

# The Cutting Edge



## *Summer 2022 Celebration*

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# Message from CEO Jim Moody

VETS President | Navy Veteran | SDVOSB Owner

**T**hroughout our nation's history, we have been through periods of some good as well as some difficult times. My Great Grandfather escaped the Irish famine to travel to the United States, where he fought with the Irish Brigade during the Civil War. He was captured near Leesburg, VA, and spent several years in Confederate prisons in Richmond, VA, and Andersonville, GA. Andersonville was devoured by drought, plague, dysentery, and other illnesses. Water was extremely scarce, and the prisoners prayed for rain and mercy. Then, by God's grace, a lightning bolt struck the ground, and a spring emerged inside the prison walls. Having survived these horrors, he migrated to San Francisco after the war ended to pursue the American Dream.

My grandparents lived through the San Francisco earthquake and fire, two World Wars, and the Great Depression. Those experiences brought them closer to their beliefs in Jesus Christ as their Lord and Savior. Likewise, the past couple of years have been tough for everyone. The COVID pandemic, war in Ukraine, inflation, increased crime, and other national and international disasters have affected us deeply, in countless ways. Yet, the American spirit prevails, and we have fought through these difficult times with God's mercy. Now, we are moving forward toward recovery. Our continued faith, love of family and friends, hard work, and love for our great nation will always prevail.

Unfortunately, the past two years have also been tough on VETS, Inc. from a business perspective. We successfully completed several government contracts and lost a couple of our recompute contracts. However, our awesome business development and proposal team has been working hard, and we have over a dozen proposals submitted and numerous more in progress. Thanks to our incredible team of employees, we have an excellent reputation for completing all assigned tasks on time, within budget, and to our customers' total satisfaction. Our hard work is starting to return awards, and we are well on our way to recovery. *Thank you, everyone -- have an awesome summer!*

## Giving Back . . . a Core Value at

VETS has been fortunate to offer two critical sponsorships for the past several years. The first is a scholarship for deserving Mecklenburg County, VA, area high school graduates. This year, we were



VETS 2022 Scholarship

honored to provide a scholarship award to Ms. Olivia Vaughan. At the left, Ms. Vaughan (L) is pictured with Dr. Paul Nichols, School Superintendent (R).

The second event VETS proudly sponsored was the 2022 Lakefest Arts & Crafts Festival, featuring artists, craft vendors, musicians, dancing, boating, food, fun, and family and friends! Pictured right are VETS Staff, Jac Wagstaff (L), AP/Accounting; Kendele Underwood (C), Corporate Operations; and Aaron Jones (R), Payroll.



VETS 2022 Sponsorship



# Growth Trajectory 2022

Over the past year, VETS strategically focused on winning Government Wide Acquisition Contracts (GWAC) and agency specific contract vehicles to provide a gateway to new customers and projects. Working in conjunction with our joint ventures (JVs), BlackFish Federal and G2IS, we won five new vehicles which we can leverage in 2022 and for the next 5-10 years.

- Stars III GWAC — Awarded to BF-VETS (our BlackFish JV) providing us access to a \$50B Best-In-Class Vehicle used by all Federal Agencies
- eFAST — VETS was awarded a prime contract on the eFAST MOA vehicle, along with both JVs (BF-VETS and G2-VETS) covering ALL functional areas between the three awards
- GSA Blanket Purchase Agreement (BPA) — VETS, as a prime contractor, was awarded this agency contract allowing us to bid on technical services for the OCIO office of GSA

Today, we are now actively responding on these task orders and hope to have successful awards in the coming weeks. We are also expecting award this fall on CIO-SP4, which we submitted bids for both of our JVs, BF-VETS and M6-VETS. Moving forward, we are balancing the immediate goal of responding to task orders, as well as continuing to look ahead to other strategic best-in-class vehicles, including OASIS+, Polaris, and PACTS 3.

**To learn more about Stars III GWAC, FAA eFAST, & GSA BPA, check out the following three Infographics.**



The Best-in-Class 8(a) STARS III GWAC is a small business set-aside contract that provides flexible access to customized IT solutions from a large, diverse pool of 8(a) industry partners.

STARS III boasts a \$50 billion spend ceiling, more than double the current STARS II contract ceiling, which was recently raised to \$22 billion after it reached its spending cap earlier than expected.

## 2022 Growth Focus



### Scope of Work Areas for STARS III

Examples of work to be performed relative to Order requirements include the following. These examples are not meant to be all-inclusive, but rather general indications of the types of services within a given IT services-based solution. Other services not listed as examples, but which adhere to the definition of IT, are within scope and may be provided to meet an agency's particular mission needs.

- Data Management
- Information and Communications Technology
- IT Operations and Maintenance
- IT Security / IT workforce augmentation
- Software Development
- Systems Design

### VETS Joint Venture BF-VETS will have opportunities for years to come

GSA appears to be striving for broadened use of STARS III through the combined application of the increased funding, along with efficiency, flexible solicitation terms, and low barriers to entry. Task order awards on the new vehicle will be competed over a shorter time frame than the 10-year STARS II. STARS III carries a five-year base period and just three one-year option periods, but the total period of performance on certain tasks could be as long as 13.5 years.



