

WSI CONNECTION

Watson Services, Inc. —Your Partner in Food Service Management

Special points of interest:

- WSI New Website address: www.watsonservicesinc.com
- WSI Culinary Training at West Point
- The Ten Most Distinguished Men of Orange County
- The Corporate move to 47 Grand Street, Newburgh, NY 12550
- Newest contracts: USMA West Point, NY and McConnell AFB, KS

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The New Home of Watson Services, Inc. Corporate Office

We moved our Corporate Office last October 2002' to 47 Grand Street, Newburgh, New York 12550. Our phone and fax numbers are the same. We currently have a website address that we are excited about and invite you to take the time and visit us at : www.watsonservicesinc.com

Mr. Kevin Barrett, the City of Newburgh Historian, shared some very good historical information about the building we purchased. We would like to

share this information with our readers.

The New Home Office location was built in 1932 during the peak of the Great Depression, the Newburgh Building and Loan Association was a long time friend to local residents. When the Association moved to upper Broadway, the building sat vacant for some time. At one point, the building was used for the law offices of Sears Hunter. Most recently it was used as the offices of the Eastern Orange



County Chamber of Commerce. Currently, the building is the headquarters of Watson Services, Inc. The old Loan Association and adjoining office building provides.... (cont'd on page 3)

Frederick A. Watson, President Honored in Orange County, NY

Frederick A. Watson our President and Founder was honored last November 2002 as one of the Ten Most Distinguished Men of Orange County. This special event was

sponsored by Ms. Shirley Sutphin, Founder and CEO of Let's Talk of Middleton, New York. These Ten Most Distinguished Men of Orange County were honored for their

outstanding contribution to Orange County, and for supporting women's achievements. The Semi-formal dinner dance was held at Anthony's Pier 9, in New Windsor, NY.

From the Office of the President—Frederick A. Watson



"Determination all but erases the fine line between the impossible and the possible."

“A true leader does not turn back at the sight of a storm, but finds a way to rise above it and continue to soar”

QUALITY

Quality—degree of excellence, distinguishing characteristics

Quality is a term that is overused and undervalued. Everyone wants to believe they are receiving quality for their investment of time or money. Our mission in the coming days, weeks and months will be to refocus on this concept.

Watson Services Inc. will take a step back and evaluate our commitment to excellence.

Human nature is to get into a comfort zone and to let duties, tasks and responsi-

bilities “go with the flow”. That is a recipe for mediocrity. How often do we take short cuts to get to the result that is required? In any recipe when one or two of the ingredients are reduced or eliminated, the result is going to be less than satisfactory. That is also true of our performance. Continued downgrading of our performance standards creates a desensitizing of our quality expectation. We lower the bar. Eventually we wind up doing the bare minimum to get by.

Our goal at Watson Services, Inc. is to put each person in

a position to excel. We are looking for more than success. The excellence of the individual is multiplied when the group is striving for the same level of excellence. This is the essence of synergy.

The success of the organization is completely reliant on the success of the individual. Opportunities are created when individual excellence breeds team success. WSI strongly believes in promoting those people that are striving to challenge themselves and their abilities.

(Continued on Page 3.)

Rating the Employee’s Performance

It is a natural inclination to evaluate a person, rather than that person’ accomplishments. It is a human trait and is often difficult to subdue. However, the better Manager and Supervisors can overlook personalities and seek to evaluate only the performance of their employees.

“Put the man to the horse that can manage the horse” is an old Scottish proverb. Today for Management, the proverb means to put people at jobs that they can best handle.

Because a supervisor may

like a particular worker has nothing to do with whether the worker is performing well. While interpersonal relationships are an influence, management has to avoid rating the worker and concentrate more on the job that the worker does.

Personality is only one factor in the evaluation of an employee’s performance. There are some workers in many workplaces that management likes better than others.

