



MICHAEL S. AMAROSA, CMCE

Mr. Amarosa possess over twenty years of food, beverage and hotel industry experience. Over the last thirteen years, he has held various roles of senior leadership in Family and Morale, Welfare, and Recreation operations. His experience encompasses all levels of FMWR business operations to include, but not limited to, directorate management, training

and mentoring, construction planning, strategic planning, business processing re-engineering, Lean Six Sigma, budgeting, marketing and corporate oversight. He currently serves as the Chief Operations Officer, Family and Morale, Welfare and Recreation at Fort Bragg, North Carolina.

Prior to accepting the position at Fort Bragg, Mr. Amarosa worked for the United States Marines Corps as the Head, Business Operations for MCCA-South Carolina and Family and Morale, Welfare, and Recreation Command, serving as the Southeast and Northwest Area Manager for Business Programs (Branded Restaurants).

Mr. Amarosa possess a Master of Arts in Management, Bachelor of Science and became a Certified Military Community Executive (CMCE) in 2005. Over his career, he has received numerous awards and commendations to include being the Recipient of the Commander in Chief's Installation Excellence Award for Outstanding Leadership from the Office of the Secretary of Defense. One of his most notable awards was being the recipient of the Irving Rubenstein Memorial Award from IMCEA. Mr. Amarosa has been an active IMCEA member since 2000.

Ms. Brenda J. Spencer - Ragland
Director of Family, Morale, Welfare, Recreation Programs
Fort Sill, Oklahoma



Brenda is currently serving as the Director of Family, Morale, Welfare, Recreation Programs at Fort Sill, Oklahoma. Her responsibilities include managing all business activities on a large military installation, which includes the Clubs, Golf Course, Bowling Center, Lake Elmer Thomas Recreation Area, Child Development Programs, Youth Services and Recreational Programs. She also oversees the Army Community Services Program and Soldier and Family Assistance Center. Previously, she served as the

Director of Army Housing for Fort Sill.

Brenda graduated from the Educational Institute for Lodging Executives with Honors, Department of the Army Housing Management Internship Program, Real Estate Management Program, Army Management Staff College, and holds a Bachelors degree, Masters in Public Administration and a Masters in Communication, all from the University of Oklahoma. In her spare time she serves as an adjunct professor for Central Texas College and Webster University. Brenda is an active volunteer for Make A Wish of Oklahoma, serves as an advisor to the Armed Services YMCA, STARBASE Oklahoma, Sunday School teacher for First Baptist Church, Medicine Park, Oklahoma and the Chairperson for the Lawton Fort Sill Combined Federal Campaign.

Her accomplishments include being recognized with the Installation Management Commands Stalwart Award, Army's Housing Manager of the Year, and Fort Sill's Federal Manager of the Year. Brenda has been an active member of the Professional Housing Management Association for the past 20 years and has held numerous elected positions with the association, to include serving as the International Vice President for PHMA. She is a member of the Golden Key National Honor Society and Pi Alpha Alpha National Honor Society for Public Administration, and International Military Community Executive Association.

HABIB ABUBAKR - US NAVY



Food & Beverage Entertainment Director

NSA BAHRAIN MWR

April 2008 –Present

PSC 451 Box 360

EPO AE 09834-360

Grade YC-2 1101

Provides Supervision and guidance for NSA Bahrain Business Operation including exchanges food court-branded Outlets like A&W, Taco Bell, Star Bucks & Hot Stuff chains outlets like Smash hit sub, Hot stuff Pizza, Asian Creation, Naps BBQ Southern Alabama Style, simply smoothies & Cinnamon street.

Develop business strategies, ensuring policy & procedural compliance and evaluating 165 employees' performances. Implement responsible for directing, managing and overseeing food, beverage, catering & entertainment support to:

130 US Ships Visits

76 Coalition Visits

48000 Ship Personal

CVN Aircraft Carrier

Eisenhower with over 5000 aboard

660 U.S. Ship Movements

300 Coalition ship Movements

16 Home-Ported Ships

4 U K Home-Ported Ships

3000 Plus Base Assigned Personal

This service includes general day to day feeding of meals 7 days per week, 5000 people a day, special events, Ambassadors conference, CNO Secretary of Navy Visits, provided services to Bahrain Royal Family operation, recognized all food & beverage operations while maintaining full culinary services. That provided over 2,000,000 meals in one year.

