

## National Park Service Office Gets Greener

The cafeteria at the National Capital Regional office of the National Park Service recently became “Certified Green” by the Green Restaurant Association (GRA), joining the likes of other green facilities including Microsoft, Qualcomm, and over 300 other Certified Green Restaurants® all over the United States. The GRA is a non-profit organization that specializes in helping restaurants become more environmentally sustainable through their certification program and consulting services.

“We’re aware of all of the current issues surrounding the environment, especially those within the purview of the National Park Service,” says Beverly Frazer, Vice President, Guest Services. “Now, we’re pleased to be able to provide the National Park Service with a green cafeteria. With this certification, anyone who walks into our café will know that we continue to do our part and that we’ve gone through a credible, transparent program. This shows our level of commitment to reducing our environmental footprint.”

*(article continues on page 3)*



*Doug Verner shares award with Peggy O'Dell, National Park Service Regional Director for the National Capital Region.*



*Employees, families and friends of Guest Services gathered for the second annual Clean-a-Park Day at Hains Point in Washington, DC.*

## Clean-a-Park Day Goes Viral at Guest Services

Guest Services employees across the country commemorated Earth Day 2010 by sponsoring clean-up activities at the parks in which they operate.

On the East Coast, corporate headquarters employees, families and friends led by Doug Verner, Vice President and General Counsel, spent the morning of April 24 cleaning up after the ravages of a stormy winter at Hains Point park in Southwest Washington, DC. At the end of the morning, they had filled more than 40 trash bags with debris and left the park more beautiful for their efforts. Many thanks to Scott Attman of Acme Paper, and to Kellogg’s and Kraft for their generous water and snack donations.

On the other side of the country, employees at Mount Rainier staged a similar event and filled a two-yard dumpster with trash; and Canaan Valley Resort employees gathered to clean up the Nature Center and prepare it for the summer, despite uncooperative weather.

As a follow up to Earth Day, the staff of Guest Services’ hospitality division participated in a beach cleanup and litter/brush pickup along the Saylor nature trails at Barefoot Beach in Bonita Springs on June 5<sup>th</sup>. Sixteen employees, friends and family helped to clean the public beach.

April 23 has already been designated as Clean-a-Park Day for 2011, so hope for sunny skies and join your co-workers for a feel-good event that makes a real difference to the parks we all know and love.

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**SPECIAL GREEN EDITION**

## President's Corner

Guest Services is strongly committed to protecting our environment. Over the past several years, we have taken many important steps to ensure that we are an environmentally friendly company – not only in our words, but in our actions. Our environmental efforts are spearheaded by the “ourPlanet” committee but require the support and participation of all our employees. As you will see in this special green issue of The Standard, employees throughout the Company are meeting the challenge. More and more facilities are being recognized as Certified Green Restaurants or LEED Certified facilities. Since we completed our first major initiative of installing a geothermal heating/cooling system at the Lincoln Memorial kiosk, we have embarked on new initiatives such as composting at the GSA regional office building, the Ivey House and at Mt. Rainier National Park.

What can you do to make a difference? I challenge each employee to make an environmental goal for you and your operation and show how one small act can help change the world.



*Michael T. Gabrys*

## Doubletree Guest Suites Naples Wins Multiple Top Honors

The Doubletree Guest Suites Naples, Florida has won four industry awards including the 2009 “Connie” Award, the 2009 CARE Cup, the Pride Award and Hospitality Award of Excellence from Hilton Hotels Corporation.

The Connie Award, named for Hilton founder, Conrad Hilton, is presented to the best hotel in the Doubletree system based on top scores in loyalty, maintaining brand standards, cleanliness, physical condition and service. The Doubletree Guest Suites Naples finished the year number one in all categories.

“This is the sixth time in nine years that the Doubletree Guest Suites Naples has received this award,” said Gerry Gabrys, Guest Services’ President/CEO. “No other Doubletree has won the award more than two times. This tremendous accomplishment once again indicates the superior level of performance attained by the entire staff of the Doubletree Guest Suites.”

The Doubletree also won the Pride Award for the ninth time in nine years, and both the Hospitality Award of Excellence and Annual CARE Cup for the second time. The CARE Cup is awarded to the hotel that embraces Doubletree’s seven brand values to the fullest extent and demonstrates true community involvement.

An event was held at the hotel on May 4, 2010 to recognize team members and celebrate the awards.



## ourPlanet Committee:

Led by General Counsel, Doug Verner, the following employees are actively making change in the Company by participating in the ourPlanet committee.

William Bromley

*General Manager, Indigo Landing*

Karen Casey

*Vice President Operations and Controller, Lancaster Foods*

Robert Douglas

*Director of Procurement*

Dan Maillet

*Director, Operational Environmental Programs*

Allison Metzger

*Director of Marketing*

Tami Rahier

*Environmental Coordinator & Admin Assistant, Mt. Rainier*

Kristin Rohr

*Communications Director, Operations Division*

Nadya Uygun

*Director of Housekeeping, Hospitality Division*

Dave Vance

*Recreation/Assistant Ski Area Manager, Canaan Valley Resort*

## THE STANDARD

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*NPS Program Manager Steve Lebel, NPS Regional Director Peggy O'Dell, GSI Manager Kim Bohnes and Director of Procurement Bob Douglas accept award.*

## National Park Service Gets Greener *(continued)*

Through their work with the GRA, the Parks Cafeteria has made the following environmentally sustainable changes:

- Implemented a full-scale recycling program
- Provided diners with reusable plates, rather than disposable options
- Eliminated styrofoam
- Replaced bowls with a more sustainable option made from sugar cane
- Incorporated a condiment station, which eliminates the need for individual packets and significantly reduces waste.

## Lancaster Foods Distribution Center is LEED Certified

Lancaster Foods' 215,000 square foot warehouse in Jessup, Maryland is officially LEED certified by the U.S. Green Building Council.

LEED is an internationally recognized green building certification system, providing third-party verification that a building or community was designed and built using strategies aimed at improving performance across all the metrics that matter most: energy savings, water efficiency, CO2 emissions reduction, improved indoor environmental quality, and stewardship of resources and sensitivity to their impacts.

"After a lengthy certification process, we are extremely proud to have a LEED-certified building," says John Gates, President, Lancaster Foods. "In our business, contributing to a sustainable environment is very important."

There are both environmental and financial benefits to earning LEED certification. LEED-certified buildings are designed to:

- Lower operating costs and increase asset value
- Reduce waste sent to landfills
- Conserve energy and water
- Provide a healthier and safer workplace for occupants
- Reduce harmful greenhouse gas emissions
- Qualify for tax rebates, zoning allowances and other incentives in hundreds of cities
- Demonstrate an owner's commitment to environmental stewardship and social responsibility.

## Murphy Jensen Visits East Potomac Tennis Center

Tennis balls were flying across the courts at East Potomac Tennis Center on Friday, May 21, when Murphy Jensen came to visit. Murphy is a French Open Grand Slam Doubles Champion and current coach of the World Team Tennis (WTT) Champion Washington Kastles.

