

AIR COMBAT COMMAND BOWLING CENTER STANDARDS AND FACILITIES GUIDE



doing good things for people

LETTER FROM THE COMMANDER



1

Bowling Centers serve as an important element in improving the quality of life for the Air Force member by offering activities that enhance family well-being, unit and community cohesiveness, and mental and physical fitness.

Our challenge is to meet the high expectations of our customers by providing improved facilities and programs. We strive for programs that excite, satisfy and appeal to a wide spectrum of people from the casual to the dedicated league bowler, from the child to the retiree.

This guide should be used to stimulate innovative design and renovation strategies with the intent of making bowling centers vibrant, exciting and inviting family entertainment. The standards provided here will help you to deliver the world-class facilities and services our customers need and deserve.

A handwritten signature in black ink that reads "John M. Loh".

John M. Loh
General, USAF
Commander

TABLE OF CONTENTS

1

FIRST IMPRESSIONS 3

Parking
Building Entry
Landscaping

2

FACILITY LAYOUT 7

Building Diagram
Concourse
Customer Service
Pro Shop
Office / Administration
Meeting Room/
Child Care Area

3

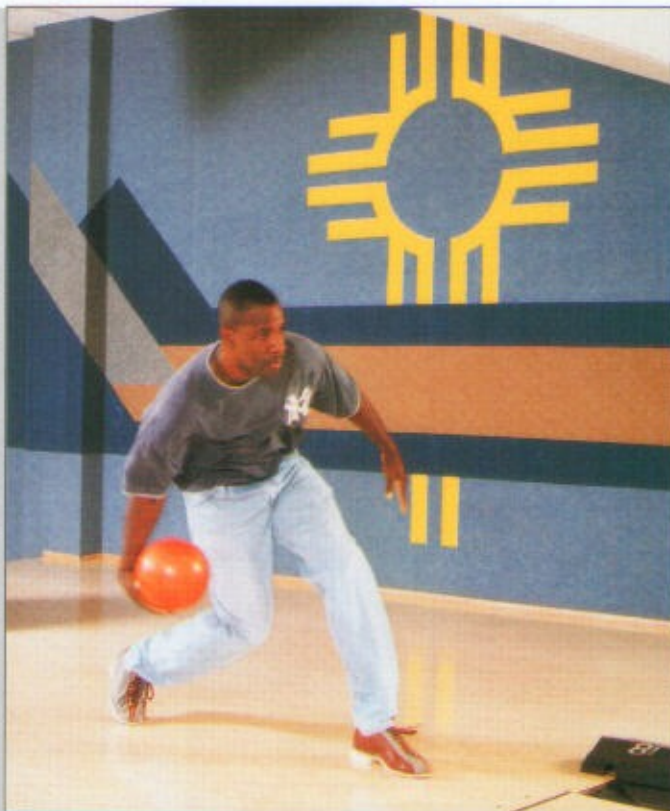
ACTIVITY AREAS 13

Bowler Settees
Diagrams of Settees
Lanes / Pinsetters
Video / Table Games
Snack Bar
Kitchen
Lounge

4

SUPPORT SERVICES 21

Lockers
Signs
Rest Rooms
Vending / Telephones
Workrooms / Service Aisle
Mechanical



FIRST IMPRESSIONS



3

ACC Style

"Deliver quality products to all our customers. Strive for a culture of continuous improvement-make it better."

The visitors' initial contact with the Bowling Center establishes their FIRST IMPRESSION.

Often the first impression is made before entering the building. Ample parking, good exterior lighting, pedestrian sidewalks, attractive landscaping, a handicap ramp, and distinctive building signs make a statement about your bowling center.

A first-rate building appearance and attractive grounds convey the message that your bowling center is the best in the business.



- Parking
- Building Entry
- Landscaping



1



5

Use curbs to mark parking; avoid using concrete bumper blocks.

