



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON - STUTTGART
UNIT 30401
APO AE 09107-0401

IMEU-STU-PL

07 December 2011

MEMORANDUM FOR RECORD

SUBJECT: Notes from the AAFES/DeCA Quarterly Council Meeting held at 1030 hours, Wednesday, 07 December 2011.

1. ATTENDEES: The meeting was attended by representatives from EUCOM, AFRICOM, MARFOREUR/AF, SOCEUR, US Retiree members and USAG Stuttgart.
2. BACKGROUND: The meeting's agenda included opening remarks by Ms. Cole (Deputy to the USAG Stuttgart Garrison Commander). Mr. Niccoll (AAFES General Manager), Mr. Leon (Restaurant Business Manager), Mr. Hall (Main Store Manager - Panzer), Mr. Napiers, (Retail Business Manager), Mr. Tewelde (Services Supervisor) and Mr. Rose (DeCA Store Director - Patch), Mr. Broomfield (DeCA Store Director – RB). There being no old business, opened the forum for new business, questions/issues.
3. OPENING REMARKS: Ms. Cole thanked the council for their attendance, and stressed the importance of the meetings for the beneficial and necessary feed-back to constantly improve the garrison customer services.
4. The eXchange (AAFES).
 - a. REMARKS. Mr. Niccoll brought to attention the holiday season opening times. Mr. Niccoll suggested skipping the viewing of the slides as they had already been viewed previously in the Tenant Unit Meeting and no newcomers has arrived since. There being no known issues, he opened the floor for questions/issues.
 - b. OLD BUSINESS. None
 - c. NEW BUSINESS/ Open Forum.

Q: It was mentioned that the Eatery is to close 21 Dec., is there a date when it will reopen?

A: **Not until a new concession vendor is found, but trying for the first, latest second week in January.**

EUCOM mentioned they may have a candidate.

Mr. Niccoll went on to mention that they may receive food operations/new business coming from the Mannheim close down.

Also that the Pizza/Pasta bar at RB is scheduled to open in the March time frame.

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Q: EUCOM Representative, Ms. Warchol has been receiving complaints that the food court although open until 1900, are not serving anything other than Burger King after 1830. The food court door states closing time, 1900! Why are not all concessionaries open until 1900? If there is to be only one concessionary open until 1900, then suggest it be Taco Bell and not Burger King. Burger King can be found on the economy whereas Taco Bell is only available on post.

A: Posted on the doors are the food court times but the concessionaries vary in their closing times.

DGC: Why not have all close at the same time? It would make it a lot easier and avoid issues.

A: We will take this suggestion into consideration.

Q: Mrs Ham, representing GEN Ham: Are there going to be ID checks entering the PX to address the shoplifting issue?

A: No, we are not tasked to do this, but we do have spot checks at the entrance and 100% checks at the cash registers.

Q: Not a good and wide variety of Box Office videos, in particular new releases and TV series at Panzer Shopette.

A: Will look into this and review the list. This service may dwindle out in the future, due to the increasing use of downloading movies to the computer.

Q: What happened to the pharmacy annex service that was approved to start at the PX?

A: It was locally approved and the eXchange identified space in the mall but this is a MEDCOM issue to obtain the equipment and funding. Still a work in progress.

Council Comment: Positive comment on good deals found at Panzer Mall and the new Patch food court.

5. Defense Commissary Agency (DeCA).

a. REMARKS. Mr. Rose suggested that issues for the council meetings be forwarded beforehand instead of bringing them directly to the meetings. Ms. Warchol mentioned she sends out emails to her units for issues. None came back, meaning all are happy with the service. If there are supplements or vitamins you are no longer able to have imported from the US approach us, we may be able to find a vendor to supply them. There being no pre-raised issues, Mr. Rose opened the forum to the council for any questions/issues.

b. OLD BUSINESS. None

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c. NEW BUSINESS / Open Forum.

Q: Why are certain medications for children, to include Tylenol, no longer being sold?

A: They have been recalled. The pallets used to transport the medication, are treated with a certain chemical which seeps into the medication. The recall is still in effect and we are looking for substitutes like Motrin.

Mr. Niccoll: DMAA will be called back. There is a line item list posted on the board at the entrance of the PX of all recall medications.

Q: When is the back bakery area opening?

A: End of January is target for starting construction. This will be a great renovation with a far better service, there will be more of a selection at the deli and bakery.

COMMENTS from the General Audience.

Ms. Warchol thanked DeCA for the great support with the SOCEUR event.

On behalf of GEN Ham and herself, Mrs Ham presented Mr. Hart (DeCA Manager - Kelley) a gift, thanked him for his support and time given to the Garrison and wished him farewell and best wishes for his future career in Belgium.

6. Closing Remarks. Ms. Cole thanked all unit representatives for their significant input and information.



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