Tennis fans hit some balls, shot some photos and had the chance to get some tips from Murphy, who captained the Kastles to their very first WTT Championship in 2009. The event was also a great opportunity for Kastles fans to cheer on their team for the 2010 season.

Murphy Jensen and his brother, Luke, lit up Men's Doubles, and doubles in general, as they marched their way to the 1993 French Open Championship. Unseeded, they ignited a spark in the tennis world that helped lift the sport out of a period of doldrums. Murphy went on to give the Tennis Channel its buzz before taking the Kastles to the top of their game.



*French Open Doubles Champion Murphy Jensen (in orange shirt) with fans at East Potomac Tennis Center.*

## A GEM of an Idea for the National Mall

If you're on the National Mall for a special event, or just enjoying the ambiance of one of our nation's most treasured spots, you might just see Guest Services' newest addition to the Special Events "team": The Green Café Eco Cart.

Fondly known as the GEM cart (short for Global Electric Motorcars, a division of Chrysler Corporation), the Green Café is, basically, an electric golf cart that has been enhanced and expanded to incorporate a compact mobile kitchen. The cart is plugged into a generator overnight, while it is "at home" at Columbia Island Marina, to provide the energy to get it to and from the Mall; the cooking equipment runs on propane.

The kitchen contains a flat grill, so food can be cooked from scratch; however, it is more efficient to do the initial cooking of product at Columbia Island and provide the finishing touches at the point of sale. The cart is ideal for holding a variety of items, so menus can be tailored to any sort of special event. For instance, the Cinco de Mayo event on the Mall was the perfect occasion for soft tacos, which were extremely popular!

The cart gets from place to place just as any car would: on area roads. As strange as it might look, it holds its own quite well on the road (as long as the driver stays under 35 MPH), and can easily get anywhere it needs to go on a charge. There is typically one driver/operator, who also serves as kitchen attendant/cashier/server.



GSI GEM cart

## 2010 National Cherry Blossom Festival Breaks Records

2010 was a record-breaking year for the National Cherry Blossom Festival. Days of warm, dry weather and a peak-blooming weekend drew throngs of blossom-lovers who swarmed the Tidal Basin to drink in the beauty of this annual floral extravaganza.



Photo © Tammy Ward

Rick Wayland, Director, DC Metro, and his staff were ready to welcome the crowds in the spirit of the Festival. As in past years, Guest Services offered several Japanese-themed menu items in addition to American fare, including the popular Terimayo Hot Dog, Beef Yakimiku over Vegetable Rice, Crispy Chicken Teriyaki, Makisuzhi (sushi) and Vegetable Egg Rolls. Also on the menu were Iced Green Tea and Cherry Lemonade. A new POS system that accommodates credit cards greatly increased the speed of service for guests, so hungry and thirsty visitors were on their way with their food in much less time than had previously been the case.

The DC Metro staff responsible for this year's successful Festival included, in addition to Rick Wayland, District Manager Addis Worku, Special Events Manager Bruce Ward, and Executive Chef Russ Fetting. And, as with any success, a dedicated team was in place to execute the event and bring it to a smooth and happy conclusion.

## Walk for Your Heart

On April 7, 2010, the Fourth Annual American Heart Association National Start! Walking Day took place across the country. This national call to action encourages Americans to put on their tennis shoes and step up to a healthier lifestyle.

Guest Services' Corporate office geared up with a team of 23 walkers for a 1.2 mile walk. Despite it being one of the hottest days of the year, our walkers completed the task with lots of energy, camaraderie and smiles.



Guest Services' corporate office staff walk for a healthy heart.



*Chef Fred Raynaud accepts the Fresh Produce Association Award from Max Yeater, COO, Pro\*Act, LLC (L), and Steve Grinstead, President & CEO, Pro\*Act, LLC (R).*

## Chef Fred Raynaud Competes for Slot on the Culinary Olympic Team

Guest Services' Corporate Executive Chef Fred Raynaud was recently honored by an invitation from Culinary Olympic Team USA 2012 to compete for a place on the team. Although he barely missed the cut, Chef Fred found inspiration in the event that only his own words can adequately convey:

"Though my efforts fell short, I did not walk away empty-handed. I carry the torch of passion and the pursuit of excellence of all those who competed at my side in this grand event. What I took away was far greater than any prize. I was encouraged to see the dedication shown by so many young culinary professionals who also were competing, and the grace and wisdom of the Olympian judges was worth its weight in gold. For me, just listening to the critiques at the various tables was priceless. Being exposed to new techniques, tips, tricks, and the high level of craftsmanship and culinary artistry have sparked vigor in me that I plan to carry back into the workplace and share with others in our company.

This, I think, is the heartbeat of culinary competition – that the giants of our profession reach out and stretch the boundaries of what can be accomplished in our craft; then, with the wisdom of the teacher, reach back and say to that next generation of chefs, 'Strive to be the best you can be. Reach for the stars, hone your craft, and enter the arena as a culinary gladiator with heart-felt passion, creative desire, and the pursuit of excellence. In so doing, you shall not only tread new creative territory, but in your wake you will leave behind a legacy of inspiration for others to follow; and in the end, that is the hallmark of a true culinarian.

The ACF, with its educational/competition arm, is the perfect vehicle for culinarians in our company to sharpen their skills. I encourage you to get involved, hone your skills, strive for excellence, and pursue your dreams!"

## Chef Raynaud Wins United Fresh Produce Association Award

Guest Services' Corporate Executive Chef Fred Raynaud has been named winner the United Fresh Produce Association's Produce Excellence in Foodservice Award in the Business in Industry and Colleges category.

The nomination criteria included the following components:

- Creativity in concept development and menu design using fresh produce
- Knowledge of fresh produce-handling procedures
- Produce-related special events or outreach, including community service projects and/or local educational outreach
- Recognition among peers, including awards, training and performance-based recognition

Chef Fred won the award based on his development of the Nature's Table, Sprouts, Thrive and Eurorap concepts; the training program he developed for Guest Services culinarians (Culinary 101) that includes segments on produce handling and garde manger; his introduction of the Go Local produce program that highlights local farmers and their products; his development of the CIC Web site with its comprehensive training components and focus on the use of fresh foods; his development of the Healthy Course program; and his past and present awards.

Chef Fred accepted the award at the United Fresh Produce Association's Annual Convention on April 22 in Las Vegas. While there, he also participated in a roundtable discussion with association members on trends in foodservice with a focus on fresh produce.

Congratulations, Chef Fred!

## Bear Mountain's Executive Chef, Michael Matarazzo, Named ACF Northeast Region Chef of the Year

Bear Mountain is proud to announce that Executive Chef Michael Matarazzo received the American Culinary Federation, Inc., (ACF) Northeast Region Chef of the Year Award at the 2010 ACF Northeast Regional Conference held at Hershey Lodge in Hershey, PA on March 13-15.

