LTSO OF THE QUARTER

SPEECH FOR

HOMER WINDFIELD

REVISED-SECTIONED

“What a piece of work is a man, how noble in reason, how  infinite in faculties, in form and moving how express and  admirable…” Shakespeare gave those words to Hamlet, but hearing that phrase gives us a chance to take a moment to think about what those words mean to us as individuals and as TSA professionals. Hearing the words, “noble in reason,” “infinite in faculties,” and “admirable,” one clear visual appears, and that is the image of LTSO Homer Windfield in his perfectly pressed uniform ready to serve the TSA and the traveling public. Remember this as you consider the most deserving candidate for the honor of being LTSO of the Quarter for the Transportation Security Administration.

Albert Einstein said, “Setting an example is not the main means of influencing another, it is the only means,” Even at first glance, it is clear that Homer Windfield is proud of his personal presentation and he’s proud of the services he performs as an LTSO. Those who know him are inspired by the level of commitment demonstrated in all of the specifics and responsibilities so capably handled by this fine officer. The responsibilities of the ISTSO are borne well by Officer Windfield. Challenges inspire him and he has displayed comprehension and skills well beyond his current pay grade. Give Officer Windfield a task and he will eagerly rise to the challenge and be thankful for the experience. Whether in the areas of team building, time management, rotational control, creative problem solving and decision making, or report writing and incident documentation, Officer Windfield approaches each task as an opportunity to learn, serve and make the TSA more effective in all aspects of its function for the flying public.

To paraphrase Shakespeare’s words for Hamlet, LTSO Windfield is noble in reason and infinite in faculties. He is proficient and thorough, interested and interesting, willing to learn and extremely qualified to teach. He knows that success depends on the skills and dedication of all team members, and he is more than willing to mentor and guide those who serve with him. LTSO Homer Windfield sets an excellent example of what it means to truly **serve** in the TSA. He is infinitely proud of this organization and has clearly demonstrated on many occasions that he is an excellent candidate for LTSO of the Quarter. As he serves the TSA and the public, we all learn what it means to be an earnest, hardworking, compassionate and responsible Security Officer by the example set by LTSO Homer Windfield, and this man deserves this highly regarded acknowledgement.

**Appearance**

His attention to detail is an inspiration as he maintains the standards for all points of personal appearance in accordance with MD-LTSO Windfield is not merely content to achieve the goals of personal grooming and uniform management. He works earnestly to exceed all expectations, down to the details others might take for granted. To the passengers who pass him once in a lifetime, they see someone who is neat and takes care to pay attention to every aspect of his job. His commitment to present himself in the most professional way in order to truly represent the best in the TSA is always evident.

**Knowledge of the Job/SOP**

The eye for detail is reflected in his encyclopedic knowledge of the facets and demands of his job responsibilities. Officer Windfield’s command and understanding of the Standard Operating Procedures is truly an inspiration. His superiors rely on him to possess expert knowledge in all areas and it is well known that when one needs OTJ training, especially in the areas of Checkpoint Operations and Screening, Baggage Screening, and On Screen Alarm Resolution Protocol (OSARP), no one will provide the level of support and education in quite the same way as LTSO Windfield. On many occasions, he has also been trusted to act as an Interim Supervisory Transportation Security Officer. LTSO Windfield also acts as Data Entry Clerk when needed and he maintains a forms network to facilitate operations. He accurately completes the daily PMIS and ADASP and all assigned tasks with minimal guidance

**Customer Service**

He continuously displays the admirable qualities we all look for in a co-worker and LTSO. He is perceived as a genuinely and consistently happy person because he is. His alacrity is infectious. His peers will attest to that. He is especially considerate to the elderly, the infirm, and small children, and all passengers who cross his path emerge on the other side a better person for having interacted with someone so proud of his contribution to his profession. He is kind and considerate and has a true gift for placing travelers at ease, even in situations that have the potential to be awkward or less than comfortable.

**Attendance**

He consistently places the well-being of others before his own and has been known to refuse sick leave to insure the successful completion of the screening mission. He rarely misses work and plans his annual leave in a timely, considerate and respectful manner. His regard for time management is reflected in his consistent punctuality.

**Attitude**

LTSO Homer Windfield leads and learns by example. He knows the meaning of responsibility and the satisfaction that comes from doing a thorough and well-done job. His ability to self motivate and self generate is well known to peers and management. They know when they work with LTSO Windfield that they can count on him to get the job done, no matter what that may be, even without direct supervision. His willingness to handle any situation-even to act as a stand-alone unit when faced with personnel shortages is a rare and welcome benefit to having LTSO Windfield on the team.

**Leadership**

Albert Schweitzer very simply said, “Example is Leadership.” Homer Windfield never forgets his commitment to set an example in his career as LTSO and he invests his life in learning, doing and caring so that he can be the best example to all of those with whom he comes into contact. LTSO Windfield voluntarily provides mentoring and guidance to anyone who might require support with the myriad of screening topics. He functions optimally in just about any situation-he is a wonderful leader and mentor, a trustworthy teammate and when necessary, and he can also be a one man screening crew if that is needed.

Thank you.