PARKING

- Provide ample parking for peak patron volume.
- Stripe spaces for cars and properly mark authorized parking.
- Provide a separate parking area for motorcycles and bicycles.
- Divide parking with landscaped islands, creating smaller parking areas rather than one large area.
- Install exterior lighting controlled by a photocell.
- Keep parking lot clean and litter free.
- Include parking spaces for handicapped customers.
- Provide a separate entrance for deliveries.

BUILDING ENTRY

- Locate trash and ash cans near entry, keeping entrance clean.
- Keep sidewalks clean and maintained.
- Place address numbers in visible yet inconspicuous locations as detailed in base and command sign policies.
- Keep windows and glass doors clear, ensuring clutter is not visible to customers.



Provide a covered patron drop-off area.

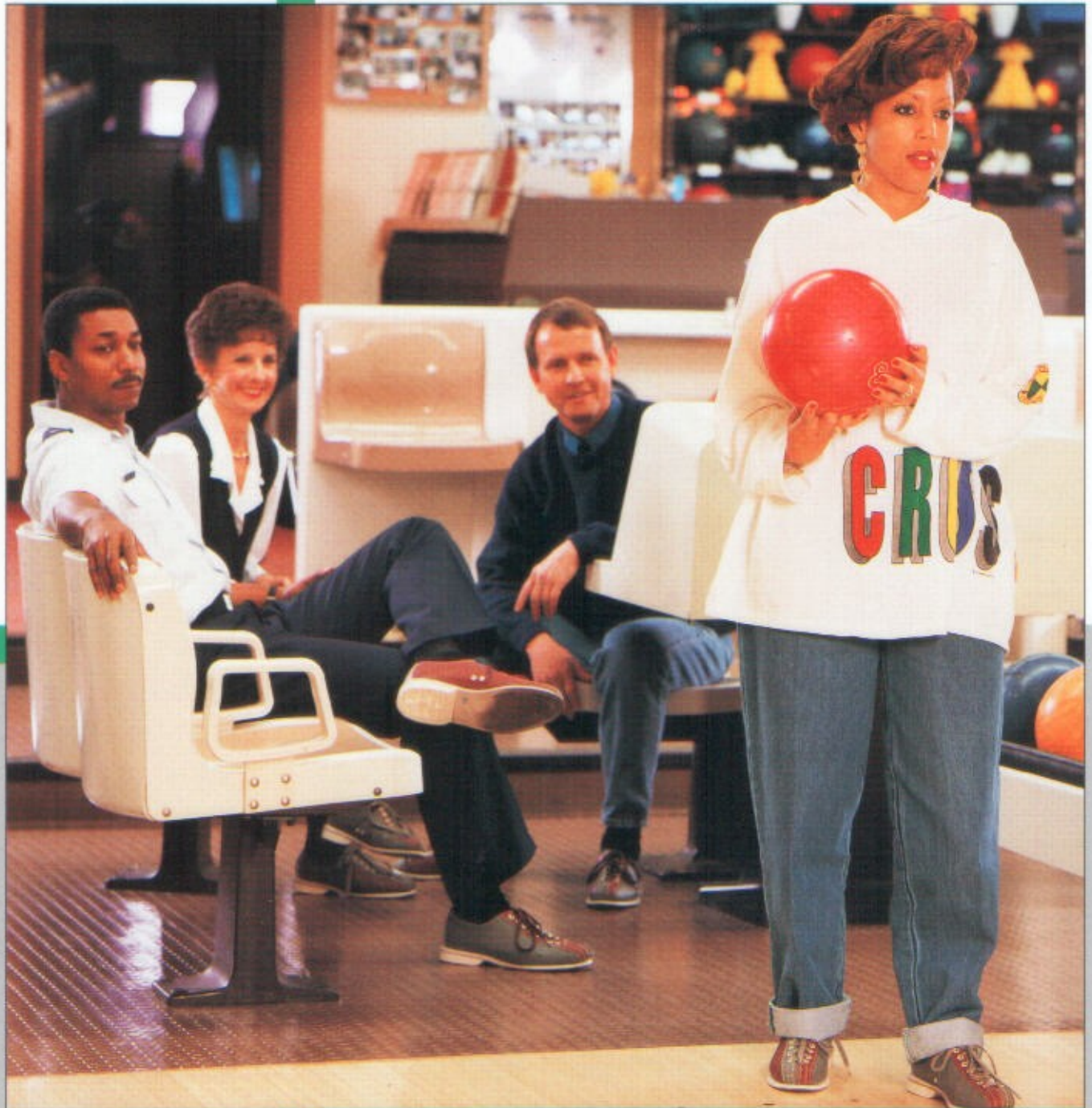


Use low maintenance greenery for landscaping.

LANDSCAPING

- Enhance building entrance and walkways with landscaping.
- Ensure professional landscaping is included in new facility construction or renovation.
- Use landscape screening, fencing or wall to hide undesirable visual elements.
- Provide attractive, low maintenance landscaping, with deciduous trees to provide year-round color, evergreens and other plants indigenous to the region.

FACILITY LAYOUT



7

ACC Style

"...creating a working climate that inspires trust, teamwork, quality and pride."

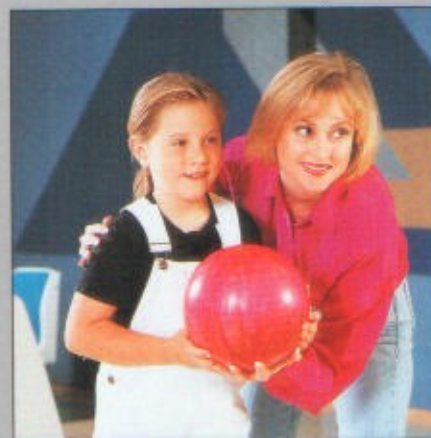
- Building Diagram
- Concourse
- Customer Service
- Pro Shop
- Office/Administration
- Meeting Room/
Child Care Area

A well-planned FACILITY LAYOUT is essential to an efficient bowling center.

