

# ENformer NEWSLETTER

## EN Employees Awarded for Special Achievement

Special Achievement Awards recognize exceptional performance in the area of store operations and partner relations. Awards were presented to the following EN employees in 2014:

**Dan Beard**, unit manager at Kennesaw Mountain National Battlefield Park, for his leadership during the park's anniversary and exceptional teamwork with park staff and other partners.

**Joe Napurano**, unit manager at Thomas Edison National Historical Park and Morristown National Historical Park, for his innovative merchandising and product development and outstanding level of support to the park.

**Liz Linehan**, unit manager at Boston National Historical Park, for her excellent customer service and merchandising skills.

**Becky Burke**, Southeast regional manager, for her exceptional leadership and organization during Kennesaw Mountain National Battlefield Park's anniversary events.

**Maria "Angie" Rolon**, unit manager at San Juan National Historic Site, for her flexibility and dedication during a construction project at the park.

## Eastern National Announces Award Winners for 2014

Eastern National is proud to announce the winners of the following annual awards for 2014.



Eastern National Chief Operating Officer Kevin Kissling (third from left) presented Kennesaw Mountain National Battlefield Park (KEMO) with EN's 2014 Charles S. Marshall Unit Award. Pictured left to right are EN Sales Associate Andy Cole, EN Unit Manager Dan Beard, Kevin Kissling, KEMO Superintendent Nancy Walther, EN Southeast Regional Manager Becky Burke, and KEMO Chief Ranger Anthony Winegar.

The **Charles S. Marshall Unit Award** was presented to **Kennesaw Mountain National Battlefield Park** for exceptional teamwork and cooperation during the park's commemorative anniversary events. EN will donate \$2,500 to the park's interpretive program. The award annually recognizes the most outstanding agency that has achieved noteworthy teamwork in promoting and aiding the historical, scientific, educational, interpretive, and operational activities of EN partners through EN agency operation. Teamwork is evidenced through agency growth,

**Patricia Alcaro**, sales associate at Gateway National Recreation Area, for her outstanding teamwork with the park and other partners.

**Acholi Southerland**, unit manager at Statue of Liberty National Monument, for the development of an internship program for disadvantaged teens.

**Dave Hobbs**, unit manager at Ford's Theatre National Historic Site and Old Stone House, for his exceptional dedication, versatility, and attention to detail.

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## Share Your Stories

You can also be a part of the *ENformer* by sending us your stories. Eastern National is pleased to be able to assist the interpretive and educational programs at parks.

We want to share stories about EN-supported events and programs and products we've developed to commemorate special occasions in parks. So keep us informed about what is going on, and we'll spread the news to all! Send your stories to Jennifer Allen at:

[enformer@easternnational.org](mailto:enformer@easternnational.org)

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visitor service, product development, partner relations, and administration.

**Superior Performance Awards** recognize outstanding partner management of an EN agency. This award annually recognizes the top four outstanding partner personnel, regardless of agency size. Awards were presented to **Michael Groomer**, chief of interpretation at Fort Smith National Historic Site, for his organizational skills, attention to detail, and assistance with employee training; **Laura Henning**, chief of interpretation at Canaveral National Seashore, for her excellent communication skills and assistance with the expansion of the store's product line; **Linda Cook**, superintendent of Weir Farm National Historic Site, for her assistance in locating and facilitating new products that enhance visitors' experiences; and **George Price**, superintendent of Cape Cod National Seashore, for his assistance and support during the transition of the Highland Lighthouse to EN.



The 2014 Superior Performance Award winners, pictured left to right: Fort Smith National Historic Site Chief of Interpretation Michael Groomer, Weir Farm National Historic Site Superintendent Linda Cook, Canaveral National Seashore Chief of Interpretation Laura Henning, and Cape Cod National Seashore Superintendent George Price.

The **Herbert E. Kahler Award** recognizes the EN partner judged to have cooperatively managed the most efficient and innovative agency. The winner is selected by the EN board of directors from the four Superior Performance Award winners. **George Price**, superintendent of Cape Cod National Seashore, was the recipient of this award.

**Distinguished Service Awards** recognize significant active service at a high level of excellence that has resulted in substantial contributions to EN. Nominations are submitted by senior management and the EN board of directors. A Distinguished Service Award was presented to EN Southern Regional Manager **Ethel Austin**.

The **Customer Service Award** was presented to **Manassas National Battlefield Park**. Each year, this award recognizes the EN store staff with the highest average score in EN's secret shopper program. The program evaluates the overall store appearance, product presentation, and staff professionalism.

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The EN crew at Manassas National Battlefield Park with their Customer Service Award, pictured left to right: Mike Lannes, fee collector; Larry Swanson, site manager; Kathy Keim, store associate; Angie Lyons, store associate; and Janda Sample, store associate (seated).