

# NEWS

HQ AFRC/SV, Robins AFB, GA 31098-1637

AFRC RP 34-1



## Welcome Mr. Cardinal!

Mr. Gerald Cardinal looks forward to his new role as Director of Services for Air Force Reserve Command.

## From the Director,

After a two year tour in Germany, it's great to be back in Georgia and the Warner Robins area. I'm looking forward to my new position as the Director of Services for Air Force Reserve Command. Although not entirely new to the AF Reserve, having served as Director of AF Reserve Financial Management from 1984 – 1985, I'm currently re-familiarizing myself with the Command by visiting our installations and meeting members of our Services team in the field. My orientation visits thus far have proved beneficial in giving me a glimpse of the scope of our Reserve operations and the Services team responsible for making it all happen.

We are in the people business and much has been accomplished to ensure we operate first rate Services programs for our most valuable resource, our customers. I'm also aware there is more that remains to be done.

I'm learning everyday how vital Air Force Reserve Services is to the overall Air Force mission and I'm proud to be associated with an organization that touches people's lives in so many ways. We operate programs that provide combat support and community service to our Reserve members and their families and enhance our ability to respond anywhere in the world on short notice. Services Readiness ensures we are prepared to support military actions any where, any time. Our Port Mortuary Teams provide crucial support for the Dover Port Mortuary. Our Honor Guard program is working effectively to support the active duty to meet the increasing need for military funeral honors. Clubs, fitness, lodging, food service, and outdoor recreation all play an important role in the day-to-day life of our reservists. All these programs play an integral part in the quality of life for our men and women who work for the Air Force Reserve Command.

I welcome your suggestions and solicit your support in ensuring we continue to focus on quality programs that meet the changing needs of our customers and provide them with the very best in customer care. Working together, we can offer exceptional programs and services across the entire spectrum of the Air Force Reserve community.

**AFRC Director of Services  
Gerald Cardinal**

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AFRC Services News

## ARC Services Development Team Blazes Trail at Robins AFB, GA

On 3-4 June, AFRC Services hosted an Air Reserve Component (ARC) Force Development Team Workshop at Robins AFB, GA.

Attending the workshop were Colonel Bascomb, HQ USAF Services Readiness and Requirements Division Chief; Colonel Jim Lewis, USAF IMA to AF ILV; Lt Colonel Marydarlene Morgan, Air National Guard Services/SVX; Lt Col Art Weber, HQ



**Col Bascomb, Col Lewis, Lt Col Weber and Mr. Prell discuss the key notes from the meeting.**



**Col Lewis and Maj Kortum review a draft of the ARC Services DT charter.**



**Col Bascomb restates the purpose and direction for the DT while Lt Col Morgan and Maj Kaplan look on.**

Air Force Services Agency Reserve Advisor; Mr. Dale Prell, AFRC Services Programs Division Chief; and Maj Krista Kortum, AFRC Services Plans and Force Management Division Chief.

Also in attendance were Mr. Eddy Saunders, AFRC Services Programs Specialist; Chief Von Putman, AFRC Services Readiness Division Chief; Maj Toni Kaplan, AFRC Services Executive Officer and Ms. Marilyn Sanders, former AFRC Services Plans and Force Management Division Chief.

Under force development, the Air Force seeks to build pools of experienced people at each level to fill important jobs. Active Duty and Reserve/Guard force development teams (DTs) will be established in each AFSC. These DTs chart typical career paths, and give officers, enlisted, and civilians feedback about jobs, education and training to help develop capabilities for future Air Force assignments. The ARC Services Development Team is unique in that it includes ANG Services representation as well.

As a result of the workshop, a charter and plan were drafted to provide vectors for Services individuals to achieve the skills and tools needed to advance in their career—the right job at the right time. If approved, it will be implemented across the command.

**By Maj Krista Kortum**

## Welcome Amy!

As a military spouse, Amy Van Parys, Program Support Assistant, has enjoyed several assignments at various units in AFRC and active duty commands. She has provided administrative support for numerous Wing Commanders as well as the Inspector General, Public Affairs, Staff Judge Advocate, and C-5 Director. Amy has also worked as an Item Manager at Robins AFB, GA and at SPAWAR Systems Center, Charleston, SC.

Her leisure time favorites include: tennis, swimming, reading, and traveling to Hawaii to visit family. You can contact her at DSN 497-2107, Comm 478-327-2107 or e-mail [amy.vanparys@afrc.af.mil](mailto:amy.vanparys@afrc.af.mil).



Meet Amy VanParys, HQ AFRC Services Program Support Assistant



## Resources Division

### Just the facts...

#### *Accepting Checks for Goods or Services*

Prior to accepting a check for payment of goods or services, the cashier should ensure that the check writer is not on the check cashing suspension list. If the individual is not on the check cashing suspension list, the cashier may accept the check provided it contains the required information.

The check should contain the patron's name, grade, organization, mailing address, and duty or home phone number. Although it is no longer a requirement to annotate social security numbers on checks, the activity must be able to provide this information in the event the check is returned. This information may be readily available in a particular activity's database, i.e., a club member, a parent with a registration form on file at a Child Development Center, etc.