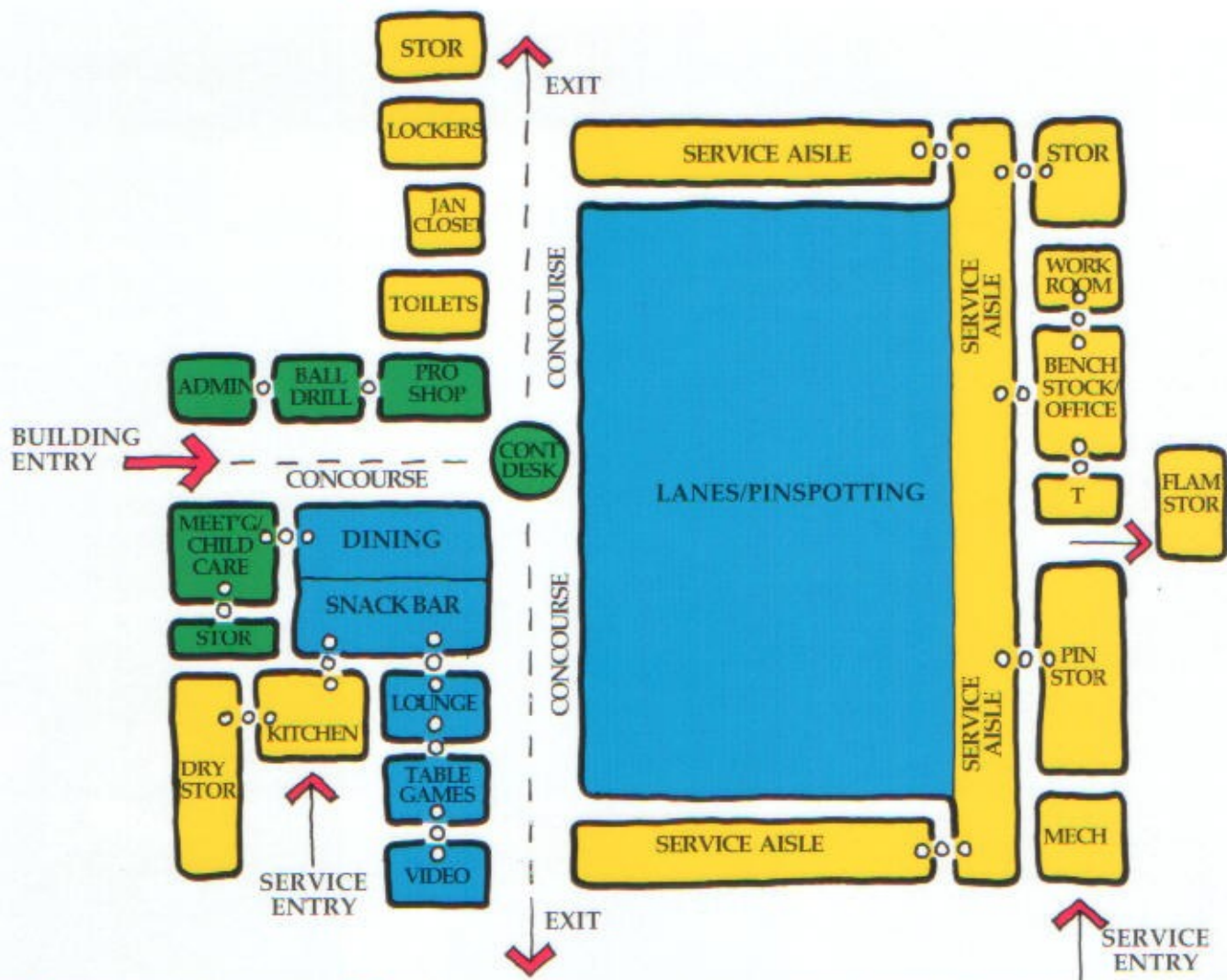
The concourse is the hub of the interior facility plan. A spacious concourse encourages patron interaction, provides a comfortable area for bowling spectators and offers easy access to other bowling center activities.

Well-designed amenities such as a pro shop, meeting room, and game room create an inviting atmosphere for the customers.

A convenient and efficient facility layout, coupled with customer-oriented service, is vital to a successful bowling center.



2



BUILDING DIAGRAM

- Locate control desk to provide staff with view of all public areas.
- Organize spaces and activities along the concourse to allow for visibility and access into all major areas.
- Locate the lounge for convenient service to dining area, concourse and table games.
- Position dining area adjacent to concourse and near the main entry to encourage non-bowler patronage.
- Place the meeting room next to the snack bar dining area to allow for overflow dining and convenient food service.
- Locate kitchen/snack bar centrally to service the dining area, meeting room and lounge.
- Locate the delivery entrance with access into the kitchen and dry storage areas.
- Locate flammable storage at least 50 feet from the bowling center, with direct access from the back of the building.
- Locate janitor's closet next to toilets.