## VETS Growth Trajectory 2022 (continued)



eFAST

The Electronic Federal Aviation Administration (FAA) Accelerated and Simplified Tasks (eFAST) is the FAA's preferred contracting vehicle for small business contracts. eFAST streamlines the procurement process for all stakeholders using a web-based acquisition tool and automated workflows compliant with applicable FAA standards.

eFAST supports the following contract types: Firm-Fixed Price, Cost Reimbursable, Time and Materials, Labor Hour and others as appropriate.

### 2022 Growth Focus



#### Functional Areas of eFAST

Functional areas are support service categories used in eFAST acquisitions. eFAST MOA Holders offer services in the following functional areas:

- Air Transportation Support
- Business Administration & Management
- Research & Development
- Computer/Information Systems Development
- Computer Systems Support
- Documentation & Training
- Engineering Services
- Maintenance & Repair

#### VETS and our Joint Ventures Cover all functional Areas

- VETS - Air Transportation Support (ATS)
- VETS - Computer Information Systems Development (CSD)
- VETS - Computer Systems Support (CSS)
- VETS - Maintenance and Repair (M&R)
- G2 - Engineering Services (ES)
- G2 - Documentation & Training (D&T)
- G2 - Business Administration & Management (BAM)

GSA

The General Services Administration (GSA), Office of the Chief Information Officer (OCIO), Office of Corporate Services has a need for IT systems, program management, professional and system support services for the design, development, configuration, release management, system maintenance and system security support for a variety of web services, web products, application(s) and their related system(s) including IT tools and services to support other GSA Staff Offices

### 2022 Growth Focus



#### Scope of Work Areas for GSA Blank Purchase Agreement (BPA)

This multiple award BPA for the design, development, configuration, release management, system maintenance and system security support for a variety of web services, web products, application(s) and their related system(s) in support of Government programs and applications.

- POOL 1: Government Program Management Support.
- POOL 2: Concept, Design and Strategy for IT applications.
- POOL 3: Development, Implementation and Release Management – for IT applications.
- POOL 4: Systems Administration
- POOL 5: Information Systems Security

#### VETS Won this BPA with 3 other partners and will have opportunities over the next 5 years

- IMC – large company and long-time partner of VETS
- PingWind – small company with strong capabilities
- G2IS – long time partner of VETS and Woman owned company

“Dragons take on many forms – the hardest task of the day, a new responsibility, an impending deadline, or even dealing with conflict – and the trick is to just slay the dragon and move on. Don’t overthink it. To succeed, you have to have the confidence to take things head on and keep moving forward.”

— Sarah Mannone, Executive VP of Trekk

## In case you were curious about our solution differentiators . . .

***This is what we do.*** VETS provides comprehensive strategies for efficient and effective management of information and technology. We use proven methodologies and apply industry standards in every project and strive to add business value by improving decision making, maximizing performance, and achieving cost savings for our clients.

### Federal IT Services



- ⇒ Infrastructure & Operations
- ⇒ IT Service Management
- ⇒ Lifecycle Testing
- ⇒ Cybersecurity
- ⇒ Software Development
- ⇒ Training/Instructional Services
- ⇒ Cloud Services

### Commercial Services



- ⇒ Full Lifecycle Software Services
- ⇒ Product & Platform Development
- ⇒ Product Marketing & Sales
- ⇒ Product Management

### Staffing Services



- ⇒ Contract to Hire
- ⇒ Direct Hire
- ⇒ Management Consulting
- ⇒ Payroll Services
- ⇒ Project Consulting
- ⇒ Staff Augmentation

### National Awareness & Holiday Calendar

July, August, and September offer a wide array of activities to commemorate and support.

From July 4<sup>th</sup> to National Dog Day to World Alzheimer's Month — there is something for everyone to observe this summer.

#### **JULY — Independence Day**

Independent Retailer Month  
National Cell Phone Courtesy Month  
National Culinary Arts Month  
National Grilling Month  
National Hemp Month  
National Hot Dog Day  
National Ice Cream Month  
National Fragile X Awareness Month  
National Picnic Month  
World Watercolor Month

#### **AUGUST — Purple Heart Day**

National Friendship Day  
Children's Eye Health and Safety Month  
Family Fun Month  
International Peace Month  
National Back to School Month  
National Immunization Awareness Month  
National Sandwich Month  
National Water Quality Month  
National Wellness Month  
Spinal Muscular Atrophy Awareness Month

#### **September — 9/11 Commemoration**

Childhood Cancer Awareness Month  
Healthy Aging Month  
Childhood Obesity Awareness Month  
Sickle Cell Month  
Traumatic Brain Injury Awareness Month  
Newborn Screening Awareness Month  
Ovarian Cancer Awareness Month  
Pain Awareness Month  
Prostate Cancer Awareness Month  
World Alzheimer's Month

# Spotlight on Brittney Moore

Brittney Moore joined VETS' Business Development Team as Proposal Coordinator in



April of this year. She brings an Associates of Applied Science in Network Security with a Business Management emphasis. With a background that includes working with the public to provide results-driven, sales-

based solutions, Brittney is a great addition to the VETS Team.