The ACF Northeast Region Chef of the Year award recognizes an outstanding culinarian who works and cooks in a full-service dining facility. This person demonstrates the highest standard of culinary skills, advances the cuisine of America and gives back to the profession through the development of students and apprentices. As this year's Northeast Region recipient, Matarazzo will compete for the national title against the winners from the three other ACF regions at the 2010 ACF National Convention in Anaheim, CA, Aug. 2-5.

"We are so proud of Chef Mike," said Guest Services' Executive Chef Fred Raynaud. "His dedication to the profession and commitment to culinary excellence is a model to us all."

The American Culinary Federation, Inc., established in 1929, is the premier professional organization for culinarians in North America. The ACF is the culinary leader in offering educational resources, training, apprenticeship and accreditation and operates the most comprehensive certification program for chefs in the United States. ACF is home to ACF Culinary Team USA, the official representative for the United States in major international culinary competitions, and to the Chef & Child Foundation, founded in 1989 to promote proper nutrition in children and to combat childhood obesity.

## 4<sup>th</sup> Quarter ACE Award Winners

Congratulations to the following recipients of the Fourth Quarter 2009 A.C.E. Award. All of these facilities reduced their electricity consumption by 2% or more from 4<sup>th</sup> quarter 2008 to 4<sup>th</sup> quarter 2009. A great accomplishment!

### Repeat Winners:

- Doubletree Hotel - Lodging
- Rock Creek Park Horse Center
- Tidal Basin - Recreation
- Tidal Basin - Food
- Constitution Gardens
- Great Falls Virginia - Food
- American History
- Carousel Food
- Fairfax Rental Property

### First-Time Winners:

- Columbia Island - Food
- Lincoln - Retail
- Columbia Island Marina - Recreation
- Thompson Boat Center
- Washington Sailing Marina
- Air & Space Kiosk



The A.C.E. (Award for Conserving Energy) recognizes units that meet the Company's objectives for reducing utility usage in an effort to become more environmentally-friendly. Part of the value of the A.C.E. Award is the opportunity for everyone to learn innovative methods of conserving energy. Even simple things like turning off your office light when you leave, shutting down your computer at night, and unplugging mobile charging devices when they're not in use can make a difference over time.

Congratulations to each employee at these units, and thank you for your contribution to protecting our environment and conserving the Company's resources.

## Doubletree Guest Suites Naples Scores High

Hilton conducted an unannounced Quality Assurance audit at the Doubletree Guest Suites and the hotel scored a record-breaking 99.05%. This is the highest QA score in the history of the Doubletree Brand!

Congratulations to Jennifer Robbins and the entire Doubletree team for their continued commitment to excellence and hard work.



Doubletree Guest Suites



*(L to R): Nick Diapoulis, Paula Massouh, Mike Cyr (National Business Center, Department of the Interior), Colleen Reeks, Susan Pourian, Nancy DeCrappeo, Gerry Gabrys, Addis Worku, Ron Hallagan, and Jeff Marquis*

## Second Annual Q Award Goes to The Indian Craft Shop

Congratulations to Director Susan Pourian and the staff of the Indian Craft Shop at the U. S. Department of Interior, winners of the 2009 Guest Services Q Award. Guest Services' President Gerry Gabrys, Vice President of Operations Ron Hallagan, and Chief Financial Officer Jeff Marquis presented the Q Award to Susan and her staff at a ceremony at the U.S. Department of Interior in Washington D.C.

Established in 1938 and located inside the U.S. Department of Interior, the Indian Craft Shop represents the work of American Indian artists from over 45 tribal groups within the United States. The Shop has developed a national reputation for carrying a diverse selection of authentic American Indian arts and crafts including pottery, jewelry, quill and beadwork, kachinas, sculpture, weavings, basketry, sandpaintings, fetish carvings, Alaskan crafts/carvings, as well as miscellaneous craft items. The Shop also sells an extensive selection of books about American Indian arts and crafts. The staff of the Indian Craft Shop enjoys sharing knowledge of the arts and crafts they carry and

will easily turn a visit into an educational and enjoyable experience. The Shop is open Monday through Friday and the third Saturday of each month. In addition to the retail store, there is an online store, where guests may access and purchase arts and crafts from the Shop's extensive selection.

The Indian Craft Shop is in the DC Metro/Operations Division, which is under the direction of Vice President Ron Hallagan. Rick Wayland is Director, DC Metro; Addis Worku is District Manager.

The Q Award annually recognizes the leadership and staff of the Guest Services unit with the highest Quality Audit rating during the year. The winning unit is presented with a plaque designating its achievement and has its name engraved on the official plaque displayed at the Corporate office. The winning manager and employees also receive sizable cash bonuses.

The evaluation results in a numeric score based on: (1) the on-site observation of specific criteria by a member of the Quality

Assurance staff; (2) customer surveys; and (3) a client survey.

Employees at units scoring an average rating of at least 90% are also awarded cash bonuses. Congratulations to the following units that achieved 90% or higher on their 2009 evaluations.

- National Reconnaissance Office
- Swift Manassas
- Swift Culpeper
- Herndon Harbor House Senior Center
- Morgan Lewis and Bockius
- Father Judge Missionary Cenacle
- Boy's Home
- Kings Bridge
- Fairfax County Government Center
- Fairfax Judicial Center
- Columbia Island Marina
- Washington Sailing Marina
- Lincoln Retail
- Lincoln Retail South
- Ellipse Food
- Ellipse Retail
- Fletcher's Boat House
- Aquarium Retail
- National Emergency Training Center
- Northrop Grumman BWI ATL
- United Association
- Lewinsville Center
- Holocaust Memorial Museum
- Pentagon Federal Credit Union
- SAIS Johns Hopkins
- Tun Tavern at the Marine Corps Museum
- Mess Hall at the Marine Corps Museum
- Banyan Café at the Ringling Museum
- Parks Cafeteria

## GSI Kicks Off Trash Separation Process at GSA Regional Office Building (ROB)

In conjunction with Earth Day 2010, Guest Services unveiled a new trash separation process at ROB's NRC Café. Much of the trash from the café that had gone straight to a landfill is now being composted or recycled.

This bold, new initiative, which is a piece of the partnership between GSA and GSI to "green" the NRC Café, was made possible by GSA's purchase of an Orca composting machine for the kitchen. The Orca takes food waste and compostable wares and, with the help of certain enzymes, turns them into grey water in an amazingly short period of time. There are still materials that need to be recycled, and we can't com-

pletely eliminate trash; however, we have come a long way toward lightening the burden on our landfills with this new and exciting initiative.

Additional bins have been placed in the café, and educational displays let customers know which wares should go into the various containers. Guest Services employees also have been trained to answer customers' questions about the new procedures.

This important step helps GSA comply with the federal mandate to bring sound environmental practices to government agencies. Everyone who eats and works at the

NRC Café is an important participant in the process and we are proud to be helping GSA's Regional Office Building lead the way towards a greener government.



