charger, and always have an emergency list of phone numbers.

Don't forget, Skookum employee's great a great discount at SAM. Come visit us, or make an appointment (473-2510) to make sure your car is ready for winter. winter driving safety.



**SKOOKUM AUTOMOTIVE
MAINTENANCE**

4525 Auto Center Way
Bremerton, WA 98312
360-473-2510

We do it All! We do it Right!
Call for your appointment today!

JBLM Custodial has a Big Heart



Skookum Joint Base Lewis McChord (JBLM) Custodial passed out our Thanksgiving Baskets to twelve deserving employees. This time of year brings on some difficult strains on our wallets and everyone recognizes there are some that need a little assistance. With the addition to the contract for McChord Air Force Field there were some new faces in Skookum that have been unemployed for a while. We at Skookum have a track record for taking care of our own and this is one way we do it. There is a local grocery store (Sarrs) that sell complete meals of turkey or ham with all the fixings. We loaded the meals in baskets and made deliveries throughout the day on the 23rd to the employees. The recipients were very appreciative of the gift and yes there were some happy tears by some (even me).

Tom Whipple
JBLM Custodial Manager

Ft. Meade DOL

The mission continues to go steady for the Meade DOL Project as more equipment comes on board for our maintenance section to repair and new military units are added to the Ft. Meade community. Our first Holiday Party was celebrated on the 14th of December which was catered by Boston Market. All the employees enjoyed the good food and fellowship with co-workers.

There were three excellence award recipients Joseph Jones, Richard Drake and James Saunders, all were presented by the CEO Mr. Dolven.

Also our Freight and Travel Section was relocated from building 2243 to 2241. This move will enhance productivity of the section and to better assist our customers.



Richard Drake receives Excellence Award

Team Meade would like to wish all of Skookum a safe and joyous Christmas and New Year!!!

“Fleet Beat” - JBLM Wheeled Vehicle Maintenance



October's Employee of the Month is **Kevin Hitchner**. Kevin started with Skookum in October 2004 and has held positions

as an Auto Worker, Job Coach and his current position as a Mechanic. Kevin is the type of person you can go up to, anytime of the day and no matter what he's doing, he will stop and give you a hand. Congratulations Kevin well deserved.

November's Employee of the Month is **Doug Miclette**. Doug has been with Fleet since June 2003 and has held positions as an Auto Worker, Shop Foreman and his current position as a Mechanic. Doug strives for perfection when presenting a piece of equipment to the



Quality Control department. Doug also fills in as a Shop Foreman when the need arises and does a phenomenal job at running a shop with such short notice, Congratulations Doug well deserved.

Skookum auto worker **Marlan Oaks** has a daughter, Ashley, that teaches 3rd through 5th grades at Sherman Elementary school in the Special Education Adjustment Program. Her class made posters for Veterans' Day which we displayed in the hallway going out to our vehicle maintenance bays. The heartfelt thank you to our Veterans was very much appreciated and the student's colorful artwork really brightened up the hallway. Thanks to you, Ashley and your students.



Wendell Stevens (Auto Worker) officially graduated from the Apprenticeship program in November and was given his Certification and Journeyman's card by Secretary Treasurer **Loretta Hamon**. It was a long four years but well worth it, Congratulations Wendell!!

May everyone enjoy the holidays and be safe,
Bob Ratliff

JBLM CIF

Welcome Aboard

JBLM CIF would like to welcome **Victor Colon, Sean Fletcher, Karen Gage, Kam Ling Leon, John Park, and John Taylor** to the Skookum Family. All of these employees have only been with us for a few months but have clearly demonstrated Skookum's Core Values in the service they provide our customers. Keep up the great work and welcome aboard!

Congratulations

JBLM CIF would like to congratulate **Crystal Teets** and **Shelly Johnson** on their new positions. Both of these ladies have effectively worked as On-Call Warehouse Laborers, and On-Call General Clerks. Their eagerness to learn as much as possible about other sections has ultimately led them to achieving their goal of becoming a Front Line Issue/Turn-In Clerk. We all look forward to their continued dedication and commitment and would like to congratulate them on their accomplishments.

Continual Improvement Update JBLM CIF

"This is just an idea, but I think it would make things run a whole lot smoother for everyone" is what Jason Emm said back in May of 2011. His idea of simply dedicating 2 hours in the mornings to strictly servicing newly arriving soldiers has significantly improved the overall efficiency of operations and increased customer satisfaction. Since the implementation of his idea and just a slight change in the hours of operation we have been able to provide superior customer service in a timely manner to nearly twice as many patrons on a daily basis. Below are some of the comments that have been submitted since then. Thank you Jason!



"Happy Customers"

"I have been to the CIF 4-5 times for various reasons and each visit has been outstanding. The customer service has been the best I have seen in 21 years of service. Also, the new hours of service are very user friendly for the soldier. Great experience all around!"

"Outstanding service & excellent time of service in a timely manner. Good Job CIF!"

"Outstanding job! Processed soldier in an orderly timely fashion. Handled all issue with a great attitude and care."

"Great team, very friendly and helpful. This is the easiest CIF that I have ever dealt with."

"Normally CIF is not something to look forward to due to the amount of time it can take to clear. The JBLM CIF was much smoother than any other post I have cleared. Paperwork was a breeze. On the second day back with a partial turn-in it was even quicker than I could have thought possible. Great service and nice people. Outstanding job!"

Happy Holidays from JBLM Sanitation



Greetings and Salutations from Skookum Sanitation we send you all a Happy and Safe Holiday wish and also I would like to thank all of the Sanitation Personnel for an excellent Job so well done.

Denis Unkrur

We Aren't Hasty...We Think Safety!

This has been a great year for Skookum both in safety and quality. Thank you for your hard work, safe operations, and doing an outstanding job on quality.

Thank you to the safety & quality representatives, safety & quality managers, employees, managers, and staff who have worked so hard to make us a success this year.

Let's continue to keep up the great work in 2012. What has made us most successful is all of us working as a team to identify areas of concerns and correcting them as they come up.

Here are some tips to keep in mind for the new year.....

- ◆ **Treat safety and quality as part of your role in the company.**
- ◆ **Think ahead all day, every day, no matter what you're doing - even at home.**
- ◆ **Plan each job before you start, you will get better results.**
- ◆ **Think about what could go wrong and how you'll prevent problems and accidents.**
- ◆ **Use labels, MSDSs, and other safety information so that you'll know how to work safely.**
- ◆ **Inspect tools and equipment before you use them both for safety and quality of work.**
- ◆ **Keep the safety rules in mind while you work so you can have a quality end result.**
- ◆ **Pay attention and avoid distractions while working, we want you to go home safe.**
- ◆ **Know what to do in an emergency. Know your safety training and how to use it.**
- ◆ **Be involved in your division safety and quality trainings. We can't do it without you.**
- ◆ **Ask questions when you're unsure of what to do or how to do it, we are here to help.**



With this in mind remember, you are the key to our success as a company.

Happy Holidays and a Happy New Year.....

Skookum Safety and Quality Team

A Little Fun from Bangor Janitorial!



We had a nomination for a new top of the line Vintage Skookum Vehicle!

A very creative member of our team went through the trouble of not only building the model and painting it, but putting on the Skookum emblem. Here's a photo for all to see. What do you think Skookum, is this the new wave for the Skookum Janitorial Fleet?!