Develops guides procedures and instructions governing the maintenance and repair facilities related equipments, financial reporting and other major elements.

Establishes inventory stock level of food & liquor based on customer demand. Ensures that polices and procedures for the control and accounting of cash are adhered to enforce.

Responsible for the management and training of employees working in the division through subordinate level of supervision. Ensure all tenets EEO and Safety regulations are performed, other related duties as assigned.

Develop directives and procedures concerning of the administration of the business operation activities and utilization of resources ability to identify program deficiencies to take corrective measures DOD Component of cost and funding control procedures in order to formulate the business operation the extant of the entertainment and program and the availability of clubs for special events.

8 food court brand name services and main restaurant (Oasis)

Provides cafeteria style mess hall serving 5000-guest a day and the total revenue 13,684,000.00 per year.

Business Specialist

Navy Recreation Center (06/18/2007) Supervisory Recreation

Solomon's, Maryland United States

Function as the Navy Recreation Center (NRC) Solomon's Site Manager at Moral, Welfare & Recreation (MWR). The NRC Solomon's which is comprised of year round recreation facilities and programs. These facilities include recreation vehicle camping, tent camping, party building, marina, storage compounds, lodging (house and apartments), fishing pier, picnic areas, golf driving range, aquatics complex (outdoor pool and beach), fitness center and community center. This facility also offers a general information center and ticket sales outlet. Program Planning: plans, organizes, controls and supervises 8 full-time (APF) Managers, 90 (NAF) Full-time, part-time and flexible employees. Installation community population composed of more than 500000 active duty military and DoD Civilians. Assures optimum management at activities through a continuous review of program accomplishment against established objective and redefines existing programs. Prioritizes programs, changes and construction projects and formulating a five year plan of sufficient detail to facilitate the development of personal funds and facility requirements. Assures that plans and programs consider the needs of the installation visitors to NRC. Monitors the execution of higher echelon budget guidance, ensuring that NAF and APF are synchronized. Review and accepts reject work accomplished evaluations, employee performance.

FEDERAL WORK EXPERIENCE

Area Business Manager

Camp Casey Korea MWR

April 2004 –

USAG CAMP CASEY KOREA APO AP 96224-5543

Area Business Manager

Serves as an Area Business Manager with responsibility for over all management personnel administration, planning and direction of all phases subordinate Clubs in Area 1 Casey Enclave. Manages club's Golf course, two bowling center with responsibility for planning organizing, directing and evaluation of all phases of business operation. Procedures and other important matters are clearly understood and effected in operation. Studies current procedures and problem area for achieving continuous improvement in services. Assists managers in establishing and executing procurement systems, performing document reviews, suggesting or recommending requirements for procurement of supplies, booking scheduling and auditing. Acts the approving official of IMPAC card purchases by subordinate managers validates at IMPAC Purchases.

Coordinates with appropriate specialists at CCK for the purpose of obtaining the best agency in purchasing the best goods and services at reasonable price.

Conducts frequents inspection to assure operation efficiency reviews and takes action on correspondence pertaining to manpower management. Coordinates with work center managers regarding man power utilization and personnel administration analyzes food service activities and determine operational problems while working with club golf course, bowling centers and departmental manager. Provides solution to problems based on sound business practices. Reviews monthly financial statements expenditures, and other activity commitments. Performs monthly variance on key elements of revenues and expenses. Develops performances objectives for all Golf Clubs, Bowling manager and key staff. Keeps local and commanders of current conditions in club golf bowling. Comprehensive knowledge of federal and DOD Component club, Golf, Bowling Polices, regulation administrative practices guidance of the Chief, Business Operation IMA KORO provided with a variety of DOD Component.

Deputy of Business Operations

MWR-Bad Aibling Station

November 2000 to April 2004

Deputy of Business Operations Managers in supervision of 35 full and part-time employees with full authority to hire and fire personnel. Manager of administrative office.

Louie's Dining Facility Star's Entertainment Center, Bowling Center, Cafés USA and Sixty four Rooms Hotel in All phases of operation. Develop accurate and aggressive. Long and short term financial objective relating to labor and food-beverage cost and sales in all areas. Prepared FY 2003 budget cutting labor cost by 60K Recommended menus for new restaurant Bar and catering to increase food and beverage sales by 40K a year.