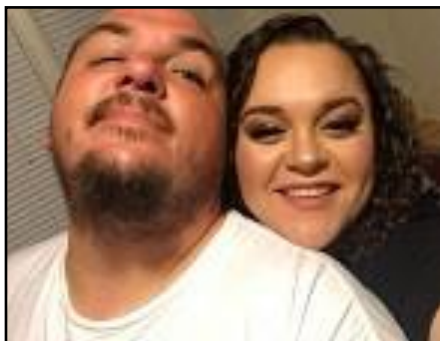
Asked what she likes about working at VETS, Brittney shared, "Working here has presented me with new opportunities to grow daily and further myself in establishing a career."

Originally from Oklahoma, Brittney now calls Virginia home. Growing up in the Shenandoah Valley—with some Northern Virginia sprinkled in — she enjoys the atmosphere and small-town feel of Virginia.

Brittney is married with two girls (13 & 4— help!), 😊 and don't forget the three kitties!

We asked what the best piece of advice she ever received

was. Brittney said, "You can't control what life brings you — only how you react to it."



Brittney was asked to share how she likes to spend her time off. She said she enjoys reading Harry Potter and anything on the breakdown/ study of personality. A favorite podcast, she listens to True Crime Garage. When not working, Brittney spends her time finding deals (an excuse to shop!), going to live music, and watching true-crime documentaries. She also enjoys partnering with her daughter to raise money for the Make-A -Wish Foundation, which helps fulfill wishes for children with critical illnesses.

We asked Brittney to share something people don't know about her. She didn't hesitate — "I do not like baked fruit, no apple pie here."



She may not like apple pie, but Brittney is the proud granddaughter of a Retired Army Lt. General. Her respect for Veterans is a tenet Brittney and VETS share.

Values that drive Brittney include kindness and helping others. She believes "positive breeds positive."

That sentiment is seen in her favorite quote by J.K. Rowling's Albus Dumbledore, "Happiness can be found even in the darkest of times, if one only remembers to turn on the light."

Please join us in welcoming Brittney Moore to our VETS Team family.



# Chaplain's Corner

**"A cheerful heart is good medicine..." Proverbs 17:22**

We all need times of celebration and joy. While we have plenty to be concerned about in our world today, we need to make sure we take the time to enjoy the blessings and gifts of our lives.

The big celebrations are important, but there are also reasons to celebrate every day.

For instance:

- ◆ When your coffee is especially good
- ◆ When your best friend shares a joke
- ◆ When you complete the big project
- ◆ When your child shows you their latest artwork
- ◆ When the movie is especially good
- ◆ Or when you create a time to reflect on all the good that has come your way...



A cheerful heart really makes a difference in our lives. May your celebrations of the big moments and the everyday blessings bring you peace and joy!

On the journey together,

*Greg*

Dr. Greg Randall  
VETS Corporate Chaplain

VETS

**On Monday, June 26, 2022, Chaplain Greg sent this note:**

It has been a joy and a privilege to serve as your Corporate Chaplain over the past years. I am very thankful to have shared some of your greatest joys and deepest sorrows and to have traveled together to seek God's mercy and grace. I'll be stepping out of my official role (hopefully temporarily) at the end of this month, but my e-mail will remain active for a few months if you would like to reach out to me. My prayers for you all will continue and I am deeply thankful that we will continue to be... *On the journey together — Greg*



People First.  
People Always.

# Human Resources



## Choose healthy activities & get rewarded! Introducing . . . The Anthem Wellbeing Solutions Program

All Anthem members are eligible.

Complete activities like those below, and earn rewards to put toward gift cards at select retailers such as MasterCard, Amazon, Home Depot, Target and more.

Log into [anthem.com](http://anthem.com) then go to *My Health Dashboard* to redeem awards.

Activity type	Activities	Amount
 <b>Preventive care measures</b>  <b>How you earn:</b> Receive your reward when claims are processed	Complete a colorectal cancer screening (45 years and older)	\$25
	Complete a routine mammogram (women 40 to 74)	\$25
	Complete an annual preventive wellness exam or well woman exam with your doctor	\$25
	Get an annual cholesterol test <sup>1</sup>	\$20
	Get an annual flu shot	\$20
	Have an annual eye exam <sup>2</sup>	\$25
 <b>Condition management programs</b>  <b>How you earn:</b> Reach certain benchmarks or complete a program	ConditionCare program: Work one-on-one with your health coach for a chronic condition and earn rewards for participating in and completing the program <sup>3</sup>	Up to \$50 (\$20 participation/\$30 completion)
	Future Moms program: Moms-to-be can receive support from a registered nurse and earn rewards for completing initial, interim, and postpartum assessments <sup>4</sup>	Up to \$40 (\$20 initial/\$10 interim/\$10 postpartum assessments)
	Wellbeing Coach Telephonic – Weight Management Program: Receive one-on-one support and lifestyle coaching for weight management. Complete your goal to earn a reward <sup>5</sup>	\$25
	Wellbeing Coach Telephonic – Tobacco Cessation Program: Receive one-on-one support and lifestyle coaching for tobacco cessation. Complete your goal to earn a reward <sup>6</sup>	\$25
 <b>Digital Wellness activities</b>  <b>How you earn:</b> Complete activities in the Sydney Health <sup>SM</sup> app or on <a href="http://anthem.com">anthem.com</a>	Complete action plans around eating healthy, weight management, physical activity, and more	Up to \$25 (\$5 per action plan)
	Complete a health assessment and receive tailored health recommendations	\$20
	Complete Well-being Coach Digital daily mission check-ins <sup>7</sup>	Up to \$20 (\$4 per milestone)
	Connect a fitness or lifestyle device	\$5
	Log in to your Anthem account	\$5
	Track your steps	Up to \$60 (\$2 per 50,000 steps tracked)
	Update your contact information	\$10