If the individual is on the check cashing suspension list, the cashier should request that

payment for such goods or services be made with cash or by commercial credit card. The Air Force Club Card, or any other Visa or Mastercard can be accepted.

Although the base check cashing suspension list does prevent an individual from cashing checks, or writing a check to pay for goods or services it does not mean that the individual should be denied service at any of our activities. The individual, as stated, must be required to pay in cash or by credit card for these goods/services until such time as the check cashing suspension has expired and he/she is taken off the check cashing suspension list.

The activity is not responsible for making or attempting to make any collection efforts on checks that were returned under the Re-presentation of Return Check (RCK) policy. If a customer wishes to

### A Payroll Department Reminder...

#### *Reference regulation AFMAN 34-214 6.8 - Unclaimed Payroll Checks*

**Regulation states that activity managers must make every attempt to ensure employees receive their payroll checks.**

**Immediately following payday, mail any unclaimed check to the employee unless the employee has made arrangements to have the check held at his or her workplace in a secure area or in the NAF AO.**

**Forward checks that have been mailed and are returned undeliverable, or left unclaimed, to the NAF AO for cancellation. After 120 days from the date of issue, the NAF AO voids the check.**

make payment on an RCK check, the activity should contact the NAF AO for the exact dollar amount to be collected or refer the individual to the NAF AO.



# Plans & Force Management

Services welcomes Ms. **Anita Shows!** Anita serves as the Management Assistant for the Plans and Force Management Division previously held by Ms. Gayle Murphy.



**Meet Anita Shows HQ  
AFRC Services  
Management Assistant**

A true GRIT (Girls Raised in the South) she has roots in the military and was born at Fort Benning, GA.

In 1983, she joined the Air Force Reserve and has 17 years total civil service experience. She served 10 years as an Air Reserve Technician

(ART) in the Directorate of Plans and Programs and retired from the Air Force Reserve in 2003 as a Master Sergeant.

Anita has three children (Tracy, Kenny, and Deana), and three grandchildren (Brandon, Avery, and Sydnee). In her spare time, she enjoys writing poetry, reading, and playing

with her grandchildren. She can be reached at DSN 497-2097, Comm 478-327-2097, or e-mail [anita.shows@afrc.af.mil](mailto:anita.shows@afrc.af.mil)

## Human Resources Office

### **Compensatory Time**

Compensatory time is worked in lieu of overtime and is earned in one-quarter hour increments. Overtime is approved by the same individual who approves compensatory time.

An employee may not accumulate more than sixty hours of compensatory time and this must be used before annual leave. Compensatory time earned and used is recorded on the official time and attendance card.

Employees who are classified in Pay Bands I or II, Crafts and Trades, are ineligible for compensatory time. (Peggy Sim, DSN: 497-1318)

### **Dual Compensation**

**An employee may be employed by two entities of the federal government, e.g., AAFES, APF or a NAF organization but may not receive basic compensation for more than an aggregate of forty hours per week.**

**An individual may be employed in two flexible positions or one regular and one flexible but cannot be employed in two regular positions. (Peggy Sim, DSN: 497-1318)**

### **Probationary Periods**

All new employees are required to complete a probationary period. Pay Bands I and II, Crafts & Trades have a sixth month requirement and Pay

Bands III and above complete twelve months. There is no probationary period for supervisors. (Peggy Sim, DSN: 497-1318)

# Steps to Success...Completing the Company Grade Officer Training Plan (CGOTP)

**First and foremost, the self-paced training initiative requires the Company Grade Officer (CGO) to be focused and proactive. The Commander and Unit Trainer involvement is paramount. With this foundation laid, let the learning begin!**



**Step 1:** Review the entire plan. It starts with Readiness, our most critical area, and continues to outline training under the entire Combat Support Flight, then on to other areas. Once you've decided where to begin, set a reasonable goal to complete the section. Goals keep us focused!

**Step 2:** Important things first! In each section, items marked by an asterisk are the most important and should be done first for that section if possible. Your current duty section is a starting point! Work with your commander to develop a plan for remaining sections...the key is teamwork.

**Step 3:** Consider training in phases. As suggested, the supervisor assigns the CGO to a respective area and also assigns a trainer. The trainer is key...he or she will cover the detailed aspects of the job.

**Step 4:** Get into those AFIs and manuals! CGOs need to contact experts in each area who can help provide sound learning in that area.

**Step 5:** Put your learned knowledge into practice to help in the assigned area. The supervisor can assign the CGO to an activity, assist building a lodging rate determination package to help the activity out and foster hands-on learning.

**Step 6:** Go for the Gold! The CGO can perform a self-inspection on an area using Unit Compliance, Functional Inspection checklists or Golden Eagle Standards, and then provide feedback to the manager.

**Step 7:** Mission accomplished! The training is complete by having the trainer conduct a verbal review with the CGO to ensure general comprehension. The trainer then signs the CGO's record and forwards the record to the supervisor who conducts a similar review to certify in the record. But you're not done yet...

