



VETERANS CANTEEN SERVICE

Department of Veterans Affairs

"Proud to Serve Genuine
American Heroes
Every Day"



Since first established by Congress in 1946, the 3,000+ customer service associates of VCS have taken great personal and professional pride in serving the best customers in the nation -- the Veteran patients of the U. S. Armed Forces and those who provide for their care. We accomplish this by providing quality merchandise, food, vending, and related services at reasonable prices in VA medical centers across the country. Today, most people refer to VCS as the "Canteen."

The canteen has evolved from what originally began as a collection of limited menu soda fountains and small, crowded gift shops, to a nationwide system of modern food courts and retail stores. Our canteens offer a variety of menu selections in a modern food court environment, 24-hour vending outlets, and a broad range of national brand merchandise. Today's canteens are considered by many customers to be The VA Company Store, benefiting both the Veteran patients, their family members, and VA health care workers.

Under the leadership of the Director, Ms. Marilyn Iverson, the VCS operates 172 canteens at VA medical centers across the country as a self-sustaining business at no cost to America's taxpayers. Associate salaries and operating expenses are paid from VCS earnings. Every dollar of income generated by VCS is returned to the medical centers to help improve the quality of life for Veteran patients and to improve the quality of the workplace for VA employees. VCS has received many Vice Presidential "Hammer Awards" for innovative concepts in its food and retail activities.



VCS Central Office operations are located at the Jefferson Barracks VA Medical Center, St. Louis, Missouri. Regional managers are responsible for canteens located in specific geographical areas. Vendors interested in doing business with VCS should contact the Central Office buying staff.

Each VCS associate is committed to the long-standing VCS goal of providing our customers with unparalleled quality, service, and value,

above their expectations. Our goal is to ensure that each patron enjoys a positive shopping and dining experience, each and every time they visit the canteen.

VCS offers a variety of career-oriented jobs that provide canteen associates with responsible, challenging, and fulfilling work. A formal Management Training and Development Program is available for qualified individuals seeking management careers with the VCS. Individuals who possess directly related experience for employment and who are friendly, willing to learn, and committed to providing outstanding customer service are encouraged to find out more about joining the VCS team.