# Applauding Our Employees



## 2022 Employment Awards

### 5 Years' of Service

Anand S. Srivastava — 04/17/2017

Mark V. Muller — 04/17/2017

Richard L. Carter — 05/31/2017

### 10 Years' of Service

M. Sue Settell — 06/16/2012

## 2022 Birthdays!

### JANUARY

Monica Broussard  
Venkata Bongarala

### FEBRUARY

Vishnuvardhini Gopi  
David Loughran

### MARCH

Anand Srivastava  
Ar'Monte Wilkins  
Christine Beamer  
Dean Fortner  
Emily Toombs  
Jacqueline Taylor  
Jeevan Simon  
Jennifer Boit  
Jordan-John Cameron  
Mark Muller  
Mona Moody  
Prince Amankwa  
Richard Carter

### APRIL

Anicia Ogonosky-Gau  
Donald Brown  
Heather Watson  
Jacqueline Wagstaff  
Mary Lankford  
Stephanie McELhenny  
Svetlana Murzakov  
Wendell Matthews  
Darius Ward  
Heather Toney  
Johnathan Smith  
Malik Luster  
Noel Morrison  
Pamela Clay-Jones  
Richard Dimbath  
Torey Robinson

### MAY

Aiyona Wesley  
Cameron Benton

### JUNE

Najaf Abbas  
Randy Scott  
Shiney Jacob  
Herbert Kaskoff  
James Clarke  
Jason Croysdill  
Lauren Laughlin

### JULY

A'Mya Rigmaiden  
Deven Brown  
Donald McCreight  
Dontrey McCreight  
Jordan Jones  
Kenyotta Gholson  
Lindsay Barretta  
Megan Stewart  
Stephanie Clemons

### AUGUST

Akil Harris

### August (continued)

Alex Schifferdecker  
April Bryant  
Arnold Benton  
Demarcus Hampton  
Jagadeesh Kotra  
Jill Goodson  
Maria Ochoa  
Maurice Coleman  
Robin Hammond  
Robin Miller  
Salma Alam  
Shane Gau

### SEPTEMBER

Brittney Moore  
Corey Druse  
Eddie Jones  
Riviera Luster  
Xavier Cunningham





# Leadership Today

By Mark Muller [Senior VP of Growth and Operations]

The VETS newsletter leadership section was traditionally written by our much-respected colleague, Brigadier General John Rose, who has retired. I feel honored to have the opportunity to write an article on leadership for this quarter's VETS Newsletter. Since this is such a broad topic, I wasn't exactly sure what to write. I thought I would focus on defining leadership, sharing my experience on leadership and highlighting a strong historical figure.

## *According to Webster's....*

*lead-er-ship – NOUN - the action of leading a group of people or an organization: "different styles of leadership"*

Where Webster's defines leadership in its most simplistic form (...leading a group of people'). I regard the term leadership as having more to do with how you lead than the actual position of authority.

During my career, I have attended many leadership courses and programs. In the military, I was required to learn the responsibility of leading subordinates, (chain of command is everything), and how to be a military leader (even at 19 years old). In my professional career, I was trained in leadership for the business world and what the organization expected from its senior management team. While both provided beneficial training and a formal approach to leadership, the most valuable lesson has been the years of observing leadership from historical icons, colleagues, and family members.



The science of leadership is complex and is rigorously academic, but relies on personal experience and individual characteristics to tie it all together. While writing this article, I came across a chart that captures my approach on becoming a better leader. There are many styles, traits, and theories, but over the years I've determined a balanced approach of support and coaching combining delegation with direction has become my personal style.

Please take some time to reflect on who inspired you, your experiences, and how you've developed your own leadership style.

*(Continued on next page)*



# Leadership Today *(continued)*

Finally, I will leave you with some thoughts and insights of one of our great American leaders. There are many books and essays written on Abraham Lincoln, but one I would recommend is: *Lincoln On Leadership For Today*.

It is an easy read and provides great insight to the challenges he faced and how he led this country through our most tumultuous time in history.

## Why Abraham Lincoln?

In the opinion of many, Lincoln is sincerely remembered as, the greatest leader in the history of the United States. What determined Lincoln to be a great leader? He possessed effective leadership characteristics — three in particular for which Lincoln was known:

**Be Accessible to Everyone.** In Donald T. Phillips' book *Lincoln on Leadership: Executive Strategies for Tough Times*, the author writes: Lincoln was probably the most accessible chief executive the United States has ever known... John Nicolay and John Hay, his personal secretaries, reported that Lincoln spent 75 percent of his time meeting with people. No matter how busy the president was, he always seemed to find time for those who called.