**Step 8:** AFRC is required to capture your success in a semi-annual CGOTP Status Report. Please forward your completed sections to our AFRC Training FAM, Carol Cox, [carol.cox@afrc.af.mil](mailto:carol.cox@afrc.af.mil) Congratulations on your accomplishments!



## Longer AEF Deployments

Beginning with Air Expeditionary Force (AEF) Cycle 5 in September 2004, the baseline deployments will now be 120 days vice 90 days. The AEF cycle will change from a fifteen-month rotational cycle to a twenty-month cycle.

Although AFRC Services has returned all lines in Cycle 5 due to the longer commitments, we still encourage Services members to volunteer in support of the AEF mission.

However, please understand that you should be prepared to deploy for a minimum of **four months**. This is not a temporary adjustment but new demands based on current world events. If you have AEF issues, please contact SMSgt Unlanders "Lannie" Joseph, SVX 497-2099.

## Ruggedized Notebooks

HQ AFRC/SVX also submitted a request through SC to purchase 175 "Ruggedized/Tough" notebooks at a cost \$6,000.00 each for LWRR4, LWRR3, LWRR4 and LWRR5 UTCs. Upon receipt of computers, units should ensure they are "Ruggedized/Tough" notebooks. If a unit receives notebooks other than "Ruggedized/Tough" please contact SMSgt Joseph immediately. (SMSgt Unlanders "Lannie" Joseph/DSN 497-2099)

## Equipment Updates

HQ AFRC Services Readiness has placed a Command purchase and ordered 34 Single Pallet Expeditionary Kitchens (SPEKs).

### **Agile Combat Support Lighter & Leaner**

Units should expect to receive their SPEK directly within a year,

although there is currently a backlog as all Services Commands have also ordered SPEKs.

SPEKs are lighter & leaner with hot meal capability and are ideal to support long/large contingencies as well as Air Force short term deployments.

They are shipped on a single pallet and require minimum set-up and maintenance. Within four hours of arrival they can be set-up and serve 300+ personnel.



## Here's News...

**To find out the latest news at AFRC Services!**

**Visit our web site:** From the restricted site go to our HQ AFRC/SV webpage or visit the public site at <http://www.e-publishing.af.mil>



### Tray-Ration Heater (TRH) for SPEK

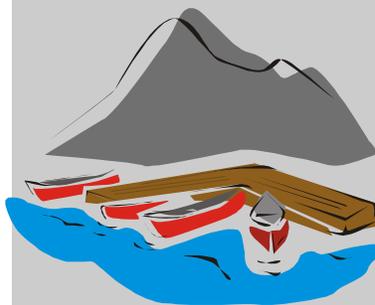


The total SPEK package includes the Tray-Ration Heater (TRH) – shown above.

The TRH burns JP8 fuel and uses a small amount of electric power. It is capable of heating 18 Unitized Group Rations (UGR) tray packs, and will support new boil-in-the-bag technology.

It can feed 550 people; one test resulted in feeding 420 cadets in one hour!

Eskimos in a kayak were chilly, so they started a fire, which sank the craft, proving the old adage you can't have your kayak and heat it too.



The best deal under the sun is how some vacationers refer to it.

It's the **Armed Forces Vacation Club** offering a 7-day resort vacation at locations around the world for \$249 a week. Sound too good to be true?

Find out more by going to [www.afvclub.com](http://www.afvclub.com).

The resort vacation program is open to all active duty, retired, National Guard, Reserve, and DoD civilians.



## Prime RIBS TDY Opportunities

When you joined the Air Force Reserve, did you hope for a chance to see the world?

TDY opportunities are ever increasing and we continually keep each Services unit updated with a list of available TDYs on the AFRC Services web page. These manday opportunities range from one week to 120 days in CONUS/OCONUS locations.



Enlisted personnel are asked to assist in all areas of Services, to include dining facilities, lodging, contingency field lodging, fitness, and flight kitchens. Officers have opportunities to serve as Services Commanders, or Support Group Commanders. Check with your ART for more details. **(CMSgt Putman, SVXR, DSN 497-0341)**



## Deployment Support

During FY03 Prime RIBS teams provided exceptional fixed facility and AEF support. AFRC Services deployed or mobilized 499 Prime RIBS personnel, with an overall usage of 46,903 MPA mandays. This high operations tempo has continued throughout FY04. We would like to extend our thanks and appreciation to our Prime RIBS personnel who have gone above and beyond in their commitment to these Total Force operations **(CMSgt Putman, SVXR, DSN 497-0341)**

## USAFA Wings of Blue

AFRC Prime RIBS members from the 349MAS, Travis AFB; 939SVF, Portland ANGB; and 944SVF Luke AFB; recently provided food service support for the Air Force Academy's annual Wings of Blue.



Cadets receive sky diving instruction and certification each spring at Gila Bend Arizona.

Approximately 150 Academy cadets and staff members participated this year. The best of the best are then selected to serve as members of the elite Air Force Academy Sky Diving Demonstration Team.

In appreciation, the Academy instructors offered tandem jump opportunities to all participating RIBS members.

