

25 APRIL 2001

Services

BOWLING PROGRAM



COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements AFD 34-1, *Morale, Welfare, Recreation, and Services Programs*, by providing guidelines and procedures for operating Air Force bowling programs. The Air Force Bowling Program promotes and enhances the mental and physical well-being of Air Force members and their families and fosters unit cohesion and esprit de corps. This instruction is only applicable to the Air National Guard upon mobilization.

This is the initial publication of AFI 34-118. It eliminates subjects covered in other bowling industry publications and Air Force instructions.

SUMMARY OF REVISIONS

This is an interim change requiring Bowling Centers to follow AFI 34-272 and AFMAN 34-228 when conducting "Quick-Shot" Bingo programs. A bar (|) indicates revision from previous edition. See the last attachment of the publication for the complete IC.

1. Patron Eligibility.

- 1.1. For guidelines on using bowling centers and resale pro shops, refer to AFI 34-101, *Services Program and Patron Eligibility*.
- 1.2. The installation commander or designated representative certifies that an event or program contributes to community relations before approving the use of Air Force bowling centers by non-DoD patrons.
- 1.3. Fund-raising events must also meet the requirements of AFI 34-201, *Use of Nonappropriated Funds*.

2. Hosting Events.

- 2.1. Non-DoD organizations may sponsor base-hosted or cohosted national, state, city, or local tournaments and events in which Air Force personnel participate.
- 2.2. Authorized events include those run by American Bowling Congress (ABC), Women's International Bowling Congress (WIBC), or Young American Bowling Alliance (YABA).
- 2.3. The installation commander or designated representative must approve events sponsored by non-DoD organizations, other than those listed in 2.2. of this instruction, in advance.

3. Participation in Other Events. The installation commander or designated representative must approve non-DoD personnel participating in frequent or continuous events such as leagues, "Colorama," and similar programs.

4. Bidding for Events.

- 4.1. Bowling center management and staff may not initiate a competitive bid to host an off-base local event.
- 4.2. If approached by an outside organization or group that wants to conduct an event, the bowling center may *not* offer a competitive bid.
- 4.3. Bowling center management need not get statements of non-objection from off-base bowling centers when hosting local association tournaments if the association rotates its tournaments among local bowling centers and mandates this practice in its by-laws or charter.

5. Operating Guidelines.

- 5.1. Bowling center staff follow commonly accepted practices as well as MAJCOM and Air Force guidelines for recruiting league players, developing programs, maintaining lanes and equipment, and running other programs.
- 5.2. For more information on operating a bowling center, refer to industry training guides and publications or register for regularly scheduled training sessions or workshops for professional bowling center management.
- 5.3. Bowling Centers may provide "Quick-Shot" Bingo in accordance with AFI 34-272, *Air Force Club Program*, and AFMAN 34-228, *Air Force Club Program Procedures*.

6. Training.

- 6.1. The bowling center manager attends professional bowling industry courses or studies professional guides to learn how to manage a bowling center.
- 6.2. The manager then trains the bowling center staff.

7. Bowling Instruction.

- 7.1. Bowling instructors offer clinics, exhibitions, and group and individual lessons.
- 7.2. Bowling center employees may give instructions for normal wages or in accordance with AFI 64-301, *NAF Contracting*, under individual service contracts.

8. Renting Lockers.

- 8.1. Bowling center managers maintain locker rental records on AF Form 122, Locker Issue Record.
 - 8.1.1. If using an electronic database, managers must input all the information required on AF Form 122.
- 8.2. To determine priorities for locker assignments, see the procedures for facility use outlined in AFI 34-101.
- 8.3. Purge the list before each fiscal year.

9. Managing the Pro Shop.

- 9.1. Managers restrict pro shop sales and services such as ball fitting and drilling, to authorized patrons.
- 9.2. Managers may issue special orders or sell gift certificates to increase sales.

10. Lineage Controls. Bowling center managers:

- 10.1. Use prenumbered score sheets to control lines bowled.
- 10.2. Compare money in-hand with the cash register tape daily and check for discrepancies.
- 10.3. Keep a daily record of the opening and closing master meter readings located on the back of pin spotters or at the control desk.
- 10.4. Use reports generated by electronic or automatic scorers to support bowling center sales and lineage data.
- 10.5. Retain all lineage reports and score sheets for 1 year for audit purposes.

11. Utility Controls.

11.1. Where the bowling center pays utility costs, the installation commander will direct the bowling center manager be provided control of the utility setting, i.e., thermostat control.

11.2. Bowling center managers:

- 11.2.1. Set heating and air conditioning temperatures at comfortable levels for patrons.
- 11.2.2. Keep humidity at 40 to 60 percent to safeguard lanes and pins and to maintain proper bowling conditions.