It is a natural instinct. However, its influence has to be reduced. If it is not, then

favoritism is unavoidable. At a minimum Management can be guilty of being unfair, which will result into the breakdown of morale in the work place. The following provides a guide for evaluating an employee’s performance.

1. **Accuracy**—The extend of error—free work.
2. **Alertness**—The capability of grasping instructions readily and being aware of changing situations.

(cont’d on page 6.)



“Renew and enhance the greatest asset you have—YOU.”

The New Home of the Corporate Office Continues (from page 1)

nearly 6,000 square feet of space with 3,600 square feet of actual office space. The main lobby of the association has also been converted to offices. The exterior is made of glass and marble in a late Art Deco design. Many of the fixtures inside the building are still intact including the 6x11x10 foot safe that

held the liquid assets of the Building and Loan Association.

Alfredsons—Al Jones a Private Contractor and Frederick A. Watson our President had a different spin in mind for the Home office. They have totally renovated and remolded this space into a fabulous office setting with a distinct antique image, fully

equipped with oak wood office furnishing and beautiful lighting fixtures outside each office space. Of course with an historical locale such as this, it would be impossible to completely change the prestigious image it possesses. We are happy to be at such a place that we can truly call -

THE HOME OFFICE.



47 Grand Street
Newburgh, New York

STAFF MEMBER OF THE QUARTER

Our Staff Member of the First Quarter 2003' is:

MR. MICHAEL BARNES

Mike Barnes supports our USCG Woods Hole, MA. Contract and is known as an excellent Cook. He is very creative with the menus, hardworking, very dependable and reliable. These are the adjectives used to describe Mike says our Project Manager, Mr. Charles Claitty, USCG Woods Hole.

“The key to success is seeing opportunity where others see only difficulty”

FROM THE OFFICE OF THE PRESIDENT CONTINUES

Our organization is going back to the basics. We will look at ourselves in every phase of all of our operations. Where there are problems we will find solutions. Where there are deficiencies we will find corrections. Where there is excellence we will find acknowledgement.

We want everyone onboard for this venture into quality. Anyone not willing to join in may choose their own direction. As for this house we choose excellence.

Frederick A. Watson
President/CEO



“No light is bright enough to guide those without a destination.”

Special Events—USMA
January to March
2003'

500th Night Banquet —
25 January 2003

Yearling Banquet—01
February 2003

RMC Banquet—8
February 2003

H.O. Flipper Dinner—20
February 2003

100th Night banquet—
1 March 2003

Founders' s Day
Dinner—13 March

OBITUARY
We are saddened by the loss of one
of our own:

TRACY DARNELL STEWART

Tracy worked for WSI at the
USMA-West Point Cadet Mess
Dining Facility. He departed this
life on January 26, 2003 at the
age of 57. Our deepest sympathy
to his wife and family.

WSI FACILITY—NEWS...

WEST POINT

We began the West Point—
Cadet Mess Contract July
01, 2002. This contract is
managed by Bill Washington,
Project Manager and Dae-
mon Elliott, Assistant Project
Manager. At this location we
provide mess attendant/
waiter services for the Ca-
dets at the U.S. Military
Academy (USMA). We serve
three meals per day, seven
days a week for approxi-
mately 3,500,000 meals
per year.

There have been extensive
Culinary and Customer Ser-
vice Training at West Point—
Cadet Mess administered by
Eric Weiss of Service Arts,
Inc. for the last several
months. Doctor David Nash
of the American Food Safety
Institute has performed
Food Protection courses at
the USMA for WSI twice
since the start of this con-
tract. Many of our employ-
ees attended these classes

and some have completed
the training courses and
received their Professional
Food Management Certifica-
tion.

EIELSON AFB, ALASKA

According to Pamela Tea,
Project Manager at Eielson,
we have One-Hundred Army
Troops here for Northern
Edge from Hawaii. They are
not enjoying the tempera-
tures which are ranging from
30 degrees above to 20 de-
grees below zero. We are
gearing up for Cope Thunder
a big exercise that will be in
April for two weeks and the
phase three for two weeks in
June. We are expecting
1,000 troops!