The food service support was outstanding and many of the participating RIBS members took advantage of the opportunity to tandem jump!

## OCONUS DFT Commercial Travel

AFRC/CV has restricted the use of HQs commercial travel funds to support Prime RIBS OCONUS (overseas) Deployments for Training (DFTs). AFRC/CV approves commercial travel funding case-by-case each quarter. Therefore, the majority of OCONUS DFTs receive military airlift support. Your unit will be notified if and when this occurs.

Once your unit is scheduled and approved for military airlift, it is imperative that you coordinate as soon as possible with your Wing airlift schedulers. If all efforts to schedule military airlift fail and CV disapproves the use of HQs commercial travel funds, local commanders are authorized to use Wing travel funds for commercial travel if funding is locally available.

HQs commercial travel funds are still provided for all CONUS (stateside) DFT travel when military air is unavailable.





## New Instructor

TSgt Christopher Chavous is our newest instructor at the Dobbins ARB Services Combat Training (SCT) Site. He brings with him a wide range of skills and experience.

In 1998 TSgt Chavous enlisted in the Army National Guard as an Infantryman. Fortunately, his talent was recognized by an Air Force recruiter and in 1999 he transferred into the Air Force Reserves. He joined the 919<sup>th</sup> Services Flight at Duke Field under



the Special Operations Command and participated in real world deployments to Guam, England,

Kuwait, and most recently Iraq.

As a shift leader at the Reef Dining Facility at Hurlburt Field, he demonstrated a real talent in the food service area. Some of you may remember seeing him provide food service support at the SCT.

Our new instructors are empowered to take a fresh look at our existing programs and TSgt Chavous has plenty of good ideas to enhance our food service operation. We are certain you will be pleased with these new improvements.



## SCT Construction Projects

The Services Combat Training Site is undergoing a transformation to improve the training environment for our students. We have been fortunate to get a number of AFRC CE teams on annual tours to provide labor and funding for the enhancements. They are building a new women's restroom which will double our current showers. The size of the men's restroom will also increase to better accommodate our larger classes now averaging 34 students. For those of you that had to wait your turn for a shower, this will be welcome news!

The CE teams have also poured concrete pads for our fitness and recreation tents, the SPEK, Services Control Center, and an Alaskan Small Shelter System (AKSSS). Since our training focus changed in January we found it necessary to increase the training space available for students. The fitness and recreations tents will enable students to conduct group fitness activities indoors. The SPEK will be used to train students on meal preparation with the new Babington Burner. The Alaskan Small Shelter Systems are being phased in to replace TEMPER tents and soon students will be required to construct them during our Thursday exercise. Our goal is to provide as much hands-on training as possible.

**PURE SCT  
NO ADDITIVES**

**(SMSgt Steve Badowski, Commandant,  
Services Combat Training Site, Dobbins  
ARB, DSN 625-5873)**

# Programs Division

## Recreation & Fitness



### ■ Youth & Family Corner

We would like to recognize and pass on congratulations to Bryan Watson from Pittsburgh ARS for being selected by Air Force Services to participate in the Teen Aviation Camp held at the United States Air Force Academy.

Bryan was one of 36 youth participants selected from across the Air

Force to take part in the week long residential camp that took place 5-11 June 2004, participating in classroom and outdoor activities sponsored by the Air Force for teens.

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### ■ Services Facility Construction & Planning

The call for proposed FY08 Air Force Base NAF Capital Improvement Fund Facility Projects is at the bases with a suspense to AFRC/SVPR of 31 July 04.

This is the time to identify needed NAF construction projects at the bases and submit them for AF funding in FY08. Projects to be considered for AF funding should have a Relative Need Score of 2.8 or higher and a 7 percent rate of return (ROR) on investment over 20 years (3 percent ROR on maintenance/repair projects). The time to plan for the future is now! Submit those projects.

Change in Minor Construction Threshold: Beginning with FY05 project funding for NAF projects, the threshold funding limit for reporting of minor construction projects to Congress will increase from \$500,000 to \$750,000. Revisions to DoDD 7700.20 and delegation letters clarifying delegation levels will be forthcoming. (Alan Ray, SVPR, 497-2102)

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### ■ Fitness Tip of the Quarter



Water works for weight loss. Nothing quiets the appetite like water. Water not only fills you up and lessens your appetite, it prevents those “hungry times” we all encounter when our blood sugar drops and we reach for cookies, candy, ice cream, fries or other high-calorie treats.

Water also flushes out the system, rids the body of bloat and toxins. You will have to make more trips to the bathroom, but it’s worth it. Try bringing 2 quart bottles of water to work with you so that it will be handy, and drink them throughout the day. As with anything, too much is not good—even when it comes to water. Limit yourself to no more than 64 ounces per day under normal daily routines.



