**Implementing Instructions**

1. The James A. Carroll, Jr., Excellence in Management and Best in Class Awards, sponsored by the Installation Management Command (IMCOM) G9, are awarded annually for excellence in the management of Business Operations and Armed Forces Recreation Centers.

2. Six awards will be given in three categories:

James A. Carroll, Jr. Award (JAC)

 Club, Food, Beverage and Entertainment

Excellence in Management Award (EIM)

 Golf Course

 Bowling Center Category B

 Bowling Center Category C

 Bingo (any facility generating at least $100,000 in bingo revenue under Dept E1)

Best in Class Award (BIC) for Armed Forces Recreation Centers

3. To submit a nomination, complete the nomination packet and forward the packet to the appropriate IMCOM Directorate (ID) Representative for endorsement. Winners from the previous fiscal year are ineligible to win in consecutive years.

a. Information should be provided on the nominee’s significant accomplishments in their direct facility or multi program management position during the Fiscal Year (FY) period. The nominee must have served the full 12 months in the position to be eligible.

b. Unsolicited information will not be considered when judging the nominations. Great emphasis will be placed on the currency, accuracy and completeness of financial performance indicators, improved participation and service to the community, innovations in customer service and programming. Nominees must have exceeded last fiscal year’s revenue dollars and net income before depreciation (NIBD), maintained net revenue and/or significantly controlled expenses to apply. They will also need to prove they have increased their market share to be eligible. If however, extenuating circumstance prohibited this requirement, i.e. a major deployment, renovation, etc., Garrisons may still submit a nomination, with the understanding they must clearly detail those actions taken and results to increase programming and participation.

c. IDs will forward no more than one nomination for each category to IMCOM G9 for evaluation. They will not forward all packets received for each category. Packets need to be one complete continuous document including all tabs. Activities will not include an Operational Business Plan with their nomination packet. IDs will ensure any activity being nominated has an updated Business Plan and Action Plan in place at the MWR Business Plan site for panel members to access, review, and score.

Business plan website is: <http://www.imcomacademy.com/bpd/?pageid=105>

ID Directors will endorse all nominations being forwarding to IMCOM G9 in one single memorandum.

d. Garrisons that forward multiple files to the ID need to be consolidated, merged, etc. into one document, before being emailed to the IMCOM G9. It is not IMCOM G9’s responsibility to ensure all pieces of the packet are enclosed. Incomplete packets will not be evaluated. Pictures/snap shots of what is highlighted in the narrative are welcome

e. IMCOM G9 Business Operations will consolidate submitted packets by ID, forward packets to the panel for evaluation and coordinate a VTC or Teleconference with the panel for final winner recommendations, as necessary. Only those nominations achieving an average score of 85 or higher will be considered. There are 9 panel members: four ID Business Chiefs, one Armed Forces Recreation Center Program Manager, and four G9 BO Program Managers for Golf, Bowling, F&B, and Bingo.

f. For the JAC and EIM nomination packets, please provide the summary page for the program scorecards, not entire score cards. The AFRC BIC nomination packets do not require an HR statement of no adverse action as part of the submittal package.

4. Award winners will be announced during third quarter of each fiscal year. The awards will then be sent to Garrison Commanders for presentation at a local event formally and publicly recognizing the winner.

5. JAC and EIM Awards consist of a plaque as allowed by AR 215-1, a 3-star note of appreciation, $500.00 cash award, recognition as “Hero of the Day” and 16 hours time-off award. BIC Award consists of a 3-start note of appreciation.

6. Nominations are due to IMCOM G9 BO NLT 31 January of each year. No extensions will be granted.

7. Electronic submissions are required. Point of contact is Mr. Glenn Pietras, commercial: 210-221-5017;e-mail: glenn.j.pietras.naf@mail.mil