

# Changes are coming to the Exchange

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## **Changes are coming to the Exchange**

Many changes are coming to the Carlisle Barracks Exchange this year. The Root Hall bookstore will move to the Exchange, as will the Class VI store. By the end of the summer an enlarged military clothing and sales selection will also be available.

While business decisions are causing the changes, the management is also soliciting and listening to customer feedback as to what goods and services they would like at their community store.

The first thing that people will notice is that the bookstore, which is currently located in Root Hall, will move to the Exchange in the beginning of February. Once the move is complete, Exchange shoppers will be able to buy military professional books as well as a large assortment of USAWC merchandise.

“Moving the bookstore to the Exchange is a good deal for the community,” said Col. Alan Bourque, Army War College Chief of Staff. “Right now you can’t buy War College merchandise or professional books after 2:30 p.m. on weekdays or at all on weekends. Once it is established, I think it will really be a benefit to the community.”

For patrons who are looking for specific professional books, a computer linked to Books-a-Million will be installed in the Exchange. This will allow them to order the book they need and have it mailed to their house.

The Exchange will be installing a vending machine in Root Hall which will be stocked with commonly-used items and the Root Hall Joint Deli will increase the variety of snack and drink items it currently sells.

Also relocating to the Exchange will be the Class VI store, which is currently located between the Exchange and the Commissary. The Class VI store sells which sells personal demand items such as alcohol, snack foods, health and hygiene products.

Moving the Class VI to the Exchange will allow for expanded hours of operations and more convenience for customers because the Exchange is currently open later on Thursdays and Sundays.

The move will also allow customers to make their Exchange and Class VI purchases as one, instead of separately.

The move is slated to take place this summer, said Don Basil, Exchange manager.

The bookstore and Class VI moves are part of a bigger plan to completely revamp the products offered for sale. The reason for the revamp is because the Exchange has listened to what customers want. The books and magazines section has expanded, and Anthony's Pizza has been replaced by GNC. Plans to enlarge the selection of work-out clothes and scale back children's clothes are also in the works.

Change will continue behind the scenes until summer when the final changes will be in place. By the time the class of 2012 reports, the new Exchange will shape up to be a one-stop shopping experience with better hours and a wider range of items.

In response to customer demand, military clothing and sales will also arrive at the Exchange.

"We are planning on concentrating our military clothing line primarily on dress uniform items such as rank and ribbons," said Basil. "However we will have an assortment of Army Service Uniforms and Class B items for the permanent party Army personnel."

The money spent consumers spend at the Exchange helps the greater Carlisle Barracks community.

"After all the operating expenses are paid, the Carlisle Barracks Family, Morale, Welfare and Recreation gets the profits," said Mary Anne Turnbaugh, FMWR Chief Financial Management.

"During the first fiscal quarter of 2011 FMWR received \$63,955.05 from the Exchange."