



**U.S. Forest Service
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News Release

March 8, 2018
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Inyo National Forest Dispatcher Receives “Golden Mic” Award

Andrew Kong, the Assistant Center Manager for Inyo National Forest and BLM Bishop Field Office Dispatch Center, has received the Pacific Southwest Region (PSW) of the U.S. Forest Service “Golden Mic” Award for his excellence in service in 2017. The PSW of the USFS represents forests in California, Hawai’i, and the U.S. affiliated Pacific Islands.

Recipients of this award are recognized for their communication, efficiency, and professionalism as dispatchers and managers.

Specifically, Kong was recognized for his mentorship to dispatch employees and employees in the field, his organizational skills, his creativity, and his positive attitude.

He strictly adheres to dispatch procedures and process, which creates a highly reliable dispatch center. He created a step-by-step Daily Operations Guide and a Standard Operating Guide for the dispatch center to help streamline and standardize work process in adherence to national interagency standards.

His ability to ensure employees have the best, most current information to make decisions was especially noted and employees trust the intelligence and briefings he provides.

"Andrew's positive attitude, willingness to assist others and ability to work both independently as well as part of an interdependent team allowed us to achieve added efficiencies in our work processes and served to further strengthen office relationships with coworkers, customers and visitors," said Debra Hein, Center Manager, and Andrew's supervisor. "Andrew is a strong team player who leads by example in terms of his reliability, professionalism, flexibility, and ability to effectively communicate and get along with others."

"It's always great to be recognized by your peers and even greater to work with a high performing team," Kong said of receiving the Golden Mic.

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