## Surround Yourself With Sharp Minds.

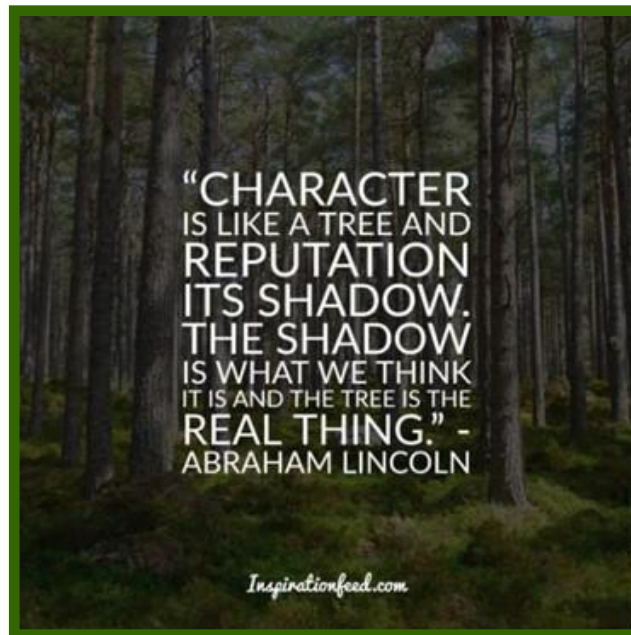
During his campaign and subsequent election, Lincoln chose to surround himself with the best and brightest minds. He could have hand-picked people who would agree with every decision, but he didn't. Instead, he focused on creating a group of individual thinkers who could collaborate and work together effectively.

## Be Kind to Everyone.

This might seem like obvious advice, but few leaders can match the level of kindness that Lincoln displayed during his career. The president was beloved for his manner of treating everyone as equals and friends. Friendliness, Lincoln explains, is the best way to persuade and influence others.

In closing, it's not a given that people are born with characteristics that make them natural leaders. Good leadership skills are quite often developed through years of experience, mentorship, and leadership training as part of an entity's management structure.

"The greatest leader is not necessarily the one who does the greatest things. He is the one that gets the people to do the greatest things." – Ronald Reagan



**"Nearly all men can stand adversity, but if you want to test a man's character, give him power."  
— Abraham Lincoln**



# Spotlight on Megan Stewart

In January 2022, Staffing Pros, a Division of VETS, Inc., brought Megan Stewart on as a Sourcing Specialist. She brings knowledge and skills gained from working in a variety of disciplines, including real estate, human resources, sales, customer service, and waitressing over the last 12 years.

Megan shares many of VETS' core values, such as its *People First*, *People Always* and family values, which are important to her.



Another thing she loves about VETS: "Everyone is so willing to help and not get frustrated when asked questions — and getting to learn all kinds of new skills."

Her favorite quote by Marilyn Monroe, "A smart girl knows her limits, a wise girl knows she has none.", empowers her to keep learning and growing.

She grew up in Burlington, North Carolina (NC). "It's a small town where you're definitely going to see someone you know at the grocery store," she laughed. "I love my mom; we spent most of our time together. Mom did everything with me — she was even my coach for a bit. She is still my best friend and the one I call 17 times a day." Megan said she feels fortunate to have spent a lot of time traveling with her grandparents, thankful for cherished memories.

A proud mom, Megan said her three-year-old daughter, Rilynn Blake, is her entire world. "Her laughter and personality light up any room she walks into." Megan's Mom shared a piece of advice that she is working to pass on to her daughter. "On your bad days look at yourself through my eyes and know you can do great things!"



Helping people is her passion. She splits her time between working at VETS to help people get jobs and employing her NC real estate license to help people find homes. Across all her work she infuses her belief that all things happen through Christ and with him first, she cannot fail. Megan stated, "I believe in doing the right thing even if it is not to my benefit."

In her free time, Megan likes to read books like *What I Know For Sure* by Oprah Winfrey. She loves to hike, especially if it involves a waterfall. Her favorite past time is watching Rilynn grow and spending time with her.



Megan said, "The beach is always a yes for us or spending time with family."

Speaking of families, please join us as we welcome Megan Stewart to our VETS family.



# Staffing Pros Summer Celebration



***When tasked with "Celebrating" this team likes to eat!***

I also thought it might be fun to enjoy some famous food quotes.

"In wine there is wisdom, in beer there is strength, in water there is bacteria" — David Auerbach

"He was a bold man who first ate an oyster" — Jonathan Swift

"A waffle is like a pancake with a syrup trap" — Mitch Hedberg

"Spaghetti can be eaten most successfully if you inhale it like a vacuum cleaner" — Sophia Loren

***And the most famous . . . "Ich Bin ein Berliner." - President John F. Kennedy***

*Yes, Mr. President, you just said you're a jelly doughnut. ☺*

## Summer Fun Recipes from the Staffing Pros Team

Lauren English, Senior Technical Recruiter who resides in Krakow, Poland --

### Veggie Quichezza & Mimosas



\*My favorite thing to make on the weekends is a Quichezza paired with mimosas.

A Quichezza is simply a quiche made with pizza dough.

