



UNITED STATES MARINE CORPS
MARINE CORPS AIR STATION
POSTAL SERVICE CENTER BOX 8003
CHERRY POINT, NORTH CAROLINA 28533-0003

AirStaO 10110.3B
SUSR3
6 Nov 03

AIR STATION ORDER 10110.3B

From: Commanding General, Marine Corps Air Station, Cherry Point
To: Distribution List

Subj: FOOD SERVICE PATRONS' POLICY AND GUIDANCE UNDER THE REGIONAL
FOOD SERVICE CONTRACT

Ref: (a) MCO P10110.34E
(b) MCO P10110.14L
(c) Commanders Guidance for Conus Regional Food Service
Contracts (Revision 1-03) of 1 Aug 2003

Encl: (1) Sale-of-Meals Policy
(2) Command Functions Policy
(3) Customer Comment Record
(4) Contract Related Guidance

1. Situation. To update policies and procedures for the Food Service Patrons' Program under the Regional Food Service Contract (RGFSC) guidelines.

2. Cancellation. ASO 10110.3A.

3. Mission. To effectively provide subsistence support to authorized personnel and to properly support appropriate command functions at the Station Mess Hall, per guidelines contained in the RGFSC.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. To ensure that patron and unit subsistence requirements are properly met, and government/contract interface activities are conducted per references (a) through (c).

(2) Concept of Operations

(a) Enclosures (1) and (2) will be used to determine patronage policies pertaining to individual and unit use of the Station Mess Hall for subsistence needs.

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(b) The Station Food Service Technician will serve as the designated Government representative (Assistant Contracting Officer's Representative - ACOR) in providing contract oversight and management at the Mess Hall facility located aboard Cherry Point, interfacing directly with the Contractor under the auspices of the RGFSC.

b. Coordinating Instructions

(1) All authorized personnel subsisting at the Station Mess Hall will adhere to the sale-of-meals policy contained in enclosure (1).

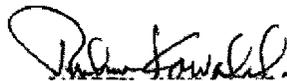
(2) Organizational commanders will ensure that guidelines contained in enclosure (2) are followed. Organizational commanders, although not exercising direct supervision over civilian-contracted personnel, or operational control of the Mess Hall, should report any conditions that do not conform to the highest standards of food preparation, service, atmosphere, or sanitation directly to the Station Food Service Officer. To facilitate efforts in this regard, enclosure (3) contains a Customer Comment Record which can be forwarded to the Station Food Service Officer. All other Mess Hall support or service related matters should also be reported directly to the Station Food Service Officer for appropriate action. As a guide, enclosure (4) contains command guidelines on the proper manner of conduct in relation to contractor-managed mess halls.

5. Administration and Logistics. The CG, 2d MAW, CO's, NADEP, NAVHOSP, and CSSD-21 concur with the contents of this Order insofar as it pertains to members of their command.

6. Command and Signal

a. Signal. This Order is effective the date signed.

b. Command. This Order is applicable to the Marine Corps Reserve.



ANDREW KOWALSKI
Chief of Staff

DISTRIBUTION: A
2d MAW A

Sale-of-Meals Policy

1. The sale of meals is authorized to the below personnel:
 - a. Enlisted personnel on Commuted Rations are permitted to purchase meals on a regular basis during normal serving hours, regardless of duty status.
 - b. Officers, including Duty Officers, are permitted to subsist in the Mess Hall. Government Messing is available but not directed for all personnel.
 - c. Civilian personnel on official duty are permitted to purchase meals under any of the following conditions:
 - (1) Personnel performing food service duties.
 - (2) Civilian contractor employees performing work at the Mess Hall during the meal period.
 - (3) Family members of military personnel, during emergency conditions, as designated by the installation commander.
 - (4) Civil Servant personnel assigned to Destructive Weather Response Teams during periods of destructive weather.
 - d. Guests of military personnel as defined below:
 - (1) The below subparagraphs are permitted to promote good will, morale or enhance public relations. Judicious use of this authorization must be exercised and must not jeopardize the primary mission of the Mess Hall.
 - (2) Family members, relatives, and guests of military personnel when accompanied by their sponsor.
 - (3) Family members and relatives of military personnel who are POW, MIA or serving a remote tour of duty.
2. Requests to feed civilians (i.e., retirees, tour groups, civic groups, athletes, Boy Scouts, family members, etc.) must be submitted in writing to the Director of Supply (SUF) 10 working days prior to event. Approval will be granted on a case-by-case basis, depending on the capability of the Mess Hall to support the function.

