

## Directorate of Family and Morale, Welfare and Recreation

### *Did you know...*

Family and MWR hosts programs, services, leisure activities and events designed to enhance the lives of Soldiers, family members, civilian employees and military retirees. When it comes to family, food, fitness, finance and fun, we've got it covered. Find us at [www.benningmwr.com](http://www.benningmwr.com).

### *Did you know...*

You will find up-to-the minute information about MWR activities and services at [benningmwr.com](http://benningmwr.com) and [www.facebook.com/BenningFMWRfans](http://www.facebook.com/BenningFMWRfans).

### **Frequently Asked Questions**

**1. Q. I'm new to Fort Benning. Where do I go for information?**

**A.** MWR hosts a **Newcomers Orientation** every Wednesday at 9a.m. at Building 7, Patch Hall, on Baltzell Avenue. Here you will learn about resources, programs and organizations that will help you and your family enjoy life at Fort Benning. Free child care is provided with pre-registration. For more information, call 706-545-0403.

**2. Q. I had a really bad experience at an MWR facility. Where do I go to have my voice heard and know that my concern is being taken seriously?**

**A.** Our commitment to customer service is only as good as your experience. We rely on you to tell us when we succeed and when we fail. Our Interactive Customer Evaluation is the single most effective way our customers share their ideas and opinions about MWR. You'll find links to ICE all over our website, [benningmwr.com](http://benningmwr.com), or go to <http://ice.disa.mil>.

**3. Q. Does MWR offer discounts to off-post activities and events?**

**A.** MWR's Omega Travel, in the commissary mall on Marne Road, offers exceptional deals and loads of information about airline tickets, cruises, tours, attractions, hotels and car rentals. Call them at 706-685-1151 or drop in to talk with a travel specialist. Also, we occasionally get to pass along discounts or freebies to ball games, concerts or local attractions, such as Callaway Gardens. We post these on our website, [benningmwr.com](http://benningmwr.com), and our Facebook fan page, [www.facebook.com/BenningFMWRfans](http://www.facebook.com/BenningFMWRfans).

**4. Q. We need more restaurants. I was excited about Huddle House, but the service was lousy, so we're not going back.**

**A.** Again, I'm very sorry to hear that, but it's certainly important that I *do* hear that. We can't fix a problem we don't know about. That's why I continually encourage you to use the Interactive Customer Evaluation system at [benningmwr.com](http://benningmwr.com). Yours is not the first complaint I've heard about the Huddle House. We're working hard to correct those issues, but I would ask you to be patient with us, because, as you may know, this Huddle House is a brand new concept for the brand and for Fort Benning. We're working out the kinks. I promise you, if you give us another chance to serve you, your next experience will be better. And, just between the two of us, I think you'll be happy to know we're going to open another new restaurant on Fort Benning – Chili's. It's still in the early stages of planning, but we're excited about it, and we'll keep you posted as we move it along.

**5. Q. Do you have any job openings?**

**A.** MWR is a very large organization, so we frequently hire new employees, both Non-Appropriated Fund and Government Service. You'll find jobs posted at [cpol.army.mil](http://cpol.army.mil) and on the job board at Building 6 on Main Post. That's also where you pick up an application and job descriptions in Room 113. We're always excited to meet new creative, energetic team members.

**6. Q. It cost me \$25 to register my son for CYSS soccer. We don't even get to keep the uniform, and I have to buy new shoes and socks. Why so much?**

**A.** Child, Youth and School Services *must* charge a fee for team sports, there's no way around that. We do keep the cost significantly less than you would pay off post. In fact, we reduced our sports registration fees last fall. The registration fee – in this case \$25 – helps cover the cost of equipment, replacing worn-out uniforms, paying officials, training for staff and volunteer coaches, keeping our fantastic new sports fields maintained and a number of other things. It even helps defray the cost of hosting sports camps when we can offer them. I think that's a pretty big bang for your 25 bucks.