

Headquarters
US Army Accessions Command and Fort Knox
Fort Knox, Kentucky 40122-5600
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*Fort Knox Reg 60-10

Exchange Service

FORT KNOX POST EXCHANGE AND COMMISSARY ADVISORY COUNCIL

Summary. This regulation establishes the Fort Knox Post Exchange (PX) and Commissary Advisory Council and prescribes the policies, procedures, membership, and purposes of the council.

Applicability. This regulation applies to Soldiers of the Active Army, the National Guard, the Army Reserves, military retirees, and Family members.

Suggested Improvements. The proponent of this regulation is Fort Knox Garrison Headquarters. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications) through channels to Garrison Commander (IMSE-KNX-ZA), 127 Sixth Avenue, Fort Knox, KY 40121-5719.

Availability. This regulation is available electronic download on the Fort Knox Homepage at <http://www.knox.army.mil/garrison/dhr/asd/regs.asp>.

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1. Purpose. This regulation prescribes procedures and controls for establishing and sustaining of PX and Commissary Advisory Council. The council is a cross section of PX and Commissary customers who meet with and advise PX and Commissary management of customers' needs and wants; assist in improving customer service by obtaining the benefit of customer attitudes

* This regulation supersedes Fort Knox Reg 60-10, 27 July 1987.

through suggestions; participate in informal discussions and opinions concerning items sold in the PX; and serving as a means to advise customers of PX and Commissary policies, regulations, and actions taken to meet customer wants.

2. References.

- a. AR 215-8, Army and Air Force Exchange Service Operations, 30 July 2008.
- b. DODI 1330.17, Armed Services Commissary Operations, 8 October 2010.

3. General. Soldiers, Family members, and retirees make up a unique community in which a retail or grocery store will operate. In order to better serve the Fort Knox community, this regulation establishes the PX and Commissary Advisory Council. The council assists the local Army and Air Force Exchange Service (AAFES) General Manager and the Commissary Store Director by obtaining the viewpoint of the customer through suggestions and discussions concerning items stocked and services rendered.

4. Council Membership.

a. Membership to the PX and Commissary Advisory Council is a volunteer position consisting of representatives from selected active and reserve component organizations, military Families, and retirees. Representatives should have at least 1 year retainability in order to serve on the advisory council. Commanders appointing advisory council members should select a person who is both enthusiastic about improving PX and Commissary services and representative of the command.

b. The Garrison Commander (or his appointed representative) serves as chairman on the advisory council and retains the final approving authority on all actions approved by voting members.

c. The Advisory Council consists of both voting and non-voting members. Voting members of the council are listed below:

- (1) Fort Knox Garrison Commander.
- (2) AAFES General Manager.
- (3) Commissary Store Director.
- (4) President, Better Opportunity for Single Soldiers.
- (5) Fort Knox Non-commissioned Officer of the Year.

- (6) Fort Knox Soldier of the Year.
 - (7) President of the Fort Knox Spouses Club.
 - (8) One spouse of the Senior Commander Command Group.
 - (9) Chief, Nutrition Care.
 - (10) Chief, Children and Youth Services.
 - (11) Three local community retirees (appointed by the Garrison Commander).
 - (12) One Family Readiness Group representative from each of the below:
 - (a) 3d Sustainment Command (Expeditionary).
 - (b) 3d Brigade Combat Team, 1st Infantry Division.
 - (c) 4th Cavalry Brigade, 1st Infantry Division East.
 - (d) 84th Training Command (USAR).
 - (e) 100th Division (USAR).
 - (f) US Army Garrison, Fort Knox.
 - (g) Senior Commander appointed FRG representative.
- d. Non-voting members of the advisory council are listed below:
- (1) Post Exchange Manager.
 - (2) Military Clothing and Sales Store Manager.
 - (3) Services Manager.
 - (4) Food Court Manager.
 - (5) Fort Knox School Liaison.
 - (6) US Army Accessions Command.

- (7) US Army Recruiting Command.
- (8) US Army Cadet Command.
- (9) Human Resources Command.
- (10) US Army Medical Command.
- (11) Child Development Center Director.
- (12) Army Community Service Manager.
- (13) Army Emergency Relief Manager.
- (14) Family Resource Center Manager.
- (15) Communities Activities Business Center.

5. Responsibilities.

a. The PX and Commissary Advisory Council are responsible for advising the Installation Commander on the planning, operating and management of the PX and Commissary in accordance with applicable Department of Defense directives and local policy.

b. The Garrison Commander, or his appointed representative, will act as Chairman of the council.

c. The council will recommend plans and policies in the operation and management of the following Post Exchange and Commissary functions:

(1) Achieving established service standards.

(2) Providing adequate buildings, facilities, and services (including security, fire protection, communications, and sanitation services).

d. The Advisory Council makes recommendations to the AAFES General Manager and Commissary Store Director on items that should be stocked at the respective stores. Discussions will focus on bettering service and operations at the PX and Commissary.

e. The AAFES General Manager and Commissary Director will provide the following:

(1) Advise the council on requests and projects.

(2) Keep the council informed on the adequacy of existing facilities, new regulations affecting operational policy, and other problems arising in operations of the Post Exchange or Commissary.

6. Policies and Procedures.

a. The council meets once per quarter or when deemed necessary by the chairman. Prior to each council meeting, each member will receive an email for the upcoming council meeting confirming the date and the agenda for the meeting.

b. If a voting member from the council is unable to attend, they will notify the chairman of their absence and ensure another unit or organizational representative attends the council meeting. The replacement representative may act and vote in their place.

c. The Chairman will appoint a non-voting Recorder to take minutes of the council meeting. The Recorder will prepare and distribute minutes of all proceedings of the advisory council after review and approval by of the Chairman.

d. The AAFES General Manager and Commissary Store Director will provide updates at each meeting to inform council on reconciliation of issues and concerns expressed at prior meetings.

7. Proponent. The proponent of this regulation is Headquarters, US Army Garrison Command, Fort Knox.

OFFICIAL:



BENJAMIN C. FREAKLEY
Lieutenant General, USA
Commanding

MICHAEL G. CARROLL
Director, Human Resources

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