



DEPARTMENT OF THE AIR FORCE

30TH SPACE WING (AFSPC)

10 Mar 2010

MEMORANDUM FOR DISTRIBUTION D & E
FROM: 30 FSS/CC
SUBJECT: Base Advisory Council Meeting Minutes

PLACE: Pacific Coast Club, Vandenberg AFB

DATE: 28 Jan 10

BAC BRIEFERS:

Mr. Michael Fitzmaurice	30 FSS/CD
Mr. Thomas Testerman	DECA
Ms. Carrie McCann	AAFES

- 1) Mr. Michael Fitzmaurice convened the meeting at 1530 by introducing and welcoming the attendees. The purpose of the Base Advisory Council is to facilitate two-way communication among the 30th Force Support Squadron, AAFES, DECA and their customers. This meeting is held on a quarterly basis. Group level, tenant, and base organization members are appointed as the Base Advisory Committee members.
- 2) 30 FSS: The following events and programs sponsored by the 30th Force Support Squadron were announced:
 - a) New menu items with the Smokehouse & Grill at Marshallia Ranch
 - b) Superbowl Party at the Pacific Coast Club on 7 Feb 10
 - c) Prime Rib Valentine's Day Dinner at the Pacific Coast Club on 13 Feb 10
 - d) Air Force Hoops Campaign starting 15 Feb 10
 - e) Youth Sports Baseball & Flag Football Registration
 - f) Resources online at the www.30fss.com website
 - g) Introduction of the Year of the Air Force Family website

- 3) AAFES: Ms. McCann represented AAFES made the following announcements regarding AAFES programs and events.
- a) Upcoming renovation schedule to AAFES facilities.
 - i) Military Clothing Sales beginning Feb 2010
 - (1) Council inquiry on policy for stocking and ordering patches
 - ii) Main Store expansion beginning Mar 2010
 - iii) Burger King upgrades beginning Apr 2010
 - b) Introduced Bella Flora Flower Shop and PODS storage contracted services
Discussed need to advertise and promote services available. Case in point is watch repair service and ring sizing available from jewelry vendor.
 - c) Announced Valentine's and Easter specials and displays at main store
 - d) Talked about AAFES star card promotions:
 - i) Military Star Rewards Card, with rewards upgrades and savings on base purchases including the gas station.
 - ii) Take it Home Today Major Purchase Plan
Clarification of current lay-away policy. Lay-away for items under \$300, and "Take Home" major purchase plan for items \$300 or more.
 - e) An ID check policy and price setting at the gas station .
 - i) Question: Is the station going to CAC card reading or ID verification for authorized users at the gas station?
 - ii) CAC readers not likely, although expect an increase in ID checks. Mention of "Low Tank" support for non-authorized users for a gallon or two for emergency purposes.
 - f) We discussed AAFES contributions towards annual MWR programs.
 - g) Spouse employment opportunities are available through AAFES.
 - h) Theater schedule for the weekend was discussed.
 - i) Question: What is the likelihood of future theater upgrades: 3D technology, new seating, adding cupholders, etc?
Response: AAFES recently upgraded the snack bar and projection room which are under their ownership, the seating area and screen are under base ownership.
 - i) Open Forum for inquiries:
 - i) Question: Can we get a stripes exchange program through base clothing?

Response: We will look into changes with new management when base clothing gets upgraded; an exchange program or improved ordering system is possible

ii) Question: Why are there price variations between AAFES locations?

Response: Any price differences between locations are in error.

iii) Question: Are Sunday hour cuts planned for the Shoppette (Class Six)?

Response: Shoppette hours primarily based on usage, although having the gas station may also affect the hours of operation.

iv) Question: Why are some beer prices more expensive compared to downtown?

Response: AAFES cannot compete with downtown businesses if they lose money on a special or sale, which many businesses are willing to do to increase customer usage. AAFES does have a price matching challenge with downtown.

4) New commissary manager, Mr. Testerman, introduced himself and talked about his vision for the Commissary operations at Vandenberg AFB.

a) Importance of customer feedback and making changes to give customers the best quality products and experience.

b) Highlighted recent changes in the produce section, saying it was top priority for this facility when he arrived based on feedback he was getting. Discussed other possible upgrades and projects:

i) Getting USDA Choice Beef – Grade A Quality

ii) More organic foods and bigger selection of brands

iii) Improvements at the Bakery including better ordering system

iv) Grab and Go Deli with premade sandwiches

c) Mentioned a number of new management additions and new hirings, many that were still in progress of being filled - USAjobs website is a primary source for Deca hirings.

d) Watch for changes within the store - certain sections might be relocated for better flow or for cosmetic purposes.

e) Continue in-store demos and samplings with expansion of exotic produce.

f) Deca forum for questions:

i) Question: How does the hiring for baggers work?

ii) Response: Baggers at the Commissary are independent contractors and have a waiting list established by category and priority of applicants.

5) BAC Closing remarks and general questions:

a) Question: Why is the post office on base so inconsistent with their hours and service?

Response: The Post Office is an independent contract and does not fall under 30 FSS, AAFES or Deca.

b) Question: Can something be done about military clothing to provide better service and inventory?

Response: AAFES will look into possible improvements during the upcoming renovation process.

c) Question: Have you considered running manicures and pedicures through the base beauty salon?

Response: The beauty salon is a contracted service through AAFES, but we will bring the suggestion to their attention.

6) BAC Meeting was adjourned at 1630.