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## **Exceptional Customer Service Defines NEXCOM Enterprise Associate of the Year**

Eloisa Sanpedro, Fleet Support Coordinator, NEX Distribution Center, Yokosuka, Japan, has been named the 2016 Navy Exchange Service Command (NEXCOM) Enterprise Associate of the Year. The NEXCOM Enterprise Associate of the Year award is given to an associate who best exemplifies the organization through their contribution to efficiency, economy or customer service.

“Eloisa has continuously provided an exceptional level of customer service to all ships from the 7th fleet and beyond,” said Kim Maldonado, District Logistics Manager, Japan Distribution Center in her nomination of Sanpedro. “Eloisa takes great pride in her work and the well-being of our Sailors afloat. She is the embodiment of NEXCOM’s Ships Store Program’s mission statement - to provide quality goods at a savings, to provide quality services necessary for day to day living, to provide funding for afloat recreation needs and to promote good morale.”

In support of the Ships Store Program’s mission this past year, Sanpedro provided ships with more merchandise than in any other preceding fiscal year. In the first quarter of 2016, \$2.8 million in merchandise was provided to the fleet, an increase of \$1.1 million or 40 percent over fiscal year 2015. In addition, when needed, Sanpedro procured items from the local NEX and mini mart to ensure that the Fleet had exactly what it ordered. She also successfully added several popular items to the ships store catalog and provided the catalog to all ships in the 7th Fleet.

“Since she has resumed her role, our fill rates have skyrocketed exponentially,” said Ens. Oluwatobi (Tobi) Olubanjo, USS RONALD REAGAN. “She always goes above and beyond to make sure we receive the best customer service and support. She should be the NEX reference point of outstanding and professional customer support. We cannot thank her enough for her assistance and support to help us maintain and improve the morale of the Sailors of The American Flagship - USS RONALD REAGAN.

According to Maldonado, Sanpedro actively communicates with the ships to ensure they have what they need. “Eloisa makes it a point to meet with the ships store personnel on a regular basis to ask for their input on product availability and selection and listens attentively to any issues they may have, including getting assistance for their vending operations/machines from the NEX vending department,” said Maldonado.

Sanpedro also maintains a special order process created for NEX Diego Garcia, a ships store ashore location, which was in desperate need of an additional source for merchandise. Due to the uniqueness in support of Diego Garcia, Sanpedro played an active role in creating and processing orders, coordinating the deliveries and communicating continuously with the NEX Diego Garcia team.

Sanpedro began her career with the NEXCOM Enterprise at the NEX Distribution Center in Yokosuka, Japan, in 2008. In 2012, she transferred with her active duty husband to Naples, Italy, where she became a warehouse worker at the NEX European Distribution Center. In 2015, she again transferred with her active duty husband back to the NEX Distribution Center in Yokosuka. Sanpedro has recently transferred with her active duty husband to a NEX location in San Diego.

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### **About NEXCOM**

The Navy Exchange Service Command (NEXCOM) oversees 100 Navy Exchange (NEX) facilities and nearly 300 stores worldwide, 39 Navy Lodges, the Ships Store Program, the Uniform Program Management Office, the Navy Clothing and Textile Research Facility and the Telecommunications Program Office. NEXCOM's parent command is the Naval Supply Systems Command. NEXCOM's mission is to provide authorized customers quality goods and services at a savings and to support Navy quality of life programs for active duty military, retirees, reservists and their families. NEXs and Navy Lodges operate primarily as a non-appropriated fund (NAF) business instrumentality. NEX revenues generated are used to support Navy Morale, Welfare, and Recreation (MWR) programs. Since 1946, NEXCOM has given \$2.5 billion to Navy MWR quality of life programs. Shop online at [myNavyExchange.com](http://myNavyExchange.com).