

COMMUNITY CENTER

MORALE, WELFARE AND RECREATION (MWR) PERMANENT FACILITY COPY

STANDARD OPERATING PROCEDURE

APRIL 2002

1. Purpose: To establish guidelines covering the everyday operation of the MWR Community Center facility.
2. General: Operation of the Community Center facility and control of its resources will be conducted according to current command policies and procedures, AR 215 and this SOP.
3. Operating Hours:

Sunday	closed
Monday	1100-1600
Tuesday	1100-1600
Wednesday	1100-1600
Thursday	1100-1600
Friday	1100-1600
Saturday	closed
4. Call 732-532-3077 for main ballroom, kitchen and patio area reservations. Following is a list of requirements for special events:
 - No fund raising activities may be conducted at this facility without express written approval of the Garrison Commander.
 - It is not permissible to collect any type of cover charge, admission fee or reimbursement to enter the event.
 - No alcoholic beverages are permitted in the facility.
 - If you wish to serve alcoholic beverages you may contact Lane Hall (532-3892) Catering to make arrangements. All guests must be 21 years or older to consume alcoholic beverages.
 - The Community Center has a non-smoking policy throughout the building. Smoking is permitted only outside of the facility.
 - No decorations will be attached to the facility (walls or ceiling), they may be placed on tables and/or around the room.

- All events are permitted 1 hour set-up prior to the scheduled event and 1 hour break down after the scheduled event, any additional hours will be added to the contract and the contracting party will be held responsible.

- At the close of your event you are responsible to ensure that all trash and recyclable materials are removed from the premises and are properly disposed of.

- All food is to be removed from the facility and the kitchen must be cleaned to the satisfaction of the Community Center staff member on duty.

- Damage to the facility is the sole responsibility of the contracting party. The contracting party will be held liable for all costs as well as controlling the behavior of their guests.

- All deposits are **NON-REFUNDABLE**.

5. Facility Technicians and Operators are responsible for the safeguarding of all income and change fund. Personnel will provide the patron a copy of RecTrac/DA 1992 for each transaction. They will make daily bank deposits. Completed Daily Activity Reports will be submitted to NAF Services, issuing refunds only with the Team Leader's direction.

6. Facility personnel will conduct quarterly NAF and APF asset inventories. Any discrepancies will be reported immediately to the Team Leader. The customer is issued equipment in good operational condition only. All equipment returned from customers will be checked for any damages before customer leaves the premises. The Team Leader will be notified of any damaged equipment that cannot be repaired by staff.

7. An enjoyable recreational experience is provided by exceptional customer service.

8. Physical Security – See attached check list (Activity Security Checklist)

9. Crowd Control

- a. Head Count
- b. Set limitations based on pre-set Fire Dept. limitations

10. Disruptive Behavior

- a. Assess the situation
- b. Show respect for disputants
- c. Separate disputants – if verbal
- d. Physical dispute call 911 ASAP
- e. Use minimum force necessary to protect life & property

11. Parking Spaces

- a. 65 Regular parking spaces
- b. 8 Handicap parking spaces

12. Emergency & Medical Services
 - a. Facility Operator/Technician calls 911 for assistance
 - b. Call Operations Team Leader

Facility Technician

Operations Team Leader

4. Call the PMO at close of business
x21112.