CONCOURSE

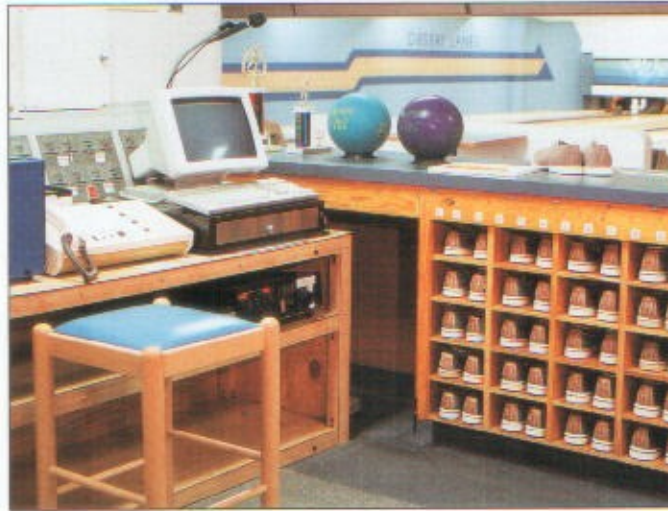
- Develop concourse as a main circulation route to access all public activity areas.
- Provide chairs, tables, bulletin/announcement boards.
- Install high quality, durable multi-colored carpeting in concourse.
- Provide spectator/snack bar seating along concourse.
- Design concourse to be spacious for good traffic flow.
- Install bulletin boards for announcements and league information.



Locate snack bar and lounge adjacent to concourse.

CUSTOMER SERVICE

- Locate control desk to provide views of entry, bowling concourse, game rooms and Pro Shop.
- Provide areas for cash and operations, communication, shoe storage and rental, control of scoring consoles, and pinsetter equipment.
- Provide accessories display cases and racks.
- Locate illuminated display case of bowlers' impulse items on concourse near entry.



Furnish control desk with low maintenance durable finishes.



Ensure control desk is easily visible to patrons entering the facility.

11



Display Pro Shop merchandise in illuminated glass cases.

PRO SHOP

- Encourage sales by locating Pro Shop and ball drilling areas off the entry-way.
- Enclose Pro Shop merchandise in glass displays for security, sound and dust control.
- Furnish Pro Shop with cash register, display cases, racks for shoes, balls, bags, shirts, gloves, and other bowling accessories.
- Design interior walls to accommodate display changes and exterior walls on the entryway and concourse with glass windows.
- Provide 30 foot-candles of general lighting for sales counter and 100 foot-candles for display areas in the Pro Shop.
- Display trophies and other light-weight items on glass shelving.
- Locate ball display at eye level in Pro Shop.
- Provide storage space underneath ball display.

OFFICE/ ADMINISTRATION

- Provide offices for the bowling center manager, snack bar manager, administrative staff and mechanic.
- Provide administrative offices with computer stations.
- Install durable, neutral colored carpeting, wall-coverings and furniture.



Maintain neat and orderly administrative area.