2003 Recreation activities – indoor and outdoor, 10 days Oktoberfest, over a million dollar sales purchasing, vendor , band, sport tournament etc.

General Manager Leaders Club

MWR Fort Knox KY

December 1999 to 2000

1118 Chaffee Avenue. Fort Knox KY

General Manager is supervision of 100-110 full and part time employees with full authority of hire and fire personnel in all phases of club's operational requirements. Develops accurate and aggressive long and short-term financial objectives relating to club sales conducts regular meeting with employees to discuss club functions to meet or exceed budgetary with finance and accounting manager to review annual budgetary requirement of club. Supervisors' chefs and catering managers meet daily to ensure contracts for club functions are reviewed and that proper coordination has been conducted with all club staff. Profit of 350K, Winner of the all Army Award for excellence in officer club management, and "James A. Carroll Jr Award for Excellence".

Business Manager

MWR Army Officer's Club

August 1986 to December 1999

Fort Myers VA

Business Manager of one of the largest Army Club with a membership approximately 1300 members responsible for the preparation of annual budget of over five million dollars food and beverage operation. Performs supply programs. Management work to execute mentality. Established purchasing procedures and policies for stock rotation and inventory

accountability functional management for the Army stock Record Account. Responsible for account payable and Receivable also general ledger entries in excess of two Million dollars associate property.

Accountability establishes and manages lead times of order and inventory Level Equipment. In the absence of the General Manager, supervised normal operation of the club and performed duties as general Manager. Over seeing supply, food & Beverage warehouse. Performs and development, justification, coordination and completion of large number and verity of procurement transaction from the receipt to award of contract, contract range from firm fixed price contracts to more complex fixed price occasional cost, reimbursement contracts. Specialized provisions and frequent price changes. Develops solicitation and word fixed price contracts involving sealed bidding procedures. Thirty different companies perform. Supply program. Management work to execute functional management for the Army Stock Record. Account and associate property accountability, establish lead times to order and inventory level equipments.

COMMUNITY RELATION ESTABLISHES AND MAINTAINS WORKING RELATIONSHIP WITH WHITE HOUSE TRANSPORTATION AGENCY DEALING WITH COMMUNITY RELATION PROGRAM. Contracting performs and Development. Justification, coordination and completion of large number and variety of procurement transaction from time of receipt to award of contract. Contract rang from firm fixed price contracts to more complex fixed price. Occasional cost. Reimbursement solicitation and a word fixed price contracts involving sealed bidding procedures.

Supply Specialist

Self service supply center

November 1977 to July 1979

85th Mainenance Battalion 3rd Support Command

Pay Plan, Series, and Grade: GS-0301-02

Supervisor: Glenn Thompson

49-612-34351 x non

338-7312 x non

Army Stock Record account and associated property accountability establish lead time to order, track and adjust inventory levels, readiness controls, evaluate availability of materials, status of funds for the purchases , make decisions about priorities and allocation of resources.

EDUCATION

University of Kabul Afghanistan

Kabul

B.S, Economics (associate Degree)

Received May,1973

Institute of American Hotel and Motel Association

NY

Diploma / GED, Hotel and Motel

Received 1986

TRAINING

LEAD

US Army Civilian Human Resources Agency

Camp Red Cloud

01 2005 to 28 2005

Star Service Management Training

US Navy Star Service Management Training

February 2008

Leadership Education and Development

Team Development

Elizabeth Town Community Collage KY

August 1999 to August 1999

AWARDS

Outstanding performance

Medals award for civilian and department of the Army Achievement 1997 & 1998

Ray Nevin brings nearly 30 years of successful restaurant industry experience to our team. With senior level management and operations experience, Ray has demonstrated the skills and the knowledge to create, communicate, and implement dynamic action plans designed to increase sales and profits while improving guest satisfaction. Ray's resume of restaurant industry experience includes:

- **President and C.O.O. of a regional chain of food court based Italian themed restaurants.**
- **President and C.E.O. of a national casual-dining BBQ franchise chain.**
- **Division President of a multi-concept restaurant group with operations ranging from fine dining to contract feeding and quick service operations.**

