EMPLOYEE OF THE QUARTER

SPEECH FOR

HOMER WINDFIELD

Hello everyone. Confucius said, “Choose a job you love and you will never have to work a day in your life.” I have to say-and for those of you who know me well; I think you will agree, that those are the words I live by. Ladies and gentlemen, I am a very proud TSO, I love my job, and I am continually inspired by those around me. From the supervisors who have mentored me throughout my career to the new officers learning their way through the ranks, to the passengers who cross our paths, I am thankful for each day I have to serve with all of you. As I said, it is a privilege to work for the TSA (?) and as a supervisor, I am humbled by the acknowledgements and appreciation I receive as a TSO. (**Tell a little about your work background**) I have worked in this capacity for \_\_\_\_\_\_\_\_\_\_\_\_\_ years and before that I served as a \_\_\_\_\_\_\_\_\_\_\_\_\_\_ for \_\_\_\_\_\_\_\_\_\_\_ years. With each new set of responsibilities and demands I received as I gained valuable experience, I was inspired to rise to the opportunity, serve my superiors, and motivate those who were learning from me. It is with all of this in mind that I humbly invite all of you to nominate me, your deserving supervisor, for Employee of the Quarter.

According to my co-workers (**If you want to be a little funny, you can say**)-and YOU know who you are… I, Homer Windfield personify the outstanding qualities that TSO’s admire in their leaders. It has been said that the very essence of leadership is to have a vision. I recognized that in the managers who inspired me throughout my career and as a tribute to each of them, I observed and tried to capture the qualities that I admired in those who managed and mentored me. That was and is MY vision. I learned the importance of care and consideration, and how essential it is to truly serve people. I learned the value of being positive, professional and courteous. I learned that respect and empathy go a long way, especially in the potentially stressful industry in which we all serve. I do my best to place myself in the other person’s shoes in whatever situation I am in, and I ask myself, “If I were in this person’s situation, how would I want to be treated?” I try to observe myself and my interactions from a distance. Some may think that’s self-critical, but to me, my goal is to constantly improve my awareness, resourcefulness, and my genuine concern and respect for co-workers, passengers and stakeholders alike. I am conscious of my impact on those around me and it is my utmost priority to inspire, as I have been inspired throughout my career. As I was motivated, I in turn intend to inspire all of those that come into contact with me. Travel in this day and age is stressful enough. Imagine how transformative the passenger experience can be when presented with TSO’s that genuinely care that each traveler has a positive experience at our venues!

And as I strive every day to leave a positive impact on those with whom I come into contact, the rewards-as humbling as they are, multiply. I am honored for the acknowledgements I receive from passengers, stakeholders, and co-workers, and I am deeply appreciative of the numerous compliments I have received, especially with regard to my professional conduct, demeanor, and consideration for others. I am conscious of the effect each one of us has on people and I want to let you all know that I am dedicated to being responsible, reliable and resilient. I can be trusted to mitigate non-essential situations as they arise, without the need for supervisory intervention, even while simultaneously performing all aspects of screening duties. I have learned to do all of this because it is my intention to be an effective and compassionate motivator. I am honored when top management recognizes my dedication to my responsibilities, and although I am flattered when it is suggested that I am capable of operating as a stand-alone unit, I believe the true beauty of our jobs is found in teamwork. As one person, I can accomplish just so much. As a respected leader, the positive impact increases geometrically.

Life is all about learning and growing and savoring each experience. That is what I do as a TSO. I believe in team building and I also believe that I am only as strong as my fledgling teammates. As they learn and grow, so do I. I believe in the power of professionalism in every aspect-from appearance to courtesy; from respectful interaction to maintaining my knowledge base of facts and figures, rules and regulations, and sharing all that I have learned with my colleagues. There can only be positive results from maintaining a healthy, favorable and professional attitude. I have the utmost respect for the impact of effective communication, and I always do whatever it takes to clearly explain policies and procedures to passengers with patience, empathy, dignity and consideration.

It all boils down to one word, and that is excellence. With your much-valued support, in my capacity as Employee of the Quarter, I will dedicate my time to achieving and maintaining unprecedented levels of accomplishment, success and mastery of the job of TSO, so that we can all share the pride experienced by a job well done.

Thank you all!