ROB recycling program

## Hospitality Division Helps Clean the World

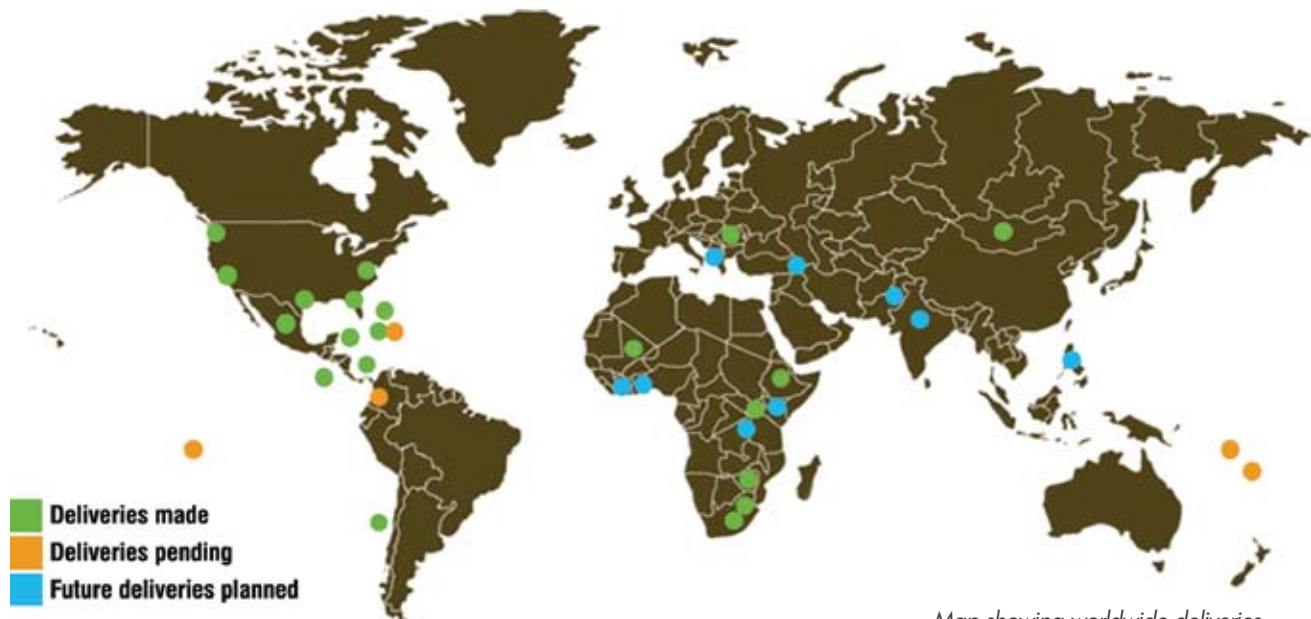
The Hospitality Division has joined the Clean the World™ Foundation and their mission to save the millions of lives lost each year to acute lower-respiratory infection and stomach illness by distributing recycled soap with the appropriate educational materials to sustain good personal hygiene practices. Clean the World works with Hospitality Partners to train their staff on the soap and shampoo recycling process. Bins are provided for housekeeping staff to deposit col-

lected soap and shampoo bottles. Bins are picked up weekly by Clean the World staff. Online training videos and housekeeping instruction posters are also provided. The foundation's staff transports the collected amenities to the Clean the World Recycling Center, where two recycling methods are used: re-batching and sterilization.

The foundation has put over 4 million soap bars and 200,000 pounds of sham-

poo and conditioner back into human use, eliminating over 380 tons of waste while simultaneously saving lives.

For more information visit [www.cleantheworld.org](http://www.cleantheworld.org) or contact **Nadya Uygun (239) 298-0510**.



Map showing worldwide deliveries as of March 2010.

## Ivey House Composts in Everglades

Staying green and composting in the Everglades and south Florida in general is a challenge due to the extreme heat and excessive rainfall. While matter composts quickly, the rain leaches nutrients, which decreases the value to the soil and increases the threat of mold. Composting also creates a lot of heat as it breaks down, making a compost pile a perfect nursery for snakes, and the Everglades has been dealing with a recent invasion of pythons and anacondas.

These issues didn't discourage the Ivey House, however. The staff developed a sub-tropical composting solution using large (cheap) plastic trash containers with rain covers. They removed the bottoms from each of the cans and cut ventilation holes (1") up the sides. The composted items are layered beginning with roughage for ventilation (palm fronds and leaves-6"), vegetable waste (coffee grounds, fruit peels and egg shells-2"), a light sprinkling of dirt (1"), a light sprinkling of ashes (if available-1/2"), and a layer of shredded paper (4"). After the initial layering, the top layer is dampened with either rainwater or old coffee to provide moisture, and the layering process is repeated. Once the can is full, it is covered and the process is repeated with the next container. This new low-maintenance system does not need to be turned or watered. The estimated composting time is six weeks.

Not in the tropics? The Ivey House recommends moving forward with a basic layered compost pile and building a hinged frame around it (to allow for turning and watering) with a portion covered by Plexiglas. The clear view of the pile allows the property to "show and tell" guests about the benefits of composting.

## Bear Mountain Inn Joins New York Green Hotel Certification Program

Bear Mountain Inn has been chosen to join the "Freshman Class" of 43 lodging facilities in the New York State Green Hotel Certification Project. The Green Lodging Certification program combines environmentally sound business practices with financially feasible solutions. Under the program, hoteliers focus on saving energy, trimming waste disposal, using water efficiently and conserving resources, while improving their bottom line. Candidates will be evaluated in energy efficiency, environmental management, pollution prevention and resource conservation. Green credentials will be certified by the Audubon Green Leaf program. Based on environmental performance, a hotel could be assigned one to five green leaves.

This certification program is part of a larger initiative to support and market sustainable tourism throughout New York, highlighting the state's diverse natural resources as tourism destinations, connecting travelers to green businesses and assisting New York's tourism businesses to go green. The New York State Green Hospitality and Tourism Partnership, a combination of state agencies, business associations and academia, worked together to initiate the certification program. Earlier this year, the partnership helped launch the "Green Restaurant Certification" process. For more information visit <http://www.dec.ny.gov/chemical/58045.html>.

## 3055 Prosperity Avenue Gets Greener

Guest Services' Corporate office recently replaced its almost 30-year-old roof with an environmentally conscious new roof.

The old roof was constructed with tar and rock that had an insulating rating of about R-6 (six inches of insulating protection).

The new roof is a reflective membrane roof that reflects 80% of sunlight (to keep the building cooler) and has an R-22 insulating rating. It is estimated to save 25% on energy use by reducing HVAC operations.

That ought to make our neighbors GREEN with envy!

## Need a Little Magic in Your Life?

Just four miles from Disney World, Lighthouse Key Resort and Spa features deluxe, villa-style vacation condo rentals in a truly magical vacation resort setting that includes a European style spa, two heated swimming pools, game and billiard rooms and a 52-seat movie theater. It's the perfect place for family vacations and romantic getaways.

Contact Laura Sherman, General Manager, for more information at 321.329.7000 [lighthousekeygm@guestservices.com](mailto:lighthousekeygm@guestservices.com) or visit the Guest Services Intranet.