Ray has also demonstrated success as a Consultant/Contract Manager to the restaurant industry with engagements ranging from: menu engineering, product sourcing and distribution, financial plan development, and franchise start-ups. Ray's consulting projects have included:

- **Interim C.E.O. of a casual dining sports grill chain.**
- **Operations Director of a fast-casual/public company.**
- **Sales Consultant for a kitchen equipment manufacturer.**
- **Operations Consultant for a multi-concept regional franchise group.**

BIOGRAPHY

United States Air Force

MASTER SERGEANT DAMION L.D. PETERSON



Master Sergeant Damion L.D. Peterson is an enlisted aide to General Donald Hoffman, Commander, Air Force Material Command. As an enlisted aide, he is responsible for managing the care and order of the generals' assigned quarters, uniforms and personal military equipment, care and maintenance of associated grounds and to plan, prepare and conduct official social functions. MSgt Damion Peterson was born in Saginaw, Michigan on 25 November 1974. He graduated from Arthur Hill High School in Saginaw, Michigan in 1992. MSgt Peterson enlisted in the United States Air Force September 1992. MSgt Peterson is married to TSgt Christy Peterson, they have two children.

EDUCATION:

1992 Air Force Basic Military Training, Lackland Air Force Base, TX
1992 Technical School, Sheppard Air Force Base, TX
2001 Airman Leadership School, Kapaun Air Base, Germany
2004 CCAF Associates Degree - Transportation Management
2005 NCO Academy, McGuire Air Force Base, NJ
2005 Household Management Orientation Course, Air House, Fort Myer, DC
2006 Culinary Skills Orientation, Pentagon Executive Dining Room, Washington, DC
2006 Culinary Upgrade Program, Food Service Specialty Course, Randolph Air Force Base, TX
2006 General Officers Quarters Management (GQ-1), Family Housing Management Institute, NAS Jacksonville, FL
2006 CCAF Associates Degree - Fitness, Recreation and Service Management
2007 Holiday Culinary Course, Food Service Specialty Course, Randolph Air Force Base, TX

ASSIGNMENTS:

1. November 1992 – December 1992, Technical School, Sheppard Air Force Base, TX
2. December 1992 – December 1995, Freight and Packaging Specialist, Travis Air Force Base, CA

3. December 1995 – April 1997, Traffic Management Apprentice. Andersen Air Force Base Guam
4. April 1997 – May 2000, Passenger Service Specialist, Ramstein Air Force, Germany
5. May 2000 – September 2001, NCOIC Packing and Crating/Asst NCOIC Personal Property/Passenger Travel, Lajes Field Air Base, Azores
6. September 2001 – September 2005, NCOIC Passenger Travel/NCOIC Personal Property/Passenger Travel, Andrews Air Force Base, MD
7. September 2005 – November 2008, Enlisted Aide, SAF/AQ, 11th Mission Support Group, Bolling Air Force Base, DC
8. November 2008 – Present, Senior Enlisted Aide, AFMC CC, HQ AFMC, Wright Patterson Air Force Base, OH

AWARDS AND DECORATIONS:

Air Force Meritorious Service Medal
Air Force Commendation Medal with 2 oak leaf clusters
Air Force Achievement Medal with 3 oak leaf clusters
Air Force Outstanding Unit Award with 4 oak leaf clusters
Air Force Good Conduct Medal with 4 oak leaf clusters
National Defense Medal with 1 star
Global War on Terrorism Service Medal

EFFECTIVE DATES OF PROMOTION:

Airman Basic 22 September 1992
Airman 22 March 1993
Airman First Class 22 January 1994
Senior Airman 22 March 1995
Staff Sergeant 1 April 1999
Technical Sergeant 1 April 2004
Master Sergeant 1 August 2007

Jim Krueger
Chief, Food & Beverage Research & Development Branch
Headquarters, Air Force Services Agency
San Antonio, Texas

Mr. Krueger is the Chief, Food & Beverage (F&B) Research and Development Branch in the Food and Beverage Division at Headquarters Air Force Services Agency (AFSVA). Scope of operations include, 276 dining facilities serving 91 million meals, 98 club operations generating \$145 million in total sales, 18 Signature Brand restaurants at 16 bases, 18 Name Brand Fast Food outlets at 9 bases, 38 Starbucks “We Proudly Brew” and 5 Chili’s and a Macaroni Grill restaurant at 4 bases.



