



Family & Morale, Welfare & Recreation (Family & MWR) Proudly Supports the Employee Covenant & Customer Covenant

EMPLOYEE COVENANT

Taking care of our customers begins with taking care of our employees.

We are committed to providing a strong, supportive environment where you can thrive.

To that end, we promise to position our employees for success with:

- A robust orientation to welcome you to the Family and MWR team
- Clear performance standards for service excellence
- Formal and informal training to develop your skills
- Performance support tools to assist you on the job
- A holistic program of recognition and incentives to reward excellent service
- Career development opportunities to reach your full potential

CUSTOMER COVENANT

We are committed to providing quality through service excellence to our Soldiers and Families commensurate with the quality of their service to our Nation.

We understand that we create value for our customers through predictable, consistent, efficient and customer focused service.

To that end, we promise our customers they will:

- Always be respected and treated as individuals who are valued
- Receive a prompt and friendly greeting in a professional and courteous manner
- Experience aesthetically-pleasing facilities
- Receive timely, accurate and helpful information
- Be offered high quality products and services
- Have an opportunity to provide feedback