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Remember if you need to make changes to your W-4 Employee's Withholding Allowance Certificate, log into "My Money" at any time. Changes are made effective immediately.

"Customer service is not a department-- it's an attitude."

Tell Us How We're Doing!



Interactive Customer Evaluation

Tell us how we are doing!
 Submit an online comment

HRO Bulletin

APR/MAY/JUN 2008

PUBLICATION FOR NAF EMPLOYEES & SUPERVISORS OF THE SIZZLIN 56 SVS

Employee Recognition

SVS 2008 1st Quarter Award Winners

| | |
|------------------------------|-------------------------------|
| NCO | SSGT SIMON M DIMANT (SVF) |
| AMN | A1C SVETLANA C DUFRENE (SVMF) |
| GS-08 & Below | MS. SHERYL A BUSH (SVYY) |
| Technical & Managerial | MS. SHANNON C MILLER (SVYR) |
| Crafts & Trades | MR. DALE L. BAUMAN (SVRO) |
| Clerical, Recreational, & CC | MS LOUISE L STEPHENS (SVBB) |

"My Money", The link to your personal pay information

By now most of you have logged into your "My Money" account and have become familiar with accessing your Leave and Earning Statements (LES's) electronically. For those of you who have yet to log in, it is imperative that you do so. Don't wait until you need a copy of your LES to prove earned income, only to find out that you are locked out of the system or there is a discrepancy. The "My Money" website is accessible from any computer with an internet access and is available 24/7. A Common Access Card (aka CAC) is not required to access the website.

One of the features on the "My Money" website is the ability to update or change your address. It is very important that you keep this information current. However, please be aware that making changes on your "My Money" account does not update your personnel records nor is your supervisor informed of your new address. You are still required to notify your supervisor and to submit an address change directly to HRO. We need this vital information so that we can update records related to your benefits such as designation of beneficiary, 401(k), insurance, retirement, etc. If you have any questions or concerns, your HRO staff is always available to assist you.

The My Money website address is:

- ⇒ My Money <https://nafpay.afsv.net/>
- ⇒ Click on Apps Logon Links <https://nafpay.afsv.net/aplogon.html>
- ⇒ Click on NAFPAY
- ⇒ Enter your USERNAME as firstname.middleinitial.lastname (for example: sue.z.que)
- ⇒ If you have no middle initial, use: firstname.lastname (for example: sue.que)

2007 NAF RETIREMENT STATEMENTS

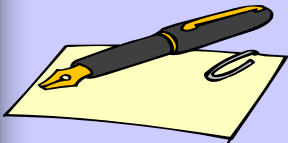
The NAF Retirement statements for the 2007 calendar year have been sent out to all participants. If you did not receive a copy, or require an additional copy, contact HRO. If you are thinking of retiring within the next few months, you should already be consulting the HRO. Do not delay. The current processing time for retirement is at least three (3) months prior to the date of retirement. To schedule an appointment, contact us today at (623) 856-7755.

If you have questions or need further information on any of the topics in this newsletter, please contact the HRO. You can e-mail us your questions or concerns. Our e-mail address is 56svs.svh@luke.af.mil.



AIR FORCE CLUB MEMBERSHIP

The HRO accepts applications at all times for positions listed as continuous open. Applications and/or resumes may be submitted via e-mail. If you or anyone you know is looking for full or part time employment, you can obtain information from our web page at www.lukeservices.com.



As a DOD Civilian employee, you can apply for AF Club membership. The USAF Club membership card program offers special benefits to its members. You can charge at participating facilities world wide and with the convenient MasterCard feature, you can charge anywhere MasterCard is accepted. Simply fill out an application and return it to the Club Thunderbolt and you can begin enjoying the benefits of being a USAF Club cardholder immediately. You will also be able to take advantage of the monthly dining specials and events planned for club members only.

HBP DEPENDENT ELIGIBILITY

Participants of the NAF Health Benefits Plan (HBP) (AETNA PPO & PACIFICARE HMO) plans, must regularly submit verification/proof that only eligible dependents are covered appropriately. Dependents are defined as: Unmarried children under 19 years of age; Unmarried children under the age of 25 who are full-time students in actual attendance at an accredited educational institute, and solely dependent for support; or Any child over the maximum age who is determined to be incapable of self-support due to handicap. Proof of eligibility must be on letterhead from the educational institute the dependent is enrolled with; showing full time status. Certification for all dependents that have attained maximum age (19 to 24) must be submitted to the HRO. In turn, HRO will submit proof to proper insurance carrier.

If claims are paid on ineligible dependents, the insurance carrier will pursue reimbursement for all erroneous payments. Dependents who are no longer eligible as described above, may be eligible for continued coverage under the Consolidated Omnibus Reconciliation Act (COBRA). Contact the HRO for further details on coverage. If you have extenuating circumstances, covering a dependent who does not meet the definition as described above, or if you have any questions/concerns regarding your dependent eligibility, contact the HRO immediately so coverage and payroll deductions can be adjusted, as necessary.