#### **Veggie Quichezza:**

Preheat oven to 350F. Grease a skillet with olive oil and cook peppers, jalapenos, mushrooms, and onions.

Pizza dough	broccoli — finely chopped (or any choice of veggies)
6 eggs	Salt & pepper (other seasonings of your choice)
Shredded cheese	Optional: Add bacon by pan frying and crumbling up
Bell peppers, jalapenos, mushrooms, onions, &	into quiche

Steam broccoli in a pot separately. In a bowl, whisk together eggs, and add salt, pepper, and a dash of milk.

Line a pie pan with the pizza dough, then line the bottom of the dough with shredded cheese, add the cooked vegetables, and pour egg mixture on top. Bake for 30 minutes, or until eggs are set. Add shredded cheese on top for the last 5 minutes.

**Mimosas:** Champagne or Prosecco and your juice of choice

## Summer Fun Recipes from the Staffing Pros Team...continued

Megan Stewart, Sourcing Specialist who resides in North Carolina --



### Fruit Dip & Tito's Lemonade

\*Rilynn's favorite summer snack and Mommy's favorite summer drink.

#### Fruit Dip:

- 1 Pack cream cheese
- 1 14 oz. can sweetened condensed milk
- 1 teaspoon lemon juice

Mix all ingredients and refrigerate for 3 hours — then ENJOY with any and all kinds of fruit.

#### Tito's Lemonade:

Tito's 😊

Lemonade or Limeade of your choice  
and Fresh Fruit

Stephanie McElhenny, Talent Acquisitions who resides in Virginia: --



### Summer Lobster Rolls & Skinny Sangria

#### Summer Lobster Rolls (serves 4):

- |  |  |
|--|--|
| Roughly 28 oz. lobster meat, grilled and cut into chunks | 1 ½ tbsp. fresh lemon juice              |
| 1 small celery stalk, diced                              | 2/3 cup plain Greek yogurt               |
| ½ tsp ground pepper                                      | 4 tbsp. olive oil mayo                   |
| 2 tbsp. butter, melted                                   | ½ tsp salt                               |
| 2 tbsp. chives, diced                                    | ½ tsp old bay (seasoning)                |
|  | Romaine lettuce hearts (or potato rolls) |

Slice open lettuce hearts and coat the insides with butter. Put on the grill upside down until they have a nice char (2-3 minutes). Combine all other ingredients (besides the lobster meat) in a bowl and stir. Once all combined, slowly fold in the lobster meat until its well coated. Fill your charred romaine heart "bowls" with your lobster filling and enjoy! This is also delicious doing everything the same, except replacing the lobster with grilled shrimp.

#### "Skinny" Sangria:

- 1 bottle of red wine
  - ¼ cup vodka
  - 1 ½ cups of fresh fruit (oranges, pineapple, berries of your choice – whatever you like!)
  - 16 oz. bottle of Sprite Zero
- Combine wine, vodka, sprite, and fruit in a large pitcher and stir. Chill at least 4 hours. Pour over ice, garnish with extra fruit, sit on the porch and enjoy with a sunset!



## Summer Fun Recipes from the Staffing Pros Team...continued

**Billy Julian, Senior Recruiter who resides in Charlotte, North Carolina --**

VETS

### Shrimp Penne Pasta & Yum Yum

4 seeded and diced Roma Tomatoes	2-4 tbsp. Olive Oil (OO)
1 lb. Shrimp peeled sautéed in OO and Garlic	Salt and Pepper to taste
1 box of Penne Pasta	1 tsp. Oregano
Fresh Basil	Crumbled Feta
2 Lemons	

In a bowl mix olive oil, lemon, oregano, salt, pepper, and diced tomatoes. Sauté shrimp in olive oil and minced garlic. When ready combine penne pasta with shrimp and top with olive oil mixture. Top with fresh basil and Feta to taste!

**Yum Yum:** Coors Lite

**Stephanie Clemons, VP Staffing Pros, who resides in Charlotte, North Carolina --**

Forget the Salsa! Here is a twist on Texas Caviar and French Mimosa's



### Texas Caviar & French Mimosas

#### Texas Caviar:

1 can of Black Beans, rinsed  
1 can of Corn  
1 Green Pepper, chopped  
2 Carrots, finely chopped  
1 small Purple Onion, chopped  
2-3 small Tomatoes, chopped

#### Dressing:

1/4 cup Balsamic vinegar  
4 tbsp. Sugar  
1/4 cup Olive Oil  
Pepper or Crystal (Texas Pete's) to taste

\* \* \*

Avocado, cubed (desired amount)  
Fresh Cilantro, chopped (to taste)

#### \*Dressing:

¼ cup Balsamic vinegar heated with 4 tablespoons of sugar until dissolved. Remove from heat and when room temp, add ¼ cup olive oil, and pepper or crystal (Texas Pete's) for some heat. Whisk altogether. Add to all the vegetables and chill for 1-2 hours.

Remove from refrigerator, toss, and add cubed avocado and chopped fresh cilantro (amount desired). Serve with Tortillas Chips, or on top of chicken breasts, fish, steaks, in Fajitas, or anywhere you'd use salsa.