## Hospitality Standards

### SERVICE

1. I will be **WARM & SINCERE** to our customers:
  - a. Extend a warm welcome.
  - b. Anticipate and care for customers' needs.
  - c. Thank our customers for their patronage.
2. I will provide **EXCELLENT SERVICE**. Everything I do positively effects our goal of 100% customer satisfaction.
3. I will **LISTEN** to our customers and satisfy requests immediately.
4. I will remain aware of all available **SERVICES**.
5. I will **SMILE** and look into the eyes of our customers, using their name. Greet them with "good morning," "good afternoon" and "good evening."
6. I will use courteous vocabulary. Avoid "yea," "OK," etc. Use "yes sir," "yes ma'am," "thank you," etc.
7. I will use proper **TELEPHONE ETIQUETTE**:
  - a. answer telephone in 3 rings with a proper greeting.
  - b. ask to place the caller on hold/never screen calls.
  - c. minimize call transfers & resolve issues.
8. I will always assume our customers are correct and **NEVER CHALLENGE** their comments.



### ATTITUDE & IMAGE

1. I will convey a **POSITIVE ATTITUDE** to my co-workers, customers and community.
2. I will be a **TEAM PLAYER**, assisting co-workers whenever possible.
3. I will assist and take pride in creating a **CLEAN & SAFE** work environment.
4. I will be **PROFESSIONAL**, prompt and competent. I welcome opportunities to learn and improve.
5. I will take pride in my **APPEARANCE & GROOMING**, including proper attire, hygiene and nametag.
6. I will exhibit **COURTESY & RESPECT** to all. In doing so, I will gain courtesy and respect.

### GENERAL

1. I will remain personally involved in maintaining the **CLEANLINESS** standards.
2. I will remedy or report **MAINTENANCE** needs immediately. Property protection is everyone's responsibility.
3. I will remedy or report **SAFETY HAZARDS** immediately.
4. I will know my role in an **EMERGENCY**, life safety is #1.
5. I will know and respect the **RIGHTS** of team members.

HOSPITALITY STANDARDS

## Used Cooking Oil to Biodiesel: GSI's Solution

Justin Ohlschlager, Mount Rainier National Park



Most restaurants have a dilemma: What do they do with all of that used cooking oil? Well, the Sunrise Lodge, Paradise Inn and National Park Inn at Mount Rainier, have an answer: They turn that oil into biodiesel. That's right, used cooking oil into biodiesel. This is possible because diesel and cooking oils are both esters, chemical combinations of fatty acids attached to alcohol. The converted biodiesel can be used to run cars, trucks, and heavy equipment.

GSI started selling their used cooking oil to General Biodiesel, a Seattle-based company, in 2008. The Company takes the oil and turns it into biodiesel, which burns cleaner (by up to 49%) than conventional petroleum-based #2 diesels. In a process known as transesterification, the used cooking oils are combined into a methoxide catalyst under specific conditions to separate out the usable fuel oil and a glycerol by-product. This process must take place because of the different viscosities of the fuels: used cooking oils are too thick – that means no pouring used cooking oil into your diesel tanks.

From July to September 2009, 65 gallons of used cooking oil were sent away to be converted to biodiesel. According to General Biodiesel, the three locations that GSI manages contributed to a reduction in local CO<sub>2</sub> emissions of 2104 pounds.

Tami Rahier, GSI's Environmental Coordinator and Administration Assistant, is thrilled to be involved in the partnership with General Biodiesel. "GSI feels this is a step in the right direction to help decrease carbon dioxide in our environment!" says Tami.

Mount Rainier, a Climate-Friendly Park since 2009, has taken steps to mitigate their activity-based greenhouse gas emissions with a goal of reducing their emissions to 30% below 2006 levels by 2016. GSI is a key partner with the park in attaining that goal and the park is excited that GSI has been proactive with reducing their emissions. Mary Wysong, Concessions Manager for Mount Rainier, states, "We are very excited about the innovative greening programs that GSI is incorporating into their Mount Rainier operation; every little step counts!"

GSI has made the commitment to reducing its carbon footprint and Mount Rainier is proud to be part of the corporate effort.

## My Experience of the National Aquarium – by Tammy Ward, Manager, National Aquarium Retail



Photo © Tammy Ward

Tentacles encircle a rock, colors changing from red to orange to tan. Now back to red. Eight arms move in eight different directions, exploring, learning and teaching. The giant Pacific octopus, curious and engaging, is followed by the chambered nautilus, alien and prehistoric. Jets of water propel this living fossil in the shadowy depths where it is normally found.

A flash of green to your left is followed by blue and gold and every color of the rainbow as you journey through the waters of our National Marine Sanctuaries. Triggerfish dart among the other tropical fish from the remote Fagatele Bay NMS in American Samoa. Sharks of the Channel Islands glide among strands of undulating kelp that serves as protection for the eggs of swell sharks found at their base. Lionfish, regal and unconcerned, adorn a reef as they themselves are adorned with ostentatious, venomous spines. Seahorses from the Florida Keys, delicate and seemingly frail, twine their prehensile tails around sea grass as an anchor in the current.

Alligators, still so young that they are nearly dwarfed by the turtles who share their habitat, float among the duckweed and driftwood. A snapping turtle, completely still as

he waits for prey, lives among several species of sunfish.

Traveling to the Amazon, red-bellied piranhas are surprisingly tranquil as they wait for their scheduled feeding. Visions of these silvery fish as ravenous beasts are hard to shake, but their true nature is much more complex. Vibrant poison frogs, their warning colors obvious to all, hop among tropical plants as they track crickets.

This is how I see The National Aquarium, and how I want to share it with all our visitors. When I started ten years ago, I only worked in the aquarium part time. At that point the retail unit was just a store that happened to be in an aquarium, but my goal has been to complement and complete our visitors' aquatic journey. Where possible, we have custom items that educate and inform about our species and the delicate ecosystems where they can be found. Our bags are made from bio-degradable poly, and we try to only use them when necessary. My most ardent passion here has been to work with conservation groups that support indigenous human populations. If the human element is ignored during conservation efforts, those efforts are doomed to failure. My favorite organization is WIDECAST

(Wider Caribbean Sea Turtle Network). WIDECAST protects beaches in Costa Rica where highly endangered hawksbill and leatherback sea turtles nest. In the past, these beaches have been raided for both adult turtles and their eggs. Hawksbill shells are used for jewelry and the meat and eggs of both species are sold as food. WIDECAST works with the local population to give them an alternate source of income. The National Aquarium is proud to sell their handmade jewelry and bags made from recycled plastic shopping bags. The loss of both turtles and eggs on the beaches they patrol has now dropped to less than 1% from a previous high of over 95%. I was lucky enough to be invited down to one of their remote locations in southeastern Costa Rica to work directly with the volunteers and the locals. I was able to see the items we now carry as they were being made by the local women. I was both humbled and renewed by the experience.

