

Bay Breeze Community Center Morale, Welfare, and Recreation (MWR) Standard Operating Procedures

July 2004

1. Purpose. This SOP prescribes policies and procedures and assigns responsibilities for operation and use of the Bay Breeze Community Center (BBCC).
2. General. Operation of the BBCC and control of its resources will be conducted according to current command policies and procedures, AR 215-1 and this SOP.
3. Responsibilities. The Manager, BBCC will--
 - a. Provide non-revenue oriented meeting and conference space for the Fort Monroe community. This service will be provided during normal operating hours, Monday through Friday, 8 am to 4:30 pm. Exceptions will be upon written LOI or approved by the DCFA. Catering rules and procedures apply to any requirements for food and beverage service.
 - b. Provide revenue-producing private catering and public food and beverage services. Publish a brochure(s) including rules, procedures, and prices for catered events. This information will be updated at least annually.
 - c. Conduct promotional and recreational activities.
 - d. Provide other programs as directed and permitted by regulation.
 - e. In the absence of applicable guidance, prescribe operating procedures for the above activities.
4. Operating Hours. The BBCC is open from 0800 – 1630 Monday thru Friday. (closed for observed holidays) Saturday and Sunday the BBCC is operated as scheduled for specific events.
5. All customer reservations are honored on a first-come, first-served basis. IAW AR 215-1, paragraph 7-5.g., no person or group of people will receive special prices or privileges that are not available to all patrons. The limited exceptions are listed in the regulation.
6. Conduct of customers and their guests. Customers are responsible for the proper conduct of family members and guests. The Manager, BBCC, or designated representative is authorized to remove from the premises any person whose conduct is considered disruptive or offensive. Soldiers and civilian DOD employees may be subject to possible administrative or disciplinary action, at the discretion of the Commander.

7. Customer Suggestions.

a. Suggestions may be made directly to the Manager, BBCC either orally or in writing. Use of the customer comment card system is encouraged.

b. Customers should refrain from discussing policy matters with employees. Grievances concerning BBCC operations or policy matters should be addressed in writing to the Manager, BBCC, for action as deemed appropriate.

c. Customers are advised that employee grievances must be handled as prescribed by Army regulations and the negotiated agreement between Headquarters, Fort Monroe, and NAGE, Local R4-6 union.

8. Delinquent Accounts.

a. The DCFA, Financial Manager, will advise customers in writing when they are delinquent in payment of charges.

b. All charges made on commercial credit cards are the personal responsibility of the cardholder.

9. Prohibited Practices. ARMY REGULATION 215-1 strictly prohibits certain activities. We will not permit--

a. Any patron, guest, or group to bring their own food or beverage to a catered event for consumption on Bay Breeze Community Center premises. Exceptions are itemized in ARMY REGULATION 215-1. Exceptions include wedding cakes and other specialty food items which may be provided by the sponsor of a private party or reception. Conditions will be specified in the event catering agreement.

b. Use of facilities and services for persons or groups practicing discrimination as defined by Executive Order 11375, 13 October 1976.

c. Gambling on premises.

d. Partisan political activities.

10. BBCC personnel will conduct annual NAF and APF asset inventories. Any discrepancies will be reported immediately to management. If there are items rented from the facility it is the patron's responsibility to ensure that item is returned on time and in the same condition as it was issued. If the item is damaged in any way it is the patron's responsibility to fix or replace that item immediately. (see manager for list of rental equipment)

/S/

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