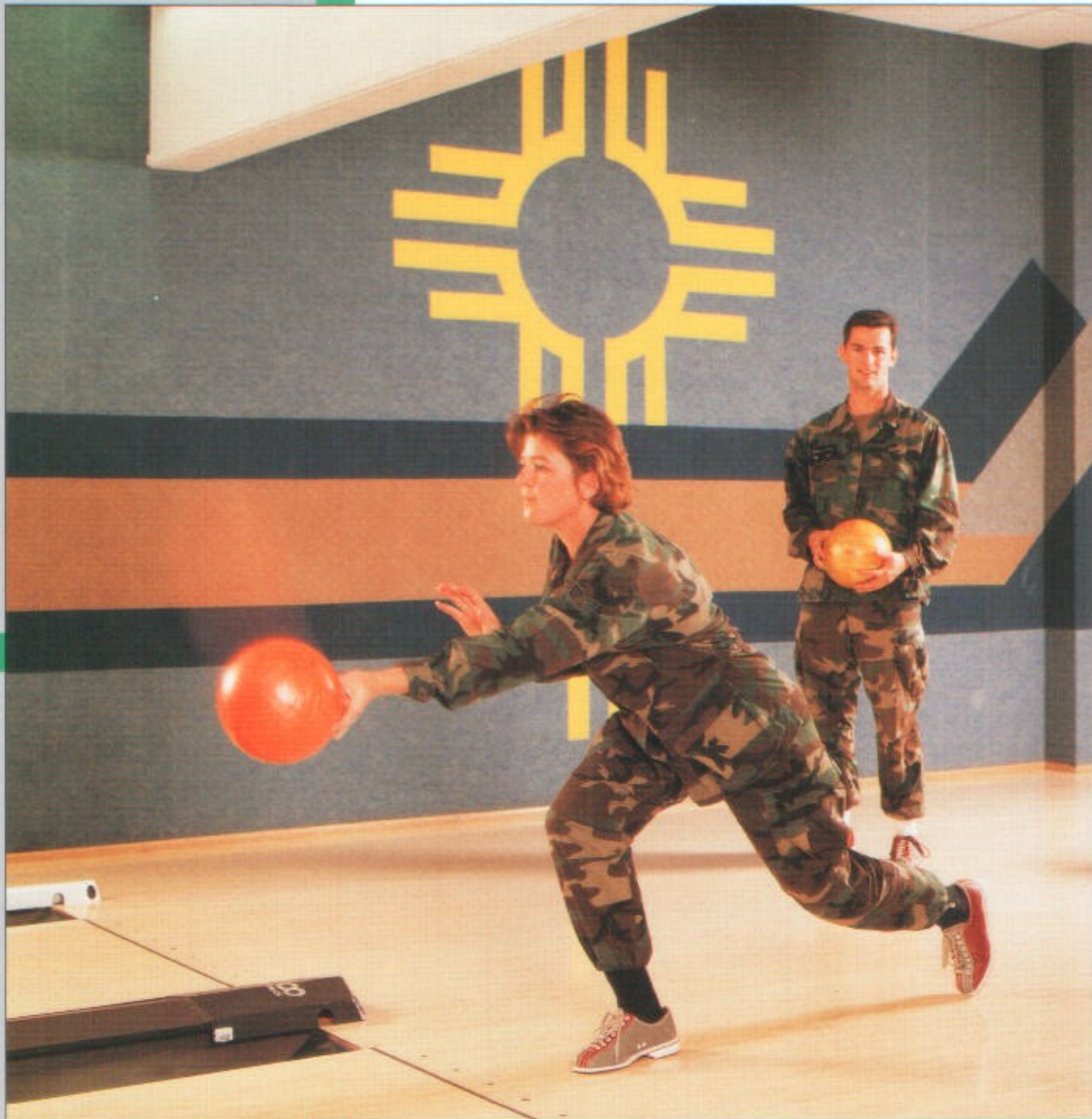
MEETING ROOM/ CHILD CARE AREA

- Provide capability for functions such as league meetings, special events, private parties and childcare.
- Furnish area with natural lighting and outdoor views.
- Provide secondary access through dining area for kitchen staff.
- Furnish chalkboards/tack boards, folding tables, stackable chairs and movie or projection screen.
- Provide storage for tables and chairs.



Provide tables, chairs, and storage for supplies.

ACTIVITY AREAS



13

ACC Style

"Set goals. Measure progress. Reward performance."

The ACTIVITY AREAS define the Bowling Center's social and recreational aspects.

These areas are where friends and families dine, bowl, play video games and socialize. Bowling centers promote camaraderie and sportsmanship through league tournaments and enrich family life by offering quality, family-oriented activities.

Bowling centers are an important part of the community. Good sportsmanship and family togetherness developed at the bowling center help enhance the quality of life in the community.

