



NEWS RELEASE: 24 -14

21 May 2014

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## **William Sy, Navy Lodge Program Associate of the Year**

William Sy, room attendant/houseman, Navy Lodge Mayport, Fla., has been named the Navy Lodge Program's Associate of the Year for 2013. Sy has worked at the Navy Lodge since 2011.

"From the start, William has shown a full commitment to improving, enhancing and providing quality service at Navy Lodge Mayport," said Gwen Ellis-Smith, General Manager, Navy Lodge Mayport. "William has been the forerunner in planning and executing renovations at the Navy Lodge. While he was hired as our houseman, his skill levels as a landscaper, carpenter, draftsman, plumber and artist make him so much more."

During 2013, Sy designed and upgraded Navy Lodge Mayport's lobby, saving the lodge money. Sy took immediate ownership of the project, using his draftsmen's skills to design a complete lobby reset set around the existing front desk located in the center of the lobby. The renovation included new ceiling fans, furniture and paint.

"He completed an all-inclusive upgrade on the existing front desk, creating an atmosphere of newness and uniqueness," said Ellis-Smith. "He designed and built a souvenir display case in the lobby to display NEX souvenirs, saving NEX overhead expenses and at the same time vastly improving the appearance and showcase of the merchandise. We have received praise from returning guest as well as first time visitors who are in awe that the work was done 'in house' by one of our own associates."

During the holidays, Sy built a holiday wonderland for the base as well as guests spending the holidays at the Navy Lodge. He drafted and built giant stars, sleighs and signage. The display was included in the base's annual ship lighting contest because of all the chatter around base praising Sy's work.

"William is a true shining star to all guests that he comes in contact with on a daily basis," said Ellis-Smith. "He is 'The' customer service example for all NEX and Navy Lodge associates to emulate."

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### **About NEXCOM**

The Navy Exchange Service Command (NEXCOM) oversees 101 Navy Exchange (NEX) facilities and nearly 300 stores worldwide, 39 Navy Lodges, Ships Stores Program, the Uniform Program Management Office, the Navy Clothing Textile and 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 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. In FY12, \$2.8 billion in sales were generated with \$45.9 million in dividends provided to Navy MWR programs.