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NEX Newport Associate Named NEXCOM Enterprise Associate of the Year

Barbette Grisham, customer service clerk, NEX Newport, R.I., has been named the Navy Exchange Service Command (NEXCOM) Enterprise Associate of the Year for 2014.

“As a military spouse, Barbette understands the importance of the NEX to our service members and their families,” said Robin Joseph, NEXCOM’s Northern District Vice President. “Her passion for helping others and her commitment to PREMIER customer service are unwavering. She ensures every customer is welcomed with a warm smile and sincere greeting.”

Grisham takes customer service to a whole new level. During the 2014 International Seapower Symposium (ISS), which brought dignitaries and their families from around the world to Naval Station Newport and the NEX, Grisham encountered a customer desperately looking for a local Starbucks mug she could take home to her daughter as a souvenir. She reluctantly informed the customer that the NEX does not sell Starbucks mugs. After her shift, Grisham took it upon herself to drive downtown to the local Starbucks and purchase a mug for this customer so she would not have to return home empty handed.

On another occasion during the ISS, a group of foreign military members were shopping in the NEX, lost track of time and missed their shuttle back to the Naval War College. Not wanting them to have to walk the 1.5 miles back, Grisham un-hesitatingly volunteered to drive them in her own vehicle.

Grisham’s willingness to help others doesn’t just extend to customers. On a snowy night this past winter, Grisham noticed that one of her co-workers was out in the cold, unable to find her car keys. When it became evident the keys were locked inside the car, Grisham insisted on driving the associate home to get a spare set and return back to the store so she could retrieve her car.

“Barbette is a role model to her co-workers and her peers,” said Joseph. “The contributions she makes to our team are invaluable and she truly is the heart of NEX Newport.”

Grisham began her career with the NEXCOM Enterprise in 1996 as a security guard at NEX Norfolk, Va. Over the past 19 years she has held various positions ranging from audit clerk at NEXCOM headquarters to accounting cashier at NEX Athens, Ga.