

**BY ORDER OF THE COMMANDER
AIR EDUCATION AND TRAINING
COMMAND**



AIR FORCE INSTRUCTION 34-272

**AIR EDUCATION AND TRAINING COMMAND
Supplement 1**

5 APRIL 2002

Services

★AIR FORCE CLUB PROGRAM

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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AFI 34-272, 1 April 2002, is supplemented as follows:

This supplement applies to all AETC officers, enlisted, and collocated clubs, including club snack bars and annexes. It does not apply to the Air National Guard or Air Force Reserve Command. Maintain and dispose of records created as a result of processes prescribed in this publication according to AFMAN 37-139, *Records Disposition Schedule* (will become AFMAN 33-322, Volume 4).

SUMMARY OF REVISIONS

This document is substantially revised and must be completely reviewed.

- 1.4. Send requests for contracting-out commercially operated activities to HQ AETC/SV for review.
- 1.6. Basic military trainees, technical training students, and pipeline students who have not yet entered Phase V training status (as specified in AETCI 36-2216, *Technical Training Administration of Military Standards and Discipline Training*), and Officer Training School students should not be charged a surcharge on the occasions when they are permitted to use the club.
 - 1.6.1.9. Club managers should place special emphasis on charging dues to this category of honorary membership.
- 1.7. Mixed grade (officer and enlisted) private parties (office parties, promotion parties, etc.) in AETC clubs will not be allowed in club lounge areas without the installation commander's approval.
- 1.8. Two critical areas of the Air Force Club Card (AFCC) program administration are membership transfers and membership cancellation. Club managers will follow the guidelines outlined in Air Force Services Agency (AFSVA) Training Aid CL-15, *Club Membership Card Program Users Guide*, for proper membership accountability and program maintenance. Updates to CL-15 are located on the AFSVA web site (<https://www-r.afsv.af.mil>) under Air Force Clubs, Club Membership.

1.13. During the application process, club managers must provide potential new members with a written set of instructions for processing AFCC member payments.

1.15.2. Processing member account payments by check is a customer service and convenience. Payments on accounts, to include the total amount of the bill without regard to check cashing limits, will be accepted.

2.9.6. Club managers must forward a copy of all operating instructions to HQ AETC/SVPB.

2.9.8. Club managers are responsible for keeping the *Club Operations Guide* current and accessible to employees. Updated operations guides are located on the AFSVA web site (<https://www-r.afsv.af.mil>) under Air Force Clubs, Business Operations.

3.1. Compliance with Golden Eagle Standards is mandatory; however, managers are encouraged to also conduct sales mix analysis (SMA) in food and beverage operation monthly to determine what costs should be. Use the Air Force standard point-of-sale system to perform SMAs. Compare SMA results to actual monthly costs to determine causes for any variances.

3.10. Managers must be active participants in Services monetary recognition programs as outlined in the *Performance Based Awards (PBA) Program Implementation Guide*, located on the AFSVA web site (<https://www-r.afsv.af.mil>) under Human Resources, Awards. Packages submitted for managers enrolled in the PBA program will be reviewed and verified by HQ AETC/SVH to ensure all levels of employees are included and receive appropriate monetary awards. Managers will document a meaningful employee recognition program and include the cost in the club income and expense budget.

3.17. Services commanders or division chiefs must approve expanding bingo programs into other Services activities. Retain a copy of the approval in the activity continuity file.

3.17.3. Included are head cashiers, activity cashiers, service staff who sell any type or form of bingo cards, night managers, duty managers, and accounting technicians who process, prepare, reimburse, or review vouchers and bingo activity reports.

3.17.5. (Added) Club managers are encouraged to use some form of an electronic mechanism designed for bingo play in their program. These devices are available through AFSVA's Director of Nonappropriated Fund Purchasing Office (AFNAFPO).

3.21.2. Included in this category are redemption machines modified to dispense coupons or tickets when a winning combination is displayed.

3.26.1.1. Club managers must prepare and coordinate a routine schedule through base civil engineering to control rodent and pest infestation.

3.26.4. As a minimum, weekly self-inspections will be conducted in kitchen, lounge, and bar service areas, and results will be documented on AF Form 977, **Food Facility Evaluation**.

3.27. Forms Adopted. AF Form 977.

NOTE: The following are added to Attachment 1:

References

AETCI 36-2216, *Technical Training Administration of Military Standards and Discipline Training*

AFSVA Training Aid CL-15, *Club Membership Card Program Users Guide*, at <https://www-r.afsv.af.mil> under Air Force Clubs, Club Membership

Club Operations Guide at <https://www-r.afsv.af.mil> under Air Force Clubs, Business Operations

Performance Based Awards (PBA) Program Implementation Guide at <https://www-r.afsv.af.mil> under Human Resources, Awards

MICHAEL A. PACHUTA, Colonel, USAF
Director of Services