#### French Mimosas:

Put 2-3 tablespoons of Chambord (Raspberry Liquor ) in the bottom of each glass flute. Add the balance with chilled Champagne or Prosecco. *Enjoy!*

## Helps Restaurants Thrive in Post-COVID Hospitality Space

With the onset of the Covid-19 pandemic, restaurants faced decreased revenue and were forced to reduce their work staff and even shut down. As businesses began reopening, the shortage in the workforce remained while customers flocked to restaurants. Restaurants simply could not keep or hire enough staff to maintain the consistent demands of patrons. This posed a problem not seen before. This was the time for Waitbusters to brainstorm about how they could get to the heart of the problem and not only help but create an environment where restaurants could prosper. Considering this, in the summer of 2021, Waitbusters released its most innovative feature to date, Call Concierge.

Call Concierge is essentially an automated answering service which can act as a supplement to WB's software or can be used as a stand-alone solution. It gives restaurants the ability to manage their in-house guests while still addressing phone-in customers' needs. Through this feature, customers receive easy to follow voice prompts that direct them towards an SMS, offering one-click access to place online orders, reserve a table, join the wait line, or even get directions. Here's how it works:

1. A customer calls the restaurant to place an order, make a reservation, be placed in a wait line, ask for directions, or know the daily specials – but no live person is available to answer. Fortunately, Call Concierge is!
2. Call Concierge provides a series of prompts asking the customer which of the above actions they would like to perform – they then press the number corresponding to their desired action.
3. The customer then receives an SMS message linking them to the online ordering, reservation or wait line management system (or anything the operator chooses).

4. The customer is happy and the restaurant has not lost the business by missing a call.

The benefits for both the restaurant staff and customers include:

- Eliminating errors and stress caused by juggling phone calls and in person questions and needs
- Customers receive immediate answers from the touch of a button instead of waiting for staff to assist them in the lobby or place them on hold for long periods of time
- Managers have an extra “set of hands” to answer basic questions via telephone when staff is limited.

We've seen just how Waitbusters' Call Concierge feature has helped recoup lost business over and over throughout the country. For example, one restaurant partner, Jubilee Joe's, an Alabama establishment, was sending calls to voicemail during lunch and dinner rushes due to limited staff. The owner estimated that 80% of those missed calls translated into lost revenue. On the first day Jubilee Joe's began utilizing Call Concierge, the following statistics were seen:

- 59 calls were received with 48 options made by customers (only 6 hung up and 5 were robot calls)
- 34% of the callers placed online orders through the SMS prompts
- 20% of the callers entered the wait line through the SMS prompts
- 14% of the callers made reservations through the SMS prompts
- 12% of callers asked to speak to a manager
- 2% of the callers requested directions via voice prompt to the restaurant



*Article continued on next page*

## WAITBUSTERS HELPS RESTAURANTS THRIVE *Continued*

The best part is that not only did Waitbusters assist their restaurant partner in recouping losses, but they allowed them to maintain customer satisfaction, loyalty, AND increased revenue.

**On this one day alone, they received a 20x return on their investment in the Waitbusters' software.**

Furthermore, they were able to add 48 new contacts to their CRM that they can market to in the future. According to Shane Gau, CPO of Waitbusters, "Going above and beyond for our restaurant partners is what we do and creating new revenue streams is just the icing on the cake."

Waitbusters further aided restaurants in increasing revenue post-COVID through their partnership with Order with Google. Here, restaurants using the Waitbusters platform can be found when potential customers use Google Search and Maps. This has tremendous revenue boosting potential for restaurants who have been limited with their delivery options due to cost and the labor shortage.

Third Party Delivery Platforms (3DP's) such as DoorDash or Grubhub were a savior to restaurants during the pandemic as a marketing, new customer acquisition tool and delivery service. However, using 3DP's as a sole delivery solution for the long term is not sustainable for most independent restaurants, due to the 20%-30% commission they must pay out. 3DP's are great for the short-term as a complement to utilizing Waitbusters. In other words, use the 3DP's to get the new customers, gather the customer data and market to them yourself to make them *your* customer.

Waitbusters mission was always "When Restaurants Speak, We Listen." We celebrate the fact that we answered the call of our restaurant partners in need and our successes are felt through the restaurants who have navigated through the COVID-19 pandemic and come out on top.

### ***About Waitbusters Digital Diner***

*Waitbusters LLC, a service-disabled veteran-owned company, is a provider of innovative restaurant technology solutions. Its Digital Diner solution offers restaurants the ability to create better experiences for their guests, save money, create new revenue streams, become more profitable, and find and retain happy customers.*

Waitbusters Digital Diner provides:

- Online Ordering & Commission Free Delivery
- Delivery Driver Logistics
- Call Concierge
- Wait Line, Reservations & Table Management
- Social Media Marketing
- SMS Text Message Marketing
- Loyalty & Rewards



### **Interested in learning more?**

Email [sgau@waitbusters.com](mailto:sgau@waitbusters.com) to schedule a demo or check out [www.waitbustersdining.com](http://www.waitbustersdining.com)

Contact: Anicia Gau, Waitbusters, LLC  
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*Waitbusters wishes everyone a safe summer celebrating family, food, & fun!*







