DEPARTMENT OF THE AIR FORCE
HEADQUARTERS 501ST COMBAT SUPPORT WING (USAFE)

14 Nov 12

MEMORANDUM FOR RAF ALCONBURY/RAF MOLESWORTH COMMUNITY

FROM: 423 ABG/CC

SUBJECT: FY13 Reduced Service Days/Hours – 423 ABG Customer Service Activities

1. Because USAFE Family Days and EUCOM/AFRICOM Family Days are not always aligned, there is often confusion concerning which 423 ABG customer service activities will be open on these days. To minimize confusion, maximize support to our mission partners and assist in planning, the operating hours for each 423 ABG customer service activity will be advertised on the 501st Combat Support Wing public website:

http://www.501csw.usafe.af.mil/library/customerservicehours/index.asp

2. As a general rule, customer service activities at RAF Alconbury will only reduce service hours on USAFE Family Days, while those at RAF Molesworth will only reduce service hours on EUCOM/AFRICOM Training Days. Most 423 ABG customer service activities will close on US Federal holidays. One exception is Pass & Registration at RAF Molesworth, which is run by MoD employees and follows UK bank holidays. The specific customer service activities for each installation and their reduced service hours are listed on the website.

3. Unscheduled facility/function closures or reduced hours may still occur throughout the year. We will communicate these to the community as early as possible through the website and other community info venues.

4. This memo supersedes "FY12 Reduced Service Days/Hours – 423 ABG Customer Service Activities," dated 1 Sep 11. Please refer any questions or concerns to my Deputy, Lt Col Jon Bradley, at 268-4232.

Michael D Reiner

MICHAEL D. REINER, Colonel, USAF
Commander