**Selections have been made and winners announced for the 2004 AFRC Services Awards.**

**The awards recognize outstanding achievements for individual and program categories within the Services field.**

**Some of the winners will advance for consideration for Air Force Services-wide awards.**

**Air Force winners will be announced in August during the AF Services World Wide Conference to be held in Denver Colorado.**

**2004**

# **AFRC Services Awards**

## **Individual Awards**

ARC Field Grade Officer	Maj Scott B Calvert, 934 SVS
Senior Civilian Manager	Ms. Margo M Leslie, 934 SVS
ARC Company Grade Officer	Capt Lowell T Bingham, 940 SVF
Civilian Manager	Ms. Tamara J Davis, 934 SVS
ARC Senior NCO	MSgt Leon W Edwards, 512 MAS
Senior Civilian Specialist	Mr. Richard A Heller, 439 SVS
ARC NCO	TSgt Kimberly M Belcher, 507 SVF
Civilian Specialist of the Year	Mr. William J Fagan, 439 SVS
ARC Airman of the Year	SrA Edward J Rorie, 512 MAS
Civilian Technician of the Year	Ms. Naema Abdullahi, 934 SVS
Dr. Beverly Schmalzried Award	MSgt Robert J Steigerwald, 911 SVS

## **Program Awards**

Bowling Program of the Year	439 SVS, Westover ARB
Outdoor Recreation Program	94 SVS, Dobbins ARB
Fitness & Sports	439 SVS, Westover ARB
Consolidated Club Program	94 SVS, Dobbins ARB
Readiness Program of the Year	911 SVS, Pittsburgh ARS
Marketing Program	910 SVS, Youngstown ARS
Information Ticket & Travel	911 SVS, Pittsburgh ARS
Specialized Program of the Year	315 SVE, Charleston AFB
Innkeeper Award	North Country Lodge, Minn St Paul ARS
John L. Hennessy Award	911 SVS, Pittsburgh ARS

**When two egotists meet, it's an I for an I**



**Customer Care University**



**\*See back page for more pictures of students discovering their personality types during a CCU exercise !**

**“A customer is the most important person on our premises.**

**He is not dependent on us. We are dependent on him.**

**He is not an interruption to our work. He is the purpose of it.**

**He is not an outsider in our business. He is part of it.**

**We are not doing him a favor by serving him.**

**He is doing us a favor by giving us an opportunity to do.”**

**Mahatma Gandhi (1869 - 1948)**

**Book a one-day Customer Care University (CCU) training class at your location and start receiving the benefits that come with providing the very best in customer care to your customers and employees. Call CCU’s Executive Director, Ralph Lake at DSN 497-0221 today!**

# The Air Force John L. Hennessy Award

Once again it's time for the Air Force John L. Hennessy competition. The John L. Hennessy Trophy Awards program was established to promote the highest standards of food service throughout the Air Force and Air Force Reserve.

The special award that is presented to the Air Force Reserve winner is to recognize the increasingly important role played by the Reserve in the total Air Force mission.

If your food service operation is deserving of this recognition please prepare a nomination package containing a narrative of food service accomplishments for calendar year 2004.

In addition, provide a food service fact sheet containing the following information:



a. Name, location, and brief mission statement of the installation.

b. Grade, full name, and military address of the Wing commander, MSG commander, Chief of Services, Services Commander, Food Service officer/superintendent, and QAE.

c. Name and address of the food service contractor and name of the contract manager.

d. Name and address of the food service facility, operating hours, supervisors, list of average attendance for breakfast, lunch and dinner meals.

Packages must reach HQ AFRC/SVP NLT 10 Aug 04. The AFRC Hennessy evaluations will take place in the September through January time frame. To be considered as a nominee your dining facility must be available to be evaluated during this time frame. No exceptions will be considered. All nomi-

nees will also need to have a 5x7 photograph of the dining facility staff taken during the evaluation.

POC is MSgt Jeffrey Smithers, HQ AFRC/SVP, DSN 497-2104. Please give him a call if you have any questions.



## Military Club Woes

Club membership across the Air Force is slowly dwindling. Membership is down over 19K or 7.5% since Sep 02.

In trying to figure out the answer to our dilemma we discovered that over the past 30 years Americans have become increasingly disconnected from family, friends, neighbors, and social structures, whether the PTA, church, recreation clubs, political parties, or bowling leagues.

To overcome this trend in our club system we must be the social exception to the rule. If you open the doors, they will not come! We must provide the very best in products and service in order to gain the confidence of our patrons.

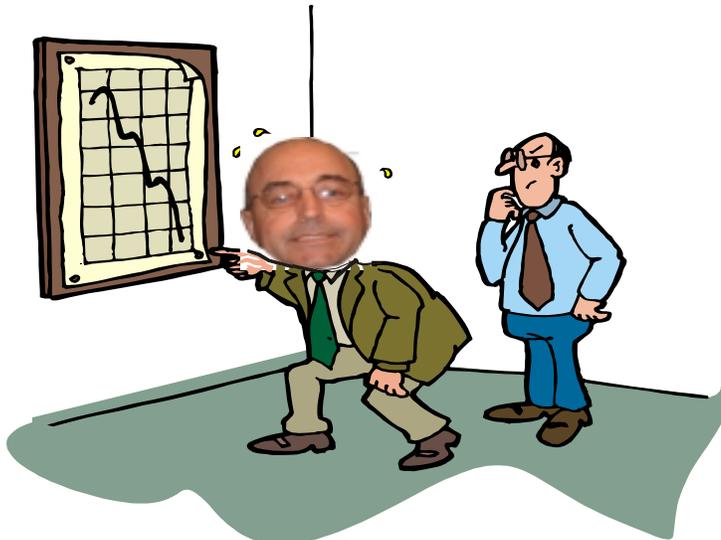
Business as usual will not feed the bulldog! Many lifestyle changes have occurred over the past few

decades but the clubs have changed very little to accommodate these trends.