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Command Functions Policy

1. The use of government subsistence and/or the facility and its staff to support nonappropriated-fund events (Mess Night, Dining-In functions, retirement ceremonies, etc.) and individual unit picnics/parties (when sponsored at only subdivision, branch, and/or section level) is not authorized.

2. Appropriated support is authorized for certain events when they meet the criteria as shown below:

a. Military Field Meets are required command functions and are to be published in a command Bulletin. They must be sponsored at the company level or higher and approved by the command. The field meet will be the military personnel's appointed place of duty at that time, and the meal served will be the authorized meal.

b. Family Day, Open-House, and Military Appreciation Day events are only authorized when these events are mandated by the installation commander and are published in command Bulletins as an approved command function.

c. Requests for support of approved events must be submitted to the Director of Supply (SUF) 10 working days prior to the event. Requests must contain the following information:

(1) Date, pick-up time, location of approved event.

(2) Number of personnel subsistence is requested for by category (separate listings for enlisted on meal cards, officers, and enlisted on BAS). Food cost only is applicable. Guests must receive separate approval in compliance with the sale-of-meals policy, enclosure (1).

(3) The Mess Hall only provides subsistence-type items (hamburgers, hot dogs, beans, buns, condiments, etc.). Charcoal, paper and plastic supplies, ice, drinks, and other items are the requesting unit's responsibility.

d. Prepared subsistence items such as pastries, beverages, and condiments may be sold from the Mess Hall to support command functions on a reimbursable basis; for example, changes of command,

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retirement ceremonies, Marine Corps Birthdays, etc. This authority will be used only in those instances when resale activities (clubs, exchanges, commissaries, etc.) are neither available nor adequate to satisfy requirements. The sale of such items will be at the raw-ingredient cost plus 196 percent of the cost, which represents overhead costs and will not require additional resources (manpower or funds) or adversely affect the operation of the Mess Hall. These items will not be purchased or paid for with appropriated funds. Payment will be in the form of cash or checks only (made payable to the U.S. Treasury). The installation commander will approve, in writing, requests for the sale of subsistence items 10 working days prior to the date of consumption. Judicious use of this authority will be exercised to ensure the primary purpose of the enlisted Mess Hall is not jeopardized. Subsistence items purchased cannot be used in support of coffee messes or beverage stations.

ENCLOSURE (2)

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Customer Comment Record

To be completed by the Customer:

Date: _____

Mess Hall Number: _____

Meal Period Attended (Circle One):

Breakfast

Lunch

Dinner

Breakfast Brunch

Dinner Brunch

Comment:

Should the customer desire to be contacted:

Customer Rank: _____

Name: _____

Unit: _____

Daytime Phone

Number: _____

To be completed by the RCOR, ACOR or QAE:

Date Comment Received: _____

Contract Paragraph Reference Number: _____

RCOR/ACOR/QAE

Validation Steps:

(1) Date/Time Contractor Notified:

(2) Date/Time of RCOR/ACOR/QAE visit to Mess Hall (if necessary):

(3) RCOR/ACOR/QAE Validation Comments:

Action Taken by the Contractor:

Date:

Contractor Action Verified by:

Food Service RCOR/ACOR/QAE Name:

Date:

ENCLOSURE (3)

Contract Related Guidance

1. The following is a list of acceptable command conduct pertaining to contractor managed mess halls.

- a. Observe contractor operations.
- b. Follow procedures and time frame for implementing change.
- c. Coordinate and take action through the Regional Contracting Officer Representative (RCOR) and ACOR in solving any problems that arise.
- d. Formally submit a Customer Comment Record enclosure (1) to the RCOR via the ACOR noting any favorable/unfavorable contractor performance.
- e. Establish a positive working relationship with the contracted mess hall manager.

2. The following is a list of unacceptable command conduct pertaining to contractor managed mess halls.

- a. Do not request that the contractor perform unauthorized or illegal services and/or support (i.e., cake, cookies, donuts, coffee, tea, sugar for coffee messes or social functions, e.g., mess nights).
- b. Do not direct contractor personnel in the performance of their duties.
- c. Do not request copies of mess hall documents from the contractor.
- d. Do not make "trade-offs" with the contractor concerning Government performed tasks and contractor performed tasks.

ENCLOSURE (4)