We will greatly miss Tsg.
Paul Martino and family.
They PCS to Altas AFB in
Oklahoma. Our new Dining
Facility Manager is Tsg.
Welle,. She is now in the
desert TDY for three months.

USCG—WOODS HOLE, MA

Watson Services, Inc., per-
forms food service events
for the Captain, Banquets,
and Black History Month
each year. Per our Project
Manger, Chuck Claitty we
prepared a nice meal for the
Admiral. He says, all is good
at USCG Woods Hole.

USCG—FORT MACON, NC

This Galley was closed for
87 days and reopened on
July 22, 2002. Robert
Bonay, Project Manager indi-
cated, It was well worth the
wait, the facility looks great.
Robert S. Robertson our new
Chef joined us in December
2002, he has a passion for
cooking and has the diners
gasping for more.

USCG—PORTSMOUTH, VA

For the month of January we
fed a total of 2858 people
and February 1422. This
was the largest amount we
have fed during this contract
says, Penny Haley, Project
Manager.



BROOKLYN PRODUCTION FACILITY
144 NOLL STREET

WSI FACILITY NEWS CONTINUES

PROMOTIONS

WEST POINT, NY

Annette Selby—Quality Con-
trol Evaluator

Maria E. Guerra—Lead Food
Service Worker

Claire Curry—Administrative
Clerk

WOODS HOLE, MA

Michael Barnes—Cook II/
Kitchen Supervisor

NEW HIRES

To many to list individually
but a Sincere Welcome to all
of YOU!

CONDOLENCES

CORPORATE OFFICE -

Elizabeth Coffey — The loss
of her Father—March 2003

CONGRADULATIONS

To all staff who have just
completed and received
their Professional Food Man-
agement Certification and
others that received Certifi-
cates for the extensive Culi-
nary Training by Eric Weiss.



Chisholm Trail Inn & Plains Inn Flight Kitchen
McConnell Air Force Base, Kansas

*“It is not of
importance
where we stand,
but in what
direction we are
moving.”*

Facility News—McConnell AFB, KS—Chisholm Trail Inn

McConnell AFB (McC AFB) opened the Chisholm Trail Inn after renovations, October 2002 with Watson Services, Inc. (WSI) as the Mess Attendant Services Contractor. McConnell AFB is located in Wichita, KS, also known as the Air Capital. The Chisholm Trail Inn is part of the 22nd Services Air Wing, under the command of Major Rodgers. McC AFB is an Air Refueling base servicing the mid-western part of the country. The Chisholm Trail Inn was just recently remodeled after a hurricane caused major damage to the building approx. two years ago. After remodeling of the Serving area, the facility opened with an eager staff and a committed management team. The WSI Philosophy and commitment to excellence has become a part of the McConnell AFB Mission. The staff at McC AFB is supported by Assistant Manager Mrs. Bun-

drick, a long time friend to the Services community having served here for over 25 years. She continues to add to the Food Service Program with the WSI staff. We have a great team here. To many to name individually so collectively, they are performing very well. Since the reopening, we have had various distinguished visitors come and tour the Facility. At McC AFB we are currently providing Contingency Cooks to supplement the Deployed Forces. These Cooks are headed up by Mr. Mel Mewborne and an excellent Staff of Cooks.

McConnell AFB is a New Contract for WSI and we are very proud of all the efforts that have gone into supporting the mission for the refueling Wing. They have deployed Members of the Base and have supplemented with Reservist. The meals have been maintained at the

same approximate level since the beginning. All our employees are new hires to the WSI team although many are no strangers to the Services Community. As a matter of fact, there are over 200 years of food service experience here at McC AFB. We are currently serving three meals per day for approximately 218,000 meals per year.

