

HRO Notes

Announcement(s)

- ⇒ 2019 Take Care Insurance cards will be mailed directly to covered employees. If you do not receive your card by Monday, January 14, 2019 contact Take Care customer service at (671)647-3526.
- ⇒ If you are visiting our office, please call us at (671)349-1155 when you get to the gate. We will gladly escort you in!

Regional NAF HRO
Physical Address:
Joint Region Marianas
Bldg 203 Halsey Dr.
Nimitz Hill, Piti, Guam

Website:
www.militarymwr Guam.com/jobs

Email:
M-GU-JRM-NAFHRO-N9@fe.navy.mil

Telephone:
(671)349-1155

Open:
Monday- Friday
8:00 a.m. to 4:00 p.m.

Closed:
-Federal Holidays
-Every Wednesday
9:00 a.m. to 10:00 a.m.

Customer Service & You!

Our goal is to attract patrons to our facilities and programs by demonstrating to each and every guest that we want their business. We do this by providing customer friendly facilities and hiring "Quality People" like you. The way we treat each guest begins with your appearance and is carried out by your actions and attitude. Through them, you produce the friendly, courteous, wholesome atmosphere for both guests and coworkers. Remember that no matter how brief your encounter is with a guest, it is your responsibility to apply the following with *EACH ONE YOU MEET*.

- ◆ **Smile.** Meet each customer with a SMILE. It is the same in any language and it tells the customer that you care and are eager to help.
- ◆ **Eye Contact.** Good eye contact sets the stage for your friendliness and sincerity.
- ◆ **Greet Your Guests.** Welcome customers to your facility or area. Try to personalize each greeting to each customer or family group. Here are some examples. "Good Morning." "How are you today?" "Are you enjoying our program?"
- ◆ **Use Correct Voice Levels.** Verbal communication is not only what we say, but how we say it. The correct choice of words and your delivery of them is a skill that must be developed.
 - Tone.** Your tone is a way of expressing your attitude. Use your tone-of-voice to show guests you are sincere, interested and want to help.
 - Volume.** Adjust the volume of your voice to suit the environment, and never yell at a customer.
 - Polite phrases and addresses.** Use the appropriate phrases to complement your conversation. Here are some examples. "Please." "Thank you." "Sir." "Ma'am." "Have a nice day."
 - Voice Quality.** Speak clearly and concisely. Patrons should be able to understand each word you speak to a group or give directions over a public address system.

- ◆ **Maintain Correct Posture.** Your posture, gestures, and facial expressions combine to convey a non-verbal message with your body language.
- ◆ **Provide a Positive Departing Comment.** A warm departing comment makes customers feel welcome and more willing to return. At the end of each customer interaction, thank the patron by saying: "Thank you." "Good-bye." "Have a nice day."
- ◆ **Show Sincerity.** Sincerity is an honest concern for the people around you. By

NAF HRO Team

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HR Administrative
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Department of the Navy is an
Equal Opportunity Employer

HOLIDAYS

New Year's Day
Tuesday, Jan. 01
(observed)

Martin Luther
King's Birthday
Monday, Jan. 21
(observed)

following the tips, you will make each customer interaction a sincere one: personalize your comments to each customer or group; listen to customer concerns and wishes and try to accommodate them; resolve each situation, if possible; and be patient.

♦ **Maintain Courtesy.** Courtesy is one of the real keys to success. It can be displayed both verbally and non-verbally. Show courtesy by: using appropriate words, phrases, or gestures; politely listening to customer's requests and responding appropriately; and assisting customers whenever possible.

♦ **Telephone Courtesy.** A customer who takes the time to come to your facility in person has priority over someone who calls on the phone. While the person is there, if you are interrupted by a phone call, have the phone customer hold if you will be a few more moments with the person in front of you. If you require more time, take the caller's number and call back when your business is complete.

♦ **Grooming Standards.** Your overall appearance combines your dress with personal grooming. In some cases, personnel are issued work uniforms. We expect that these uniforms are clean when you come to work. Good personal hygiene will help present the professional image we all need in order to be able to do our jobs properly.

NAF Benefits Confirmation

Our office will be providing all NAF employees with an updated Benefits Confirmation report via your supervisor. This report provides your benefits information such as the type of benefits you are enrolled in (i.e. medical, dental, life, etc.), your coverage type, and your beneficiaries. If you are not enrolled in any of our benefits or not eligible for benefits, at a minimum this report will provide detailed information of your designation of beneficiaries for unpaid compensation.

You are required to review this information thoroughly to ensure accuracy, sign, date, and return a copy back to our office. If there are any discrepancies, please contact our office right away.

Updating Employee Records

When was the last time you visited our office to update your records? Do you have a beneficiary designated to receive your unpaid compensation, life insurance, retirement, 401K, etc.? If you do, is it still current?

With the new year, we highly encourage you to visit our office and review your records to ensure that your information and beneficiaries are current.

Remember, you can make changes to this information at any time with a simple visit to our office.