

Message from the Director
Family & MWR, Fort Leonard Wood

On behalf of the professionals and volunteers who strive each day to deliver the Army Family Covenant; welcome to our multi-service and international community. We are confident you will find your MWR experience exciting and enriching. Whether you are a military student or permanent party, a single service member, a civilian or with a Family – you will have opportunities to experience many of what the Midwest has to offer right here on the installation through your involvement with our MWR programs and services.

In the Directorate of Family and Morale, Welfare and Recreation – we live, work and are committed to five ‘Keys to Success’

Customer Focus
Welcoming Environments
Program Delivery
Resource Management
Corporate Leadership

The principles are quite simple and straight forward: we aim to provide great customer service in clean and well maintained facilities; in the most efficient and cost conscious manner; with the understanding our existence is to serve our Customers.

On a daily basis, we successfully work to deliver a wide variety of services and programs for our Customers; many of which have fees associated with their operation to ensure we generate the resources to reinvest back into Fort Leonard Wood. Every dollar earned has a vested return to the installation – whether we can afford to offer free swimming to our patrons, free entertainment or purchase water vehicles, sports uniforms for our kids, or pay for the utilities at the golf course - the funds we generate locally are put back to our Soldiers, Marines, Sailors and Air Force personnel and their Families in the way of facilities, services and programs.

The voice of the customer is the corner stone to our corporate leadership’s success and we do our best to listen to each of our Customers. We do that in a variety of ways; including Town Halls, Focus Groups, Customer Surveys, Briefings, Facebook conversations, face-to-face feedback, and the Interactive Customer Evaluation (ICE) card comments. Our ability to listen to those we are pledged to serve is an integral part of our leadership philosophy.

I am proud of each of our FMWR professionals and volunteers and the services they provide on a daily basis. I admire their strong commitment to constantly and consistently exceed customer expectations; and I trust your MWR experience will be fun and enjoyable.

K. Wayne Bardell
Director Family and Morale,
Welfare & Recreation