We don't always make a good profit with these items – I'll leave that for the stuffed animals and t-shirts – but some things are more important. The Earth does not care about politics or ethnic or religious differences. If you believe in global warming or have your doubts, if you are a vegan or a burger lover, if you have a house full of pets or nothing more than a rogue dust bunny, the world still belongs to everyone alive today and every tomorrow to come. Small changes that can become part of your everyday routine can have a major impact, and those are the easiest changes to sustain. Oil will not last forever, coal will not last forever; but our oceans and forests can – if we let them.



Photo © Tammy Ward

## Magical Food Show

The 2010 Guest Services Food Show took magic to a new level. The theme, "Behind the Magic Curtain," referred to all the things that Guest Services accomplishes behind the scenes for our customers, our clients and our employees. After a brief "State of the Company" meeting, employees were welcome onto the show floor and greeted by over 100 vendors displaying products that are available on the MOG (Managed Order Guide). A raffle allowed guests to

enter to win over 100 prizes including two 42" flat screen TVs.

New to the Food Show this year was a cooking contest entered by five Guest Services chefs. Marc Braden, Sous Chef at The Marbella, won first place in the contest and \$300 cash for his innovative Miso Vegetable Tea & Asian-Style Mayo-Less Chicken Salad Lettuce Wrap served in a Bento Box with an Arizona Green Tea.

Robert Adams, Executive Chef, Northrup Grumman BWI, took 2<sup>nd</sup> place and \$200 with his Tuscan Italian Wedge sandwich served with homemade Old Bay Potato Chips and Fresh Citrus Limeade. Chris Sgro, Executive Chef at Warrenton Training Center, took 3<sup>rd</sup> place and \$100 in cash with his Coriander Crab Salad and Meat-loaf with Pesto Mashed Potatoes.



*Cooking Contest Awards.*



*(L to R): Veronica Malinay and Heather Starr Cress at the Human Resource Booth.*



*Award winning cooking contest entry.*



*(L to R): Heather Starr Cress, Mariana Marini, Kris Rohr and Danielle Verderosa.*



*(L to R): Kristine Trewick and Angie Thurston at the Information Technology Booth.*



*(L to R): Sharon Lam, Karen Hager, Beth Rogers, Heidi Goddard, Rebecca Capistrano and Barbara Hocker.*

## Mack Quarles Retires

It is bittersweet for us to announce that long-time Corporate Office employee Mack Quarles retired from Guest Services at the end of May.

Anyone who has visited the Corporate Office probably met Mack, who has worked in the Corporate Test Kitchen since April 1996. Mack was a popular, hard-working, and dependable team member who worked tirelessly in the kitchen, dining room

and coffee areas. His managers have had only the highest praise for him because of his consistently great attitude and the pride that he took in his work.

Our loss is Mack's family's gain! We are happy that Mack will now have the opportunity to spend more time with his lovely wife Joyce, his daughter, and his two sons, who live in Maryland.

Along with his twin brother Zack, who also works at the Corporate Office, Mack has been more than just a "fixture" within the building -- he is a beloved member of the Guest Services' family. Everything that Mack did showed his caring and helpful service to his co-workers, and he will be sorely missed.

# Testimonials

## *To: Northrop Grumman Catering*

As always, I would like to extend my greatest thanks to the entire catering staff. You went above our expectations. The presentation of the food, taste and freshness were excellent. Thanks for all you do; we certainly appreciate how you go out of your way to accommodate our requests.

Thanks again,

*Cecily Reeves*

## *All National Emergency Training Center (NETC) Staff and Contractors:*

For the past few weeks we have been enjoying the beautiful weather, but not so long ago, our entire area was crippled for days by two severe, back-to-back, winter storms. I want to acknowledge the spectacular response provided by staff whose names are listed below. Most of these employees reported to and/or stayed at work on the National Emergency Training Center (NETC) campus, braving the extreme weather, and unquestionably went above and beyond reasonable efforts to minimize the effects of those storms. I extend my heartfelt appreciation to them for the extra effort they gave during and after those blizzards, and ask all of you to join me in saying "thank you" for the fantastic effort to keep the campus operating and allowing us to continue our mission. Again, thank you.

Diane Stambaugh  
Janis Bloom  
Brandon Bloom  
Kim Garner  
Kim Shockey  
Kim Horner  
Kathleen Durbin  
Graham Johnson  
Ellen Staub  
Gerard Policicchio

From,  
*Kelvin J. Cochran*  
*United States Fire Administrator*

## *Dear Gentlemen (Patrick Plumadore, Ron Hallagan, Gerry Gabrys):*

The Boeing Company would like to thank Mr. Art Busher and recognize the level of support that he has provided to the National Reconnaissance Office's Westfields cafeteria for over 13 years.

The Westfields cafeteria team has been declared "world-class" in the last several customer surveys, and Art has been the guiding light for this recognition. He is customer-focused and diligently works to ensure that the customer is always his first priority. His staff admires his dedication and works hard as a team to create a successful cafeteria.

We wish him luck and congratulate him on a successful career.

Art, thank you for a job well done!

Sincerely,

*Dennis L. Wise*  
*Chief of Staff*  
*Infrastructure Support Services*  
*Boeing Service Company*

## *Brian Yousefi and the whole (DIA) Catering Team:*

Well, you've gone and done it again! Please pass my sincere thanks and appreciation to all who played a role in making today's Women's Executive Luncheon such an elegant event. I know Tish Long and the other attendees join me in commending not only the delicious food, but also the beautiful and festive decor. Thanks so much for always making this such an extraordinary event...

Best Regards,

*Ellen M. Ardrey*  
*Vice Deputy Director for Human Capital*  
*Defense Intelligence Agency*

## *To: Northrop Grumman hot dog committee*

The Manufacturing Department [at Northrop Grumman] has been having an Annual Hot Dog Day event for many, many years. We have used the same caterer for

most of this time. Due to some very favorable experiences with Bob Adams at Guest Services, the hot dog committee was convinced by Bob that he and his team could take over this event and do an outstanding job. The event was held in early April and was considered by all to be very successful. The manner in which Bob and his staff handled the overwhelming amount of attendees was very professional in nature and everything was very well organized. They made quite an impression on our Vice President/Director-level servers, and we are very happy with the outcome of our event. The committee feels that Bob Adams went above and beyond his obligations to ensure this event went off flawlessly. We would like to extend our sincere thanks for an outstanding commitment to ensure our success, and we look forward to working with Guest Services in the future.

Respectfully,

*Tom Moniodis & Karen Louque*

## *Paula (Holocaust Museum):*

I just wanted to send this note to compliment you, the chef, and the other Café staff who worked on the set-up for the director's luncheon today. The table was nicely set, and every food item was beautifully arranged. This was a luncheon that allowed Sara and a small group of employees to get to know one another better and discuss issues, and I am confident that the employees who attended really appreciated just how nice everything looked and tasted.