ENROLL TODAY IN THE NAF 401(k) & Retirement Savings Plans

Do not delay. You may be missing out on something valuable towards planning your future!
It's your Life, It's your Retirement!
Take advantage of the 401(k) features and benefits:
Automatic Savings, Reduces current taxes, savings increase over time, and free money from Employer matching contributions!



WHISTLEBLOWING

The Office of Special Counsel (OSC) provides a safe channel for employees to disclose wrongdoing. Protected whistle blowing is defined as disclosing information which the disclosure reasonably believes shows: (a) A violation of law, rule, or regulation; (b) gross mismanagement; (c) gross waste of funds; (d) an abuse of authority; or (e) a substantial and specific danger to public health or safety. **FEDERAL LAW GUARANTEES CONFIDENTIALITY TO THE WHISTLEBLOWER.**

ANNUAL & SICK LEAVE

Employees in REGULAR employment category earn leave. Annual leave accrued is based on years of creditable service and on the number of hours worked in a pay status that does not exceed 40 hours in the work-week. Between 3 and 15 years of service, annual leave is earned during the last pay period of the year at 12.5%. A maximum of 240 hours of annual leave may be accumulated and carried over from one leave year to another. Sick leave is earned at 5% of non-overtime hours worked. This amount never changes during your employment with NAF. Sick leave is accrued on a continuous basis, without a maximum limit. To request leave, *OPM-71, Request for Leave or Approved Absence* must be used. Leave must be pre-approved by your supervisor and taken in 15-minute increments, not to exceed 8 hours per day or 40 hours per week. Leave can only be used for those hours you were scheduled to work during the absence.

| Years of Creditable Service (SCD-Leave) | Annual Leave Accrual Rate (%) |
|---|-------------------------------|
| 0 to 3 years of service | 5 |
| 3 to 15 years of service | 7.5 |
| Over 15 years of service | 10 |

MARCH IS A GOOD TIME TO CONDUCT A MID-YEAR PERFORMANCE EVALUATION (NAF)

March/April is the mid-way point of our annual performance evaluation cycle. This is a good time to make sure that employees know how they are doing. The mid-year review is the perfect time to recommit to the employee's success. Any mid year performance evaluation forms are maintained in the Supervisors Employee Work folder (AF Form 971).

During these months, ensure your employees are receiving frequent and clear performance feedback:

- Schedule a fifteen minute meeting with each of your employees to get an update from them on their progress toward the performance goals you set earlier this year. Ask them to come prepared to share with you two or three accomplishments they've achieved so far and two or three priorities they have for the rest of the year.
- Share with the employee one or two things you think they have done effectively so far this year. Also, tell the employee one or two things you'd like them to focus on for the rest of the year. The purpose of this conversation is to recognize the employee's progress and to ensure they continue to be productive.
- Ask the employee for feedback about the job. Questions like: "What's going well?" and "What needs to be improved?" will foster a lively conversation about their work and their performance. If employee retention is a challenge for your organization ask them, "What will it take to keep you here and happy?"
- Document your conversation so that you can refer to it again when the annual performance evaluation is due. The conversation doesn't have to be documented on the official performance evaluation (but as good practice, should be part of the Supervisor Employee Work Folder). Take good notes that you can use at the end of the evaluation cycle.
- Thank the employee for their hard work and encourage them to come to you frequently in the coming months for support and guidance.

Reville, *retreat reminder*: The Luke Giant Voice system broadcasts reveille with "To the Colors" at 7 a.m. and retreat with the National Anthem at 5 p.m. During reveille and retreat, people are to render proper customs and courtesies. Stop, face the direction of the flag or the music, and stand at parade rest. At the first note of music, come to attention and if in uniform, salute. If in civilian clothes, remain at attention until the end of the song. When in a vehicle, pull to the right side of the road at the first sound of the music. Vehicle stereos should be silenced and occupants should sit quietly until the last note of the music is played. Members may exit vehicles and render full courtesies.

THUNDERBOLT 14 Mar 08

Sidebar -The Phone

In most organizations, everyone answers a phone and you can't ever be 100% certain it's not a customer on the other end. Make sure that your new employees orientation contains a lesson on your telephone answering expectations. (A general review every so often wouldn't hurt either.) Most customer service experts agree that the following are minimum standards.

- Answer your phone with a standard, well thought greeting within 3 rings.
- Don't ever put a caller on hold without asking their permission (and waiting for their reply) and then monitor the time you've left them on hold.
- When you transfer a call make sure you transfer the caller's situation as well as the caller so they won't have to tell their story again.
- Voice mail shouldn't make message taking a thing of the past. Let the caller decide whether or not they want to continue talking to you (a real person) or enter the world of *press one for...*
- If you take a message, make sure you get accurate information and deliver it on a timely basis.
- When you end a call, make sure to say thank you and wait until the caller hangs up before you hang up.

