



# UNITED STATES COAST GUARD

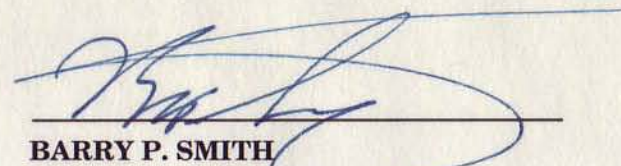
THIS IS TO CERTIFY THAT  
THE COMMANDANT OF THE UNITED STATES COAST GUARD  
HAS AWARDED THE  
COAST GUARD AUXILIARY ACHIEVEMENT MEDAL  
TO

**ROBERT J. JENNY**

FOR  
SUPERIOR PERFORMANCE OF DUTY

GIVEN THIS 26th DAY OF January 2008



  
BARRY P. SMITH  
Captain, U.S. Coast Guard  
Chief, Office of Auxiliary and Boating  
Safety

**CITATION TO ACCOMPANY THE AWARD OF**

**THE AUXILIARY ACHIEVEMENT MEDAL**

**TO**

**MR. ROBERT J. JENNY**

**UNITED STATES COAST GUARD AUXILIARY**

**Mr. JENNY is cited for superior performance of duty while serving as Chief, Public Information Branch from April 2006 to January 2008. Demonstrating superb professional competence and commitment, Mr. JENNY provided invaluable assistance in developing the capacity and reputation of the Auxiliary's National Public Education Hotline. This innovative tool enabled the boating public across the nation to get quick and comprehensive answers to its questions about boating safety courses, schedules, and other Auxiliary services. Due to the hotline's burgeoning popularity among the boating public, average usage grew rapidly to nearly 150 calls per week and required additional staff pledged to meet the expanding workload. Mr. JENNY adeptly handled a weekly schedule that required returning all calls left each day in the hotline's voice mailbox. Displaying extraordinary dedication to high-quality customer service, he immediately returned all calls, sometimes necessitating multiple attempts, and professionally assisted callers by providing comprehensive information and unparalleled insight. Mr. JENNY expertly leveraged the National Auxiliary website and e-Directory to identify local flotilla contacts for hotline callers, and he skillfully assisted them in finding public education courses nearest their locations. He steadfastly ensured that no question went unanswered, immediately referring any other inquiries to the appropriate Auxiliary Department. As a direct result of his unwavering determination and indomitable team spirit, the Auxiliary's image was significantly enhanced as thousands of American boaters obtained information they needed to improve their nautical skills. Mr. JENNY's diligence, perseverance, and devotion to duty are most heartily commended and in keeping with the highest traditions of the United States Coast Guard and the United States Coast Guard Auxiliary.**

