

## What's pop with that?

### What's up with that popcorn machine I keep seeing around BLS?

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Ever walked by the main lobby when the pleasant aroma of popcorn smacks your senses? You see a bunch of people and ask yourself, “what’s going on?”

Many of us have been pleasantly surprised to see Roosevelt Popper hard at work at the center of many events hosted by BLS with his exceptional customer service skills on full display. Ever wanted to take a peek behind the curtain and see what his life is like? Read on to get to know him a little better!

1. **How long have you worked at BLS?**

I have been lucky to work at BLS for about 10 years. The time has flown by as fast as the popcorn out of my cabinet!

2. **What brought you to the Bureau?**

I wanted to meet new people, and introduce others to my BIG (Blacks in Government)-DOL family. I knew once BLS & DOL employees smelled me, they would come meet the newest member of the team... me!

3. **What do you like most about your job?**

Getting “HOT” and starting to “POP,” then sending that wonderful aroma of fresh hot popcorn throughout the building. Plus, my passion is serving up a great experience along with my tasty popcorn.

4. **How do you get to your job (ex. use Uber, get chauffeured round)?**

I definitely get the VIP treatment. I sit on my throne, which also serves as my chariot (the cart), and a lucky BIG member gets me to work on time.

5. **How do you unplug from a long day at work?**

Once I “kool” down, an extremely lucky person gives me a bath so that I’m ready to give top-notch service at the next event. Then, I retire to my suite.

6. **On average how many BIG events are you asked to attend each year?**

At least 5 – because I keep things popping around BLS and DOL. Now that I’ve met so many people, my calendar is filling up faster than the popcorn in my cabinet! It’s a demanding schedule, but I enjoy seeing everyone’s smiling faces when they dig into a bag of fresh popcorn.

7. **Do you moonlight at any non-BIG events?**

I have moonlighted at BLS special emphasis month events, DOL affinity group fairs, DOL Day, and AFGE Local 12 events, etc. Just a few weeks ago, I participated in the BLS Safety Day Fair where I popped non-stop for three hours! Earlier this year, I was a special feature at a

couple of BLS Women's History Month events as well as at a BLS Asian American Pacific Islander Heritage Month event featuring henna design. Last year, I was there in the First Street Lobby, when BIG-DOL, the BLS Acting Commissioner, and the Associate Commissioners promoted the completion of the Federal Employees Viewpoint Survey. So, I spread the LOVE and the POPCORN! No telling who's next...

8. **Have you ever had any close calls/ has your life ever flashed before your eyes?**

My life was in jeopardy a couple of times coming out of the elevator, with a member that has NO driving skills. The wheels of my chariot bumped the gap, and I got in touch with my inner Humpty Dumpty. I thought I was going to hit the floor! The doors on my cabinet flew open, I screamed, closed my eyes and held on for dear life. Once again, the member blamed it on someone else but still received a point on their chariot driver's license. It didn't take all the king's horses and all the king's men to put me back together again, but I was on sick leave for a couple of weeks afterwards. But my chapter, BIG-DOL, knowing my importance and that I would be missed, immediately purchased a shiny new version of me. Needless to say, now I'm feeling as good as new!



9. **Have you ever had to call in sick?**

There was a time that someone discovered that I was broken just as an event was about to start. The quick thinking BIG members, who like me value providing great customer service, called on my understudy (a smaller popcorn machine from another office) to fill my role for the event. I thank my understudy for saving the day. The show must go on!

10. **Any anecdotes?**

Once (or twice) a member has forgotten to close the lid on my popper pot, and popcorn went flying everywhere. Of course, it was blamed on ME!

Many thanks to BIG for graciously sharing their popcorn machines for activities throughout BLS. A bag of fresh popcorn has brought smiles to many faces and brought employees together to visit and learn about many interesting topics.