Currently our retirees are our biggest supporters in most of our operations; however, they are getting older and fading away. Since each club has their own personality, we must find out what drives the participation at

each location. This can be accomplished by surveys, conducting focus groups, or soliciting direct feedback.

The old adage of camaraderie or esprit de' corps no longer brings our folks together to meet at the club. Let's work together and share our ideas of how to overcome this membership problem and the lack of participation in our clubs  
**(Ralph Lake, SVPB, DSN 497-0221**





## AFRC Honor Guard - We Salute You!

To all of you who proudly serve on base Honor Guard teams, we salute you. We understand the dedication to duty you display on a daily basis. We share with you the pride in mission accomplishment at moments like the flag-folding and presentation at President Reagan's funeral. The entire country watched intently as sharp honor guardsmen from all services branches performed nearly flawless funeral honors for this great leader.

In the spirit of honor guard achievement that goes well beyond the call of duty, we are pleased to announce the winners of the 2004 AFRC

Honor Guard awards. The AFRC Base Honor Guard Program Manager of the Year is MSgt Paul Chavez. The AFRC Base Honor Guard Member of the Year is TSgt Karen Albin. Both winners were assigned to Carswell ARS TX during the 2003 rating period. Please congratulate both of them.



Keep up the good work, continue to look for ways to improve your individual and team skills, and continue to provide quality support to the active duty programs.

**(Eddy Saunders, SVPF, 497-2088)**

## *Freedom isn't Free*



## NORTH COUNTRY LODGE WINS AFRC INNKEEPER OF THE YEAR AWARD

The North Country Lodge at Minneapolis-St Paul ARS MN took top honors as the AFRC 2004 Innkeeper Award winner.

Mr. Gerald Cardinal, HQ AFRC/SV, presented the command trophy to Ms. Tamara Davis, General Manager, at an awards ceremony on 3 Jun 04.

Staying at the top of the game on a continuous basis is extremely difficult. It requires a solid team effort and Ms. Davis credits her outstanding staff for winning this most coveted award. They project a "customer first" attitude that soars. Winning at command level is a stepping stone toward competing at Air Force. As the AFRC Innkeeper Award



Pictured left to right are Maj Scott Calvert, 934<sup>th</sup> Services Commander; Ms. Margo Leslie, 934<sup>th</sup> Services Chief; Mr. Jerry Cardinal, HQ AFRC Director of Services; Ms. Tamara Davis, North Country Inn General Manager; Col Teresa Hams, 934<sup>th</sup> MSG/CC, Lynda Mikanowicz, HQ AFRC Services Military Support Chief, and Col James Muscatell, 934<sup>th</sup> AW/CC.

winner Minn/St Paul will represent the command in the upcoming 2004 Air Force Innkeeper Award competition.

Air Force evaluations will be conducted during June and July 2004; the 2004 Air Force Innkeeper Award presentation will be held in New York City the first week in November.

So far Air Force Reserve Command has never succeeded in winning this award. However, we have high hopes that this year will be different. North Country Lodge is a definite winner in our eyes. (Lynda Mikanowicz, SVPM, DSN 497-2103)

## Minneapolis-St Paul Services Personnel Take Four AFRC Individual Services Awards

Individual Command-Level Services Awards were presented to four members of the 934<sup>th</sup> Services Squadron on 3 Jun 04.

Taking top honors were (left to right) Ms. Naema Abdullahi, North Country Lodging Housekeeping, Civilian Technician of the Year Award; Maj Scott Calvert, 934<sup>th</sup> Services Commander, AFRC Field Grade Officer of the Year Award; Ms. Margo Leslie, 934<sup>th</sup> Services Chief, Senior Civilian Manager of the Year Award; and, Ms. Tamara Davis, North Country



Lodging General Manager, Civilian Manager of the Year. Col James Muscatell, 934<sup>th</sup> Airlift Wing Commander presented the awards to these four outstanding members of his organization.





# Marketing

Congratulations to Minneapolis-St Paul Services Squadron for their outstanding efforts in providing innovative and creative fitness programs to enhance their customers' fitness opportunities at the 934th such as tennis ladder and 'gopher' a walk. Their efforts paid off with a \$2000 win in AFRC's annual 'Maymentum' fitness competition.

March ARB, CA placed 2nd with programs such as Salsa Dancing and War Ball on their May Fitness Month calendar. The health benefits customers received by participating in the fitness programs at the 452nd were not the only benefits gained. A monetary award of \$1000 was won by the Services Squadron for helping to motivate customers to join in on the various events offered through the month of May and into the future.