# GATES Overseas Mobile Training Team Class

## Bahrain and Kuwait / 595TH Brigade, 1182nd Battalion

**SUMMARY** — Instructor Richard (Scot) Dimbath VETS/SDDC G3 GATES, provided GATES Training on June 20-23 & June 27-30, 2022, to the 595th BDE Responsibility (AOR) with personnel from the:

- 831st Transportation Battalion and the Ocean Cargo Clearance Authority Southwest Asia (OCCA-SWA/ (595thBDE Cargo Booking office)) in Bahrain (situated between Qatar and the northeastern coast of Saudi Arabia)
- 1182nd Transportation Battalion SPOD Port of al Shuaiba (SPOD/seaport of debarkation) in Kuwait (in the northwestern corner of the Persian Gulf)

Also, present was the GATES Class Proctor, Jacob Reese, SDDC G3 GATES government representative, who observed the lessons taught and the students' participation. The GATES training consisted of eight (8) students at Bahrain and ten (10) students at Kuwait. The GATES examination was administered and a certificate was issued for students receiving a passing grade of at least 80%. The training emphasized GATES Export/Import and was coupled with instructions on the MESA 2 handheld Terminal military shipping label scanner. Students were a mixture of Department of Defense (DOD) civilians, unit Transportation management coordinators (88N), and members of the 595th BDE booking office. Students demonstrated their knowledge via learning checks and practical exercises provided by the instructor.



Scot Dimbath VETS/SDDC G3 GATES, Instructing 1182nd DDSB and 595th BDE personnel.



Instructor Scot Dimbath VETS/SDDC G3 GATES & LTC Michael J. Huber 831st Battalion Commander.

Deployment and Distribution Support Battalion at the SPOD (on deployment). The purpose of GATES Training for the 595th Transportation Brigade AOR was to increase GATES users' capabilities.

The 595th BDE with supporting elements establishes ports of embarkation/debarkation per mission requirements. The supporting units' Operations, Clearance, and Distribution Control and Cargo Accountability, receive unit equipment, personnel, and sustainment cargo from arriving military and commercial vessels at a seaport of demarcation (SPOD).

**PURPOSE** — The 595th Transportation BDE plans, executes, and integrates strategic surface deployment and distribution capabilities to deliver and sustain the Armed forces in support of CENTCOM requirements. The 595th BDE, based at Camp Arifjan Kuwait, is comprised of Subordinate Organizations 831st and 840th Transportation Battalions and the 1182nd



LTC Michael J. Huber 831st Battalion Commander, Jacob Reese SDDC G3 GATES, Scot Dimbath VETS/SDDC G3 GATES, SGM Carlos M. Johnson 831st Battalion SGM, Edgar Jimenez OCCA-SWA.

*(Article continued on next page)*



## GATES Training — Bahrain and Kuwait *(continued)*

The Battalions employ cargo documentation personnel and systems such as the Transportation Management Coordinators for the Global Air Transportation Execution System (GATES), and Marine Cargo Specialist for the Integrated Computerized Deployment System (ICODES), a fully integrated information system that provides multi-modal load planning, as well as handling hazardous material (HAZMAT) documentation.

The flexibility of the Battalions Detachments enables the 595th BDE to deploy and redeploy personnel to seaport locations throughout the 595th BDE AOR, when called upon to execute CENTCOM contingency or operational missions. The Battalions personnel, using GATES, will



Scot Dimbath VETS/SDDC G3 GATES instructing 1182nd DDSB and 595th BDE personnel.

provide in-transit visibility and conduct customs clearance and distribution operations. They also receive and trans - load cargo as an initial-entry port opening force until they are relieved by and or are integrated into — follow-on sustainment forces during contingency operations.

Adding to the purpose, this training fortifies the 595th BDE Battalion's personnel with confidence with their GATES systems skills and enhanced their ability to document shipment cargo in the GATES Water Port Applications. In addition, instructions supported the relationship of Central-GATES, R-GATES, D-GATES (Export & Import), and the current Hand-

Held Terminals (MESA 2), Water Port Data tables, Water Port Reports, GEMS Query Tool. At that point, each of the eighteen students learned the understanding that GATES is a single automated system serving the management of Surface Port Operations for the Department of Defense (DOD). GATES support serves peacetime and contingency operations, which includes processing ships manifest, (stevedore port handling and vessel carrier payments), tracking, and in-transit visibility (ITV) of military cargo.



Scot Dimbath VETS/SDDC G3 GATES with 1182nd DDSB and 595th BDE personnel.

**GATES** — Global Air Transportation Execution System (GATES) Application and System Support is a single automated system serving management of both aerial port and surface port operations for the Department of Defense (DOD) transportation worldwide. Its support is mission-critical since the ports sustain global air and surface movement of personnel and materiel and serve as the entrance into or departure from the country where located. Serving peacetime and contingency operations, GATES support always includes processing and tracking cargo and passenger information to speed their timely arrival and know their location (i.e., in-transit visibility (ITV)). GATES also adds to DOD's capability to bill for cargo and passenger movement.

**"The truth of the matter is that you always know the right thing to do. The hard part is doing it."**

**— Norman Schwarzkopf —**



# Company Contacts



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