12. Operating Food Service Areas. Bowling center managers:

- 12.1. Create an identity for the bowling center food service areas using a theme or other method that separates it from the bowling center.
- 12.2. Offer a varied menu, high-quality food, and efficient service.
- 12.3. Sell alcoholic beverages in accordance with AFI 34-119, *Alcoholic Beverage Program*.
- 12.4. Operate food services in accordance with AFI 34-401, *Food Service Program*.

13. Drawing Up Concessionaire Contracts. Contractors provide all services, employees, and merchandise at their own expense for the portion of the operation covered under the contract.

13.1. Bowling center managers:

13.1.1. Initiate concessionaire contracts for bowling center snack bars and pro shops as outlined in AFI 64-301.

13.1.2. Submit all bids to HQ AFSVA/SVPA for approval before entering into contract negotiations.

EXCEPTION: Contracts in effect before the publication of this AFI don't require HQ AFSVA/SVPA approval until they come up for renewal.

14. Certification Requirements. Air Force bowling centers must comply with certification and sanctioning requirements of the ABC, WIBC, and YABA.

15. League Sanctions.

15.1. Encourage leagues to be sanctioned by the ABC, WIBC, or YABA.

15.2. Leagues not sanctioned by ABC, WIBC, or YABA must organize as Private Organizations under the provisions of AFI 34-123, *Private Organizations Program*.

16. Preventive Maintenance Plans. Bowling center managers establish and maintain preventive maintenance plans based on guidelines from bowling equipment manufacturers.

17. General Lane Maintenance. Chief bowling equipment mechanic ensures that lane maintenance procedures comply with ABC specifications.

17.1. When resurfacing wood lanes, bowling center managers:

17.1.1. Make every effort to contract this work out to certified lane refinishing companies.

17.1.2. Schedule resurfacing work during the summer, a non peak season for league bowling.

18. Parts Inventory and Control.

18.1. Establish bowling equipment spare-parts inventory levels based on manufacturer recommendations.

18.2. Keep inventory on microcomputers when possible.

18.3. Check inventory annually to ensure proper inventory levels are maintained.

19. Safety Education.**19.1. Bowling center managers:**

19.1.1. Conduct and document ongoing job safety education and training programs for all employees.

19.1.2. Ensure that all equipment, facilities, and operating procedures meet the criteria specified by Air Force Occupational Safety and Health (AFOSH) and Occupational Safety and Health Administration (OSHA).

20. Participant Safety. Managers post notices informing participants of basic bowling safety rules.

21. HQ USAF Directorate of Services. (HQ USAF/SV):

- 21.1. Monitors and provides bowling program policy.
- 21.2. Oversees bowling operations.
- 21.3. Allocates resources.

22. HQ Air Force Services Agency. (HQ AFSVA):

- 22.1. Visits staff to help with bowling activities.
- 22.2. Reviews major bowling center construction and renovation projects.
- 22.3. Trains MAJCOM staff and base-level bowling center managers on operational and technical procedures.

23. MAJCOM/SVs:

- 23.1. Train bowling center staff.
- 23.2. Visit staff periodically to help with bowling activities.
- 23.3. Ask HQ AFSVA to supplement staff visits when needed.

24. Installation Commanders:

- 24.1. Make sure that bowling operations satisfy customers.
- 24.2. Make sure that bowling center personnel comply with this instruction and other directives.
- 24.3. Approve the use of bowling centers by non-DoD personnel as outlined in this instruction.

25. SVS Commander or Director. The squadron commander or director implements the procedures in this instruction.

26. Flight Chiefs:

- 26.1. Review appropriated fund (APF) and nonappropriated fund (NAF) bowling center budgets.
- 26.2. Direct the development of a 5-year plan for bowling center operations.

27. Bowling Center Managers:

- 27.1. Direct the daily operations of the bowling centers and programs.
- 27.2. Provide staff training to upgrade knowledge and qualifications.
- 27.3. Work with base civil engineers or other support organizations to maintain facilities.
- 27.4. Formulate a 5-year facility and equipment plan, an annual marketing program, and APF/NAF budgets.
- 27.5. Use Corporate Standards for developing and documenting the 5-year plan, and Corporate Prism for determining customer needs and desires.

28. Bowling Equipment Mechanics:

- 28.1. Establish a major and minor preventative maintenance program as outlined in manufacturer manuals or other industry guidelines.
- 28.2. Recommend inventory levels for spare parts for NAF and, where authorized, APF purchases.
- 28.3. Prepare, maintain, and control spare-parts inventory.
- 28.4. Set up and conduct a training program for bowling facility maintenance workers.

NORMAND G. LEZY, Brig General, USAF
Director of Services

Attachment 1

IC 2001-1 TO AFI 34-118, AIR FORCE BOWLING PROGRAM

25 APRIL 2001

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