A special thanks goes to our sponsor, the Coca-Cola company for their monetary and product support in AFRC's fitness initiative.



Partnering with Coca-Cola allowed enhancements to the Maymentum event which would not have been possible without their loyal support. AFRC and Coca-Cola are committed to quality of life programs that give our military and civilian customers healthy lifestyle choices.



**May Fitness Month has come and gone but the 'Maymentum' continues at our AFRC installations. The following photos are glimpses of the activities and events that took place during the month long celebration.**



Minn-St Paul ARS MN



March ARB, CA

**STAFF**  
**NEWS**



**Grissom ARB, IN**



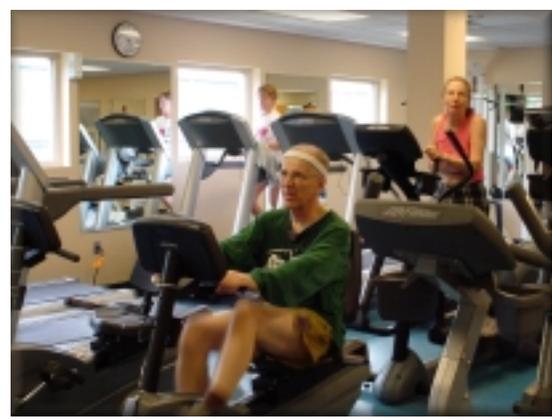
**Dobbins ARB, GA**



**Youngstown ARS, OH**



**Westover ARB MA**



**Minn-St Paul ARS MN**



## Goodbye Grissom, Hello Dobbins

The 434th Services Flight says goodbye to a good friend as he transfers to warmer territory.

Dick Ames, Grissom Services Chief looks forward to his new assignment at Dobbins ARB, located in Atlanta, Georgia.



Dick Ames was Grissom's Services Chief from Jan '94 to Jun '04

Although he has Georgia on his mind now, he'll always have fond memories of his 10 year tenure in the cornfields of Indiana.

Grissom Services held a going-away party in conjunction with their May Fitness Month Finale to honor Dick and wish him well with his new adventure.



Dick volunteers for grill duty at his recent going away party held in conjunction with Grissom's May Fitness Month Finale.

Many expressed their gratitude for the wealth of knowledge he shared, his leadership and his dedication to the job while Services Chief at Grissom Air Reserve Base.

## Way to Go Janet!

**Congratulations to Janet Evans, 934th North Country Lodge Supply Technician! Janet was selected as the base-level Innkeeper Traveler's Award Winner. She now competes at Air Force level.**

**Great job Janet! Enjoy your trip to New York for the world-wide AF Innkeeper awards and good luck in the Air Force Travelers's Award Competition.**



The award was presented to Janet by Lt Col Patricia May, AFSVA Innkeeper Evaluation Team Chief.



**Great truths about growing old**  
*Wisdom comes with age, but sometimes age comes alone.*

# AFRC IGI Gives Tribute



**Col Tom Prior, AFRC/IG, Chief of Inspection Division, takes a moment on his tour of the Dover AFB Charles C. Carson Port Mortuary to reflect on the many incidents listing remains processed.**



**Col Prior signs the Port Mortuary Guest Registry after his visit with the staff and tour of the facility.**



**Maj Dawn Crews-Seams, 512<sup>th</sup> Memorial Affairs Squadron Commander receives an AFRC Inspector General Coin from Col Prior.**

**The coin was presented in honor of their “unwavering dedication and service, going above and beyond the call of duty to return our fallen heroes with honor”.**



**Col Prior meets with members of the 512<sup>th</sup> MAS and shares his deepest appreciation of their duty, dedication and professionalism.**

**Shown from left to right are the members of the 512<sup>th</sup> MAS: SrA Rochelle Brown, SSgt LeRoy Manuel, SrA Mable Justice, Maj Crews-Seams, Col Prior, Chief Derek Rooks, SrA Enid J-Ellis, SrA Michael Whittington, and SrA Ernest Davis.**

## Minneapolis St-Paul Celebrate the Month of the Military Child

Kids just want to have fun...and that is exactly what happens every year when the Services staff at Minneapolis St-Paul ARB, MN host their annual celebration in honor of the military child.



Arts and crafts, games, entertainment and a special buffet are all part of the festive event that allow kids to be kids.

Great job Minneapolis St-Paul for honoring our military children!

**Great truths about growing old**  
*You're getting old when you get the same sensation from a rocking chair that you once got from a roller coaster.*

## Maymentum Continues at the 911th Airlift Wing

The 911<sup>th</sup> Airlift Wing, Pittsburgh Air Reserve Station, offered quite a variety of MAYMENTUM events, including Tug-of-War, Chip in a Bucket, a Ping-Pong Tournament, a Medicine Ball Relay, and more. The Services Golf Scramble continues to grow each year, with a total of 32 golfers in May 2004. Each golfer received a Pittsburgh Services-branded golf umbrella



and each member of the winning foursome received a One-Night Stay at the MainStay Suites Hotel. The 911<sup>th</sup> Airlift Wing also saw a rise in sponsorship, including tickets for local sporting events, hotel stays, restaurant gift certificates, and more. Overall, the 911<sup>th</sup> Airlift Wing Fitness Program continues to offer quality events, not only in May, but throughout the year.