Since the beginning of this contract, most of the staff have had several training classes to include; Fire Safety, Food Handlers Testing, Hazardous Waste Training and others. As Team McConnell embarks on the new challenges ahead, we are enthusiastic about our work and the opportunities to make a difference here in the Food Service Industry. We are constantly challenging ourselves to be the best that WE CAN BE.

Randall Ward, Program Mgr.

Honorable Mentioned—Mr. Robert Bonay and Mr. Robert Robertson

Frederick A. Watson received a letter from the U.S. Coast Guard Group, Fort Macon, NC regarding our Project Manager, Robert Bonay and Staff Member, Robert Robertson in appreciation for their service. The letter stated: I am writing this letter to you to express

my thanks for the extra work that Mr. Robert Robertson, and Mr. Robert Bonay put forth this past week. Due to the increased tempo here at CG Group Ft. Macon, the need for serving “Mid-Rats” arose. These two gentlemen came in for three nights on their off time to assist us.

Their enthusiasm, and “can do” spirits are a model of what will be needed during the upcoming conflict in the Middle East. Their working here makes my job easier as the Contracting Officer Technical Representative here at CG Group Ft. Macon.

James Heinrich Schultz, FS1



AWARD WINNING SERVICE



*Watson Services, Inc. —Your Partner
in Food Service Management*

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Fax: (845) 561-6450

We are on the Web!

www.watsonservicesinc.com

Edited by: Valerie D. Ward
Executive Assistant/
Human Resources Manager

Watson Services, Inc. provides a full range of institutional food service capabilities to business, industry, governments, and institutions. We provide both on-site and off-site services to the following markets:

- Adult Centers* *Child Care Centers*
- Executive Dining* *Employee Cafeterias*
- Military Installations* *Stadiums and Arenas*
- Correctional Facilities* *Colleges and Universities*
- Primary and Secondary Schools*

The Corporate office is located at 47 Grand Street, P. O. Box 2428, Newburgh, NY 12550. The Food Service Divisions operates in the following states: New York, New Jersey, Massachusetts, Michigan, North Carolina, Virginia, Alaska and Kansas.

Additionally, we have a production facility at 144 Noll Street, Brooklyn, NY 11229. At this location we cook, package, and deliver individual meals. We are very flexible in responding to client needs. So whether your needs are limited or very extensive, we can tailor a program to suit you.!

Rating the Employee's Performance Continues (from page 3.)

3. Attendance—The record of conforming to the work schedule.

4. Courtesy—The polite recognition given to others.

5. Creativity—The ability to be innovative, including the finding of better ways to do the job.

6. Dependability—The attribute of fulfilling job assignments as expected with minimum supervision.

7. Drive—The quality of having self-administered higher-than-average goals in the work situation.

8. Friendliness—The ability to establish goodwill and imparts reciprocity in others.

9. Housekeeping—The capacity to maintain neatness and order in the employee's work area.

10. Job Knowledge— The acquired information of what is expected of the employee and how to accomplish the job with minimal difficulty.

11. Overall Performance—The sum total of the worker's qualities as compared to others with similar background and experiences.

12. Personal Appearances—Includes an appreciation of employee's dress and grooming.

13. Personality—An evalua-

tion of the employee's behavior characteristics as they conform to job requirements and the employee's relationship with others in the work environment.

14. Physical Fitness—The ability to work at the job assigned with minimal fatigue, and to be consistently able to perform the more physical aspects of the assignment.

15. Quantity of Work—The extent or volume of activity or completion of assignments during a given period

16. Stability— The capability of being even tempered, remaining calm, producing normal reactions to crises, and maintaining an even

flow of the work.

Management may also use the guide for a self-evaluation

Any effort to be critical will minimize the use of a rating of "AVERAGE". This is particularly true for self-evaluation where it is more desirable to determine weak points.

Submitted by:

Bill Washington,
Senior Project Manager
USMA—West Point, NY

"Renew and enhance the greatest asset you have—YOU"