Sounds too simple to be mentioned doesn't it? Until, of course, you try to remember the last time your call to an organization was handled this way. *2001 Chris Clarke-Epstein*

DID YOU KNOW

In the Lodging office, there is a beverage bar offering, coffee, tea, and hot chocolate. These beverages are complimentary for registered guests only. All others, to include employees may purchase beverages for a minimal fee. Coffee and hot tea are \$.50 and hot chocolate is \$.75.

WELCOME AND FAREWELL

- ⇒ Welcome Mr. Ron Schoenthal, Assistant Lodging Manager.
- ⇒ Welcome Mr. Larry King, Supervisory Lodging Assistant
 - ⇒ Welcome Ms. Elaine Meissner, Commercial Sponsorship Coordinator



IDEA PROGRAM: AF members may participate in the Innovative Development Through Employee Awareness (IDEA) Program. This program encourages creative thinking and rewards individuals whose ideas improve efficiency, economy, and effectiveness. AF members may receive cash award for each approved idea.

PREVENTION OF SEXUAL HARASSMENT : AF defines sexual harassment as deliberate or repeated unsolicited communication, gestures, or physical contact of a sexual nature which are unwelcomed. Sexual harassment of AF employees at the workplace, on an AF installation or when conducting AF business is contrary to AF policy and will not be tolerated. The typical range of penalty for sexual harassment is reprimand to 5-day suspension for the first offense up to removal from federal employment for the third offense. If the harasser is a supervisor, the penalty could be demotion to a non-supervisory position. Extracted from a report to the Congress of the United States: A. Co-workers are much more likely than supervisors to be the source harassment. B. When victims of sexual harassment did take positive action in response to unwarranted sexual attention, it was largely informal action, and in many cases was judged to be effective. The most effective and frequently taken informal action was simply telling the harasser to stop. C. The most frequently experienced type of uninvited sexual attention is “unwanted sexual teasing, jokes, remarks, or questions”. Any allegation of discrimination on the basis of race, color, religion, sex, national origin, age, or handicap are referred to EEO.

Leading a Service Team... If you want to be a leader in a service driven organization, you have some special obligations. So often leaders ignore their responsibilities for customer focus or relegate them to the bottom of their to-do lists. If you and/or your organization declare your intentions to provide excellent customer service, here are five areas that need your attention.

1. What kind of example are you setting?

If you are committed to leading a service organization, you must walk the talk or your efforts will quickly be seen as just another program. A great place to start is to practice MBWA (Managing By Wandering Around). While you're walking, try asking this question, “What can I do to enable you to better serve our customers?” and then act on the information you receive. Next, spend time checking out your competition. Don't just watch their prices; watch your competition's people.

⇒ What do you do on a daily basis to show how important serving the customer is to you?

2. Are you hiring the right people?

For years the practice of hiring the right skills has been the norm. Even after years of the Disney message of *hire for attitude and teach skill*, organizations still pursue skills - often to the exclusion of digging to uncover attitudes. Several years ago the authors of a customer service book went searching for the best frontline customer service providers they could find. They were astounded to discover that most of the shining service providers were hired despite the fact that they didn't meet the organization's hiring policies. Organizations that are willing to take a chance on a person with the right attitude and then invest in skills training were well rewarded.

⇒ When was the last time you reviewed your hiring process?

3. Are you teaching problem solving?

Xerox research concludes that *extremely satisfied* customers are six times more likely to buy from you the next time than are customers who are *merely satisfied*. Extremely satisfied customers are created by problem solving employees. An employee who is not involved in problem solving is an employee involved in problem making.

⇒ When was the last time you reviewed your training programs for new employees?

4. Have you defined what empowerment really means?

To your customer, the employee they are interacting with at any given moment IS your company. Armed with that belief, the last thing a customer wants to hear is, “I can't do anything about...” Empowerment does not, however, mean anything goes. That's too risky for even the most entrepreneurial organization. Empowerment means learning together how to take smart risks. Leaders and their teams need guidelines to work within.

⇒ Does your organization have simple-to-understand, customer-friendly policies?

5. Do you reward the right behavior?

Employees will work on those things that get measured, recognized, and rewarded, not things that are mentioned once or only treated with lip service. If you say you want to build relationships with customers during a call but measure your customer service reps by how many calls they take during an hour, you're in trouble. You should be measuring resolved calls per hour. Measurements, recognition, and rewards do not necessarily take large investments of resources, but they do require you to invest your time and creativity.

⇒ When was the last time you reviewed what you measure and reward?

Leaders who take customer service seriously recognize their days may look different from other leaders. They usually have more questions than answers. They spend more time with their people listening and learning. They get excited by opportunities that allow them to get close to their customers. They understand that their bottom line will be better because of their brand of leadership!

2001 Chris Clarke-Epstein