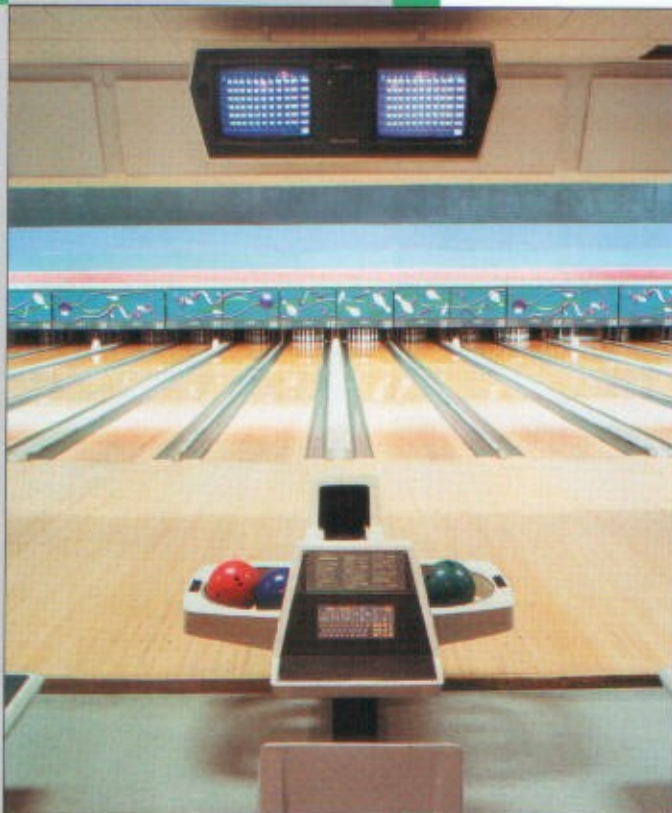


- Bowler Settees
- Diagrams of Settees
- Lanes/Pinsetters
- Video/Table Games
- Snack Bar
- Kitchen
- Lounge

3



Provide durable finishes for settees.



BOWLER SETTEES

- Provide settees for seating and score keeping.
- Install four to five seats per lane.
- Locate ball storage near settee; allow for seven to ten balls per lane.
- Provide storage for bowlers' street shoes, coats and bags.
- Provide hard surface flooring.
- Coordinate color of settee area with interior decor.

Provide an electronic scoring system.

DIAGRAMS OF SETTEES

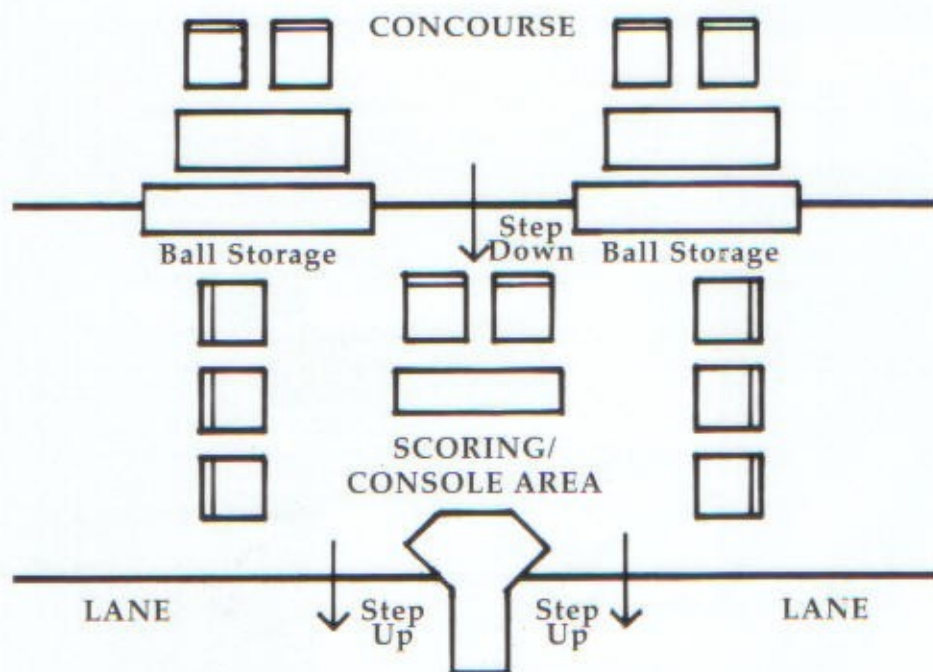