**The all new Services Management Staff at Homestead Air Reserve Base** hosted a Services Open House at the All Ranks Club on 4 June 2004. The purpose of the open house was to introduce the base

personnel and retirees to the new staff members.

## Homestead's Caribbean Style Open House



The event started right after work on a UTA Friday. Mr. Jess Holcomb served as the master of ceremonies and introduced himself as the new Chief of Services, Ms. Debbie Lippincott as the new Club Manager, Mr. Ernest Stenson as the new Lodging Manager, Ms Cori Arencibia for Outdoor Recreation and Mr. Dennis Neely the clubs new Executive Chef.

The evening was billed as a Caribbean Social with complimentary Hors d'oeuvres, reduced price drinks and the Caribbean Sounds of "Ronnie M". The entertainment continued into the night with a great band playing a variety of songs from the past. Coconut Shrimp w/Mango Papaya relish, Jerk Roast Beef, Grouper Fingers, Conch Fritters, Island Fruit and cakes were just a sampling of the great Caribbean foods available.

**"This was a very successful event that put the new management in touch with the people they serve."**



In attendance were 93 club members and 62 non-members. Since this was a "Services Open House" no one was turned away, but a count was kept for the first two hours just for information purposes. Many compliments were received about the event, quality of food and the "new attitudes" of the management staff. Since this event, the club has been flooded with inquiries for special functions, customer comments/special requests and membership. Many comments were also received concerning lodging and outdoor recreation programs.



## Niagara Falls Celebrate Grand Re-Opening



A ribbon cutting ceremony was held on 4 June 04 to dedicate the reopening of the base Fitness Center.



This marks the conclusion of a \$1.2 M project to renovate the interior and portions of the exterior of the facility.

Also included during the six month renovation process was the purchase of over \$70K of new fitness equipment, to include cardio, free weight and selectorized equipment. A



bench mark of the renovation project is the new lighting installed for the gymnasium area.

The new state of the art lighting system uses fluorescent bulbs, and sense



movement and ambient light, turning themselves on and off as needed as well as reducing energy use when ample natural light is available. The system will provide energy cost savings to the base while optimizing court lighting.



# Pittsburgh Services Employees Win “Excellence in Government” Awards

On May 21, 2004, three 911<sup>th</sup> Airlift Wing, Pittsburgh Air Reserve Station Services employees were recognized at the Pittsburgh Federal Executive Board, Excellence in Government Awards.

**Lydia B. Sturgeon,  
Pittsburgh’s  
Assistant Lodging  
Manager**



Lydia B. Sturgeon, Assistant Lodging Manager, was presented with the Silver Award in the “Outstanding Service Employee Supervisor” category. Ms. Sturgeon approaches her job with the following, “. . . I give myself; that is all I have to offer. I do everything I can for the customer and my employees.”

Coleen Czachowski, Marketing Director, and Marci B. Carothers, Marketing Assistant, were recognized with the Bronze Award in the “Outstanding Team” category. All three award recipients were nominated by 911<sup>th</sup> Airlift Wing Services Director, Lowery K. Bailey.

**Submitted by: 911<sup>th</sup> Airlift Wing Services Staff**

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**Laughing is good exercise. It’s like jogging on the inside.**

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**Members and volunteers of the 440th, General Mitchell Air Reserve Station pose briefly for a photo opportunity during their annual Civic Dinner Dance held on Armed Forces Day. Back row from left to right: Cheryl Rybka, Gina Felten, Ron Knutson, Gary Wagner, Joseph Glischinski. Front row: Dawn Murawsky, Karen Glischinski, Denise Pilot, and John Hurula.**



# BackPage NEWS

Hint: CCU  
If that doesn't  
give it away...see  
page 13

## Air Force Reserve Command

What are these studious folks doing at the 440th, General Mitchell?



## Backpage NEWS...



### Homestead Welcomes New Lodging Manager

Mr. Ernest Stenson, Homestead's new Lodging Manager reviews paperwork with Dequilla Hunter, Homestead's Lodging Accountant. With a strong belief in exceeding the expectations of his customers, he looks forward to the new challenges and the warm weather of south Florida.

## 300,000+ Attend AirFest 2004 at March ARB

This year's show at March ARB, CA included both military and civilian, air and ground demonstration featuring the Thunderbirds, Army Golden Knights, and USAF Reserve "Above and Beyond" Jet Car.



Fire-breathing Robosaurus

There were attractions on the ground for everyone. Services sponsored several acts to the delight of many youngsters in the crowd. Robosaurus, a fire breathing robotic dinosaur



Attack of the Robosaurus!

ravaged several cars and spewed colorful confetti.

The "Kid Zone" featured blow-up obstacle courses and bouncers for the little ones, and

"Sony's Playstation" eighteen wheeler arcade allowed the older youth to play competitive games against each other to win prizes.