Thanks again,

*Tanell Coleman*  
*Director, Museum Operations*  
*and Administration*

## *Dear Mr. (Patrick) Plumadore:*

I want to extend my heartfelt thanks and gratitude for the outstanding support that Mr. Art Busher provided to the NRO Holiday Party. On Saturday, the NRO was transformed into a feast for the eyes and the appetite. Our theme was "A Journey to Thailand." This is the 13<sup>th</sup> Holiday Party at

the NRO Headquarters, and Guest Services again created miracles. Please extend our thanks for the long hours of preparation, the attention-to-detail, and the flawless execution of this event. Art and his staff are a dedicated team, and the positive feedback from our attendees confirms the success.

Thank you again for the Holiday Party support and the ability to work with a team of professionals.

Sincerely,

**Brian A. Malone**  
*Director, Management Services and Operations*

***(Herndon Harbor House):***

This letter is to inform you of the extreme acts of kindness by the following employees of Guests Services: Stanley "Stan" Walker, Takakwitha "T" Barconey and Leon Truesdale. This morning, a senior resident living in the facility above their place of employment had fallen outside and suffered a large gash in his head. These three individuals acted swiftly by assisting the gentleman as they awaited the first responders. They remained calm until help arrived. They even locked the gentleman's car and assisted paramedics in getting the patient up and onto the gurney. I commend these three individuals for their extraordinary braveness and am impressed with their actions.

Sincerely,

**Isabel Castillejo**  
*Fairfax County Government*

***Hello Christie (Bear Mountain):***

I just wanted to thank you for your help with my daughter's party you had everything very organized; and Elisa, the girl that helped us was very, very good!! I have had many parties at many different places, and this was far the better organized one. You are doing a terrific job!

Thanks again,

**Alicia Carvajal**

***Hi Michael (Bear Mountain):***

Today's celebration of my family's baptism and communion was enjoyed very much by my guests. Overall, the brunch went great and everyone enjoyed the food and especially the location. Your waitstaff was very attentive and took care of all our needs. Again, thanks for a great event; over all it was very good.

Thanks,

**Sue Lynch**

***Hogan & Hartson:***

Regarding yesterday's lunch meeting with The Shakespeare Theatre Will on the Hill board members, Mike House said to tell Patricia that everyone at the meeting went "nuts" over the honey-ham biscuits and honey-chicken biscuits—he said they just went on and on...saying that was the best lunch!!! FYI, they have a lunch meeting once a month...so that really says something about our lunch!!! Mike said everything was great...the asparagus, the potato salads, dessert...everything was great! Thanks for your help and Patricia's culinary skills, everyone is happy!

**Audrey**

***Northrop Grumman***

In addition to outstanding customer service from Ray (Prete), the delivery folks were just as awesome. They were perfectly prompt. The food displays were outstanding. I was quite pleased and would not hesitate to use Guest Services again.

**Kathleen Williams**  
*Northrop Grumman*

***President (Sculpture Garden Pavilion Café):***

I wanted to express my appreciation for the excellent service we received from Kevin Hollins, an employee at the Pavilion Café at the National Gallery of Art Sculpture Garden.

My family and I went to the Pavilion Café for lunch. Mr. Hollins took our order in a very helpful and professional manner. We

had several hot items that had to be prepared. While I was waiting for our food, he remembered when I had been through the line and felt that I had been waiting too long for the hot items. He made an extra effort to make sure the food was prepared and brought the items out to me.

I really appreciated his conscientious service. I noted with other customers that he took the time to accommodate their needs. With the large crowds, the lines were longer than normal and could have led to some frustration. His personal attention made our visit a very positive experience.

Sincerely,

**Jennifer Thomas**

***Dear Sylvia (Lozada),***

I am a BIG fan of our cafeteria [at the Fairfax County Government Center], as I believe the staff always prepares a wide assortment of wonderful tasting foods for us to choose from. I wanted to welcome you and tell you that...your transition in taking over the management of the cafeteria has been seamless, which speaks volumes of your management ability and leadership. We are delighted to have you on board!

On Cinco de Mayo, Elyce called me to tell me about the Chicken Tortilla soup your staff had made and was serving...it was absolutely delicious!!!!!! I have a question for you. Making Chicken Tortilla soup is something I enjoy making and my friends tell me it is excellent; however, I can never get my broth to be as thick as yours was in your soup. What is the secret to thickening the broth? Flour, Corn starch, Corn meal, or something else? I would appreciate it if you could give me that cooking tip.

I look forward to meeting you soon. In the meantime, welcome; and thank your staff on my behalf for the wonderful job and service they provide us each day with smile!

**Nelson B. Gutiérrez**  
*IT Program Manager*  
*Department of Information Technology*  
*Fairfax County Government*

**Ms. Palmer, Ms. Dodson  
(U.S. Marines Museum):**

What a wonderful event. Thank you for providing such great service for my wife's 50<sup>th</sup> Birthday Party. My wife works at Russell Elementary school on Quantico and requested that we hold her party at The Marine Corps Heritage Museum. The location was perfect, in that it allowed many of my wife's friends and co-workers, who live throughout Northern Virginia, to join us. We also had a few family members join us from out of town. They really enjoyed visiting the Museum. In total, we had 32 adults and 4 children at the party, held in Tun Tavern. For this size group, Tun Tavern presents such a cozy atmosphere, without being cramped. All were able to mingle and have beverages as we gathered. We had set up a screen and projector and presented a slide show to open the event. All were able to see well and enjoy the presentation.

Staff for our occasion included Robert and Mary. They were both superb. Robert tended bar and assisted me to make announcements during the evening. Mary handled the tables and ensured everyone had everything they needed. Together, they were very gracious, and really added to the quality of our evening.

Our dinner selection was the Winter Buffet, featuring Roast Turkey Carvery & Pot Roast. This dinner selection was incredible. The food was well prepared, the buffet presentation was awesome, the carvery was a really nice touch and portions were plentiful. Everyone was fully satisfied with a very enjoyable meal.

Near the end of the meal, I asked Robert to make his presentation on the painting in Tun Tavern. Our guests included active duty, former and retired Marines, Army, Navy (my wife was Navy), Air Force (I am retired U.S. Air Force), and Coast Guard personnel. Robert made a special note of calling out all of these attendees during his presentation. Many of the attendees had never heard this before and were quite impressed, not only with the painting, but also

with Robert's special presentation-thank you, Robert!

In summary, the Marine Corp Heritage Museum, and Tun Tavern were perfect for our party. I cannot imagine a single detail that could have improved the evening. The location is very special, the venue was perfect, the staff was most helpful and gracious and the food was awesome. I will highly endorse your service for anyone scheduling a future event.

Thank you for a Great Evening.

**Buford Shipley**

**U.S. Marines Museum:**

Diane, my husband and I wanted to express our sincere gratitude for the terrific job you and your staff did for my husband's Silver Star luncheon. The tables were beautiful, the Overlook was the perfect place, the service was top rate, and above all, the food was delicious! I would recommend your services to anyone. I hope you all were able to enjoy the leftovers. If you ever have someone who wants a recommendation, please pass on my name and email. I would be most happy to do so.

