



DEPARTMENT OF THE NAVY
NAVAL AIR STATION OCEANA
1750 TOMCAT BOULEVARD
VIRGINIA BEACH, VIRGINIA 23460-2191

IN REPLY REFER TO:

NASOCEANAINST 5420.17A CH-1
FA45

29 APR 2002

NAS OCEANA INSTRUCTION 5420.17A CHANGE TRANSMITTAL 1

Subj: NAVY EXCHANGE/COMMISSARY STORE ADVISORY BOARD

1. Purpose. To issue change one to subject instruction.
2. Action. Make the following pen and ink changes.

a. Paragraph 3. Change first sentence to read: "The goal of the Navy Exchange and Commissary Store is to provide quality service and merchandise at a value to Navy Exchange personnel and their family members."

b. Paragraph 5a. Change the time in first sentence to read: "1400."


C. A. SILVERS

Distribution:
NASOCEANAINST 5216.1W
Lists I, III and IV



DEPARTMENT OF THE NAVY

NAVAL AIR STATION OCEANA
VIRGINIA BEACH, VIRGINIA 23460-5120

IN REPLY REFER TO:

NASOCEANAINST 5420.17A

11

28 MAY 1998

NAS OCEANA INSTRUCTION 5420.17A

Subj: NAVY EXCHANGE/COMMISSARY STORE ADVISORY BOARD

Ref: (a) OPNAVINST 1700.2B

Encl: (1) Membership of Navy Exchange/Commissary Store Advisory Board

1. Purpose. To set duties and membership of the Navy Exchange/Commissary Store Advisory Board.

2. Cancellation. NASOCEANAINST 5420.17. Because of numerous revisions, paragraph markings have been omitted.

3. Background. The goal of the Navy Exchange and Commissary Store is to provide the best possible service and merchandise at the lowest practicable price to Navy personnel and their dependents. The Navy Exchange System employs various means to sound out customer complaints or to gauge their suggestions and desires in an effort to assure the highest standards of patron service within the Navy Exchange System. Among these are patron suggestions boxes, customer surveys and discussion with various spousal organizations. To further improve customer relations and generate direct communication between management and patrons, the Chief of Naval Operations directed the establishment of the advisory boards to solicit, evaluate and act on consumer needs and complaints as outlined in reference (a). Many benefits can be derived through free and open discussions generated by active participation of the membership in the Oceana area as defined in enclosure (1).

4. Discussion. The Navy Exchange/Commissary Store Advisory Board acts only in an advisory capacity to the Commanding Officer, Naval Air Station (NAS) Oceana, and does not, as a group, engage in any management or operational duties. The board does not have the authority to direct or issue any implementing orders in relation to Navy Exchange or Commissary Store operations. Membership on the board shall consist of representatives from tenant commands, detachments, fleet commands in the area, spousal support groups and other appropriate organizations. Commands selected for representation are those with personnel having the greatest need for these facilities and who utilize them most frequently. Commands and organizations selected for representation on the board are listed in enclosure (1). The board shall be chaired by a representative appointed by the Commanding Officer.

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5. Action

a. Representation

(1) Each command, department and activity listed in enclosure (1) shall submit to the Commanding Officer, NAS Oceana, the name, position, rank/rate, address and telephone number of the individual selected to be a member of the board. Personnel selected should serve for a least one year.

(2) Organizations not listed in enclosure (1) who feel that direct representation is desirable are requested to submit their recommendations and justifications to the Commanding Officer, NAS Oceana.

b. Meetings. The board shall meet in the NAS Oceana Administration Building Conference Room at 0930 on the second Monday of the months of January, April, July and October unless otherwise scheduled. Special meetings and changes shall be announced through the NAS Oceana Plan of the Week.

(1) Agenda Items. In order for the Advisory Board to be most effective, it is intended that board members consult with and solicit from members of their activities, agenda items, complaints and recommendations. Information shall be passed on to the Recording Secretary along with other agenda items one week prior to scheduled meetings for inclusion in the agenda.

(2) Minutes. Copies of the minutes of meetings shall be furnished to board members representing activities listed in enclosure (1).



S. E. BENSON

Distribution:
NASOCEANAINST 5216.1R
List I (Case A) and III

Copy to:
NEXCOM Virginia Beach
General Manager, NEX Oceana
Commissary Store Manager, NAS Oceana

28 MAY 1998

MEMBERSHIP OF NAVY EXCHANGE/COMMISSARY STORE
ADVISORY BOARD NAS OCEANA

Management

Chair (selected by CO, NAS Oceana)
General Manager, NEX, NAS Oceana
Commissary Store Manager, NAS Oceana

Appointed Members. Select one member from each of the following activities to represent that activity.

Each station department
Each Carrier Air Wing
Fighter Wing, Atlantic Fleet
Each permanent squadron
Tenant commands
NAS Oceana All Officers Spousal Support Group Representative
Princess Anne Enlisted Spousal Support Group #143
Representative
NAS Oceana All Enlisted Spousal Support Group Representative
Enlisted Spousal Support Group Ombudsmen
Officers Spousal Support Group Ombudsmen
Command Master Chief

Enclosure (1)