In addition to research and development, this branch is responsible for deployment and sustainment of standardized corporate concepts including Air Force Catering, signature brands, name-brand restaurants, fast-food operations and a partnership with Brinker International to deploy Chili's and Macaroni Grill properties overseas. Krueger has more than 35 years of direct experience in the hospitality career field, as an Air Force veteran, private consultant and a federal servant working various aspects of food service, facilities modernization, force support readiness and information technology.

Prior to this position he was a senior consultant with IBM consulting services responsible for integration and development of the next generation Common Foodservice Management System (CFMS) for the Department of Defense worldwide. CFMS is a joint initiative between the Defense Logistics Agency (DLA), its Military Service customers, and other organizations, including JSJ4, the Office of the Secretary of Defense (OSD), and the Defense Information Support Agency (DISA) linking the war fighters demand with commercial sources of supply. CFMS uses a best of breed Commercial Off-The-Shelf (COTS) product to provide core food management functionality, such as recipe, nutrition linking, menu planning, food production, and inventory management, to support garrisons and deployed units worldwide. With STORES, it represents a single, virtual retail and wholesale food system, replacing existing legacy food management systems with one DoD-supported system.

Jim is a retired Air Force veteran, serving over 24 years in uniform. During his tours of duty, he served in a vast level of assignments worldwide from base level, MAJCOM, Field Operating Agencies (FOA), and the Headquarters Air Force Services Agency. His tenure has literally taken him around the world in a variety of unique assignments, all of which have kept him close to his roots as a food service professional and never far from the troops. He is a veteran Air Force Hennessy traveler, an Air Force Academic Instructor School graduate, qualified instructor in ServSafe, and a graduate of many military professional academic in-residence leadership courses.

Life after the Air Force Jim walked into industry serving as a vice president of operations for a major restaurateur in Texas. He again served his country joining Headquarters Air Force Services Agency, Air Force Clubs Field and Branded Concepts Branch. There he was an integral part of a team that developed food and beverage concepts, programs, menu items in support of the club standardization initiatives, including Signature Brands, Core Menu, Air Force Catering, bowling center and golf course snack bars operations. With an extensive systems and automation background, Jim influenced modernizing Club Business Systems (CBS). He was part of an integrated process team that used enterprise automation in controlling operational standardization, development, long range planning, concepts, financial P&L, training and sustainment.

He's an avid volunteer and has a working relationship with the National Restaurant Association (NRA), the Society for Foodservice Management, the International Food Service Executives Association (IFSEA), and the Hennessy Travelers Association (HTA). A long time dedicated supporter of everything Hennessy, he has served since 2002 as the secretary and treasurer of the Hennessy Travelers Association. He has maintained membership in a variety of professional & volunteer organizations; over two decades a member of Benevolent and Protective Order of Elks (BPOE), a lifetime member of the Air Force Services Society (AFSS) and an active member of the International Military Community Executives Association (IMCEA). Additionally he serves on several industry advisory panels that evaluate and provide feedback to new industry products and ideas such as ILAB & Data Essential research.



Nancy Pasternack, CMCE, CPCE, began work with the United States Marine Corps Personal and Family Readiness Division in October of 2002. As the Commercial Sponsorship and Events Coordinator, Nancy serves as the Headquarters Program Coordinator with oversight of the MCCS MWR Commercial Sponsorship and Advertising program and MCCS wide events. She assists with the development, planning, training, management, and oversight of the Commercial Sponsorship and Advertising program. She also develops and executes new programming, and checks programs for compliance with policy and operating standards.

Prior to coming to work for the Marine Corps Nancy worked for ten years as a Director of Food Service for Meriwether-Godsey, Inc., a premier regional food service management company partnering with educational, residential, and corporate communities to provide dining service programs and special events. Nancy also held a variety of positions including Children's Ski School Director, restaurant hostess, and Catering Office manager at Wintergreen Resort prior to working for Meriwether-Godsey.

Nancy holds a B.A. from Randolph-Macon Woman's College in International Relations and is a current member of the Marine Corps Association, the International Military Community Executives Association (IMCEA), and the National Association of Catering Executives (NACE). She received the Certified Military Community Executive (CMCE) designation in July 2003 from IMCEA and the Certified Professional Catering Executive (CPCE) designation in July 2004 from NACE.