Thanks again.

Sincerely,

**Sue & Dennis Noah**

**Hello Jennifer (Doubletree):**

We stayed at your hotel on Feb 1-2. We just completed the on-line evaluation, and gave a 10 in everything.

From the very first, we felt very welcome. JoAnne and Ashlie in particular were smiling and always helpful every time we came in or out.

As you may recall, we were having difficulties arranging for another Hilton hotel in Port Richey. When we asked for assistance, Ralph Lustik stepped forward and offered to make the necessary arrangements. When

we returned that evening, everything had been done perfectly; and Ralph greeted us with all the details.

On our departure, Ralph also helped us with all our (rather heavy) luggage. You obviously have a happy and very dedicated staff. Please pass along to them again our gratitude.

With thanks,

**Marg and Brian Bennett**

**Hogan & Hartson:**

I am writing to let you know how fantastic Chez Hogan has become these past few weeks! No doubt, you noticed, too; and I imagine this is not the first or last compliment you will hear.

There is so much creativity and thought behind every dish; you can tell there's talent working behind the scenes. The variety and options are astounding too. Chez Hogan has transformed from a nice all-around cafeteria that I have always appreciated to a first-class dining option that would satisfy any D.C. foodie.

My compliments to the Chef as well though that he seems to have a knack for knowing how to please as many people as possible with the selections. I know not everyone gets as excited to see fresh-roasted beets as I do, but there's something for everyone.

One thing that has not changed, and I would like to recognize as well, is the staff. I've never heard a grumble or rude word from anyone on the team. They seem to take pride in their work, and I hope they are proud of the job they do because it's appreciated.

Thank you as well for being open-minded about change and trying new things!

Best regards,

**Diana**

## Employee Anniversaries

Employee anniversaries valid from January 1, 2010 - June 30, 2010

### 30 Years

Gerard Gabrys  
Jeanette Patrick

### 25 Years

Rigoberto Guardado  
Sherri Harold  
Elizabeth Rogers

### 20 Years

George Johnson  
James Lawrence  
Kenneth Lopez

### 15 Years

Asefu Aragie  
Delonta Brandon  
Miloud Chafi  
Patrick Clayton  
Randolph Gulden  
Priscilla Hill  
Robert Hultgren  
Clyde Tisdale  
Charles Vaden  
Jesnita Ware

### 10 Years

Santa Amaya  
Isabel Anderson  
Kenneth Barr  
Emebet Beyene  
Wayne Briggs  
Willie Brown  
Terry Chambers  
Adolfo Constancia  
Maria Cooper  
Jessie Davis  
Terri Fritz  
Karen Hager  
Donna Hines  
Rhonda Johnson  
Paula Jones  
Wayne Keefer  
Yao Lee  
Carol Matovich  
Arthur Matthews  
Patrick McDonnell  
William Meyer

Tammy Nguyen  
Andrews Oveline  
Joe Piccioni  
Gerard Policicchio  
Maria Rogel  
Diane Sutton  
Julia Taylor  
Etsegenet Tefera  
Jean Toussaint  
Deborah Vought  
Tammy Ward  
Johnetta Ward  
Dana Webster  
David West  
Thomas Worthington  
Selam Zagnato

### 5 Years

Maria Amaya  
Dorothea Arbough  
Maria Argueta  
Russell Barkley  
Akwasi Bempa Boateng  
Mark Binsted  
Maria Blanco  
Jerrold Chadwick  
Jose Chicas  
Ronald Clark  
Julie Cornell  
Janet Counts  
Keith Druitt  
David Dudney  
Humberto Ferrer  
Marta Ferrer  
Teresa Ferrufino  
Russell Fetting  
Raymond Fletcher  
Sheila Glover  
David Godshall  
Eileen Hash  
Lorenzo Hatchett  
Wateina Hatchett  
Michael Hedrick  
Francisca Hernandez  
Ruth Holley  
Liticia Howard  
Larry Jacobs  
Edward Jordan  
Carolynn Mallory

Hazel Mattingly  
Wendy MCGovern  
Abraham Melendez  
Leigh Mendoza  
Gregory Metz  
Jennifer Miller  
Richard Mowery  
Sunsoon Nam  
Minnie Nelson  
Dennis Nowe  
Reynolds Parziale  
David Peacock  
Maria Pena  
Lisa Philip  
John Pierce  
Erin Rauch  
Catalino Reyes  
Mayra Reyes  
Reina Rivera  
Rene Robles  
Theresa Rose  
John Russell  
Keith Sadler  
Larry Sistrunk  
Donald Smith  
Leonard Sponaugle  
Danielle Verderosa  
Ronald Walters  
Daniel Ward  
Monnie Warren  
Ervin White  
Marcus White  
Kelle Wilcox  
Michelle Woodman  
Carolyn Yowell

### 3 Years

Maria Abarca Baires  
Tracy Anderson  
Winston Atkinson  
Gail Augustine  
Kidus Awlache  
Justin Bender  
DeCarlos Berkley  
David Bostic  
Joseph Brown  
Reginald Bumphus  
Jennifer Burke  
Michael Campbell

Daniel Canaday  
Harry Clark  
Sylvia Cox  
Julissa Crespo Rodriguez  
Alan Crow  
Kathleen Daymude  
Rebecca Derr  
Dale Dickens  
Peter Fichera  
Orlando Frilles  
Jose Fuentes  
Eric Fultonberger  
Ismael Garcia Jimenez  
Rosa Gil  
Martha Giron  
Andrew Gordon  
Marly Guevara  
David Harraden  
Sandra Harraden  
Joshua Harrell  
Wanda Hicks  
Jacqueline Hinkle  
Angela Irish  
Charles Irons  
Shantel Johnson  
Eric Johnson  
Kelley Jones  
Michelle Kelly  
William Komek  
Peter Lado  
Denys LaRosa  
Todd Lawson  
Hipolito Lemus  
Clemencia Lopez  
Sandra Magana  
Jorge Martinez  
Roger Mayo  
Lawrence McCrea  
Iris Mejia  
Lumell Mont  
Carlos Montano  
Yvette Moore  
Laura Nash  
Oralia Navarro  
Ashenafi Negera  
Almaz Negusse  
Linda Norman  
Francisco Ojeda  
Ernie Ostos

Michelle Ostos  
Hela Paniagua  
Christina Parrott  
Thomas Patterson  
Purcyle Peake  
William Pettway  
Loan Pham  
Phat Phu  
Arie Plugge  
Timothy Raible  
Tommy Rogall  
Kiesha Rohan  
Kristin Rohr  
Dacia Rose  
Olga Sandoval  
Fuad Sesay  
Thomas Shinsky  
Megan Stanley  
Mallie Stephens  
Louetta Suroiu  
On Tam  
Michael Taylor  
Patryce Tyler  
Joseph Wells  
Godfrey White  
Richard Wilcox  
Cynthia Williams  
David Wright  
Goat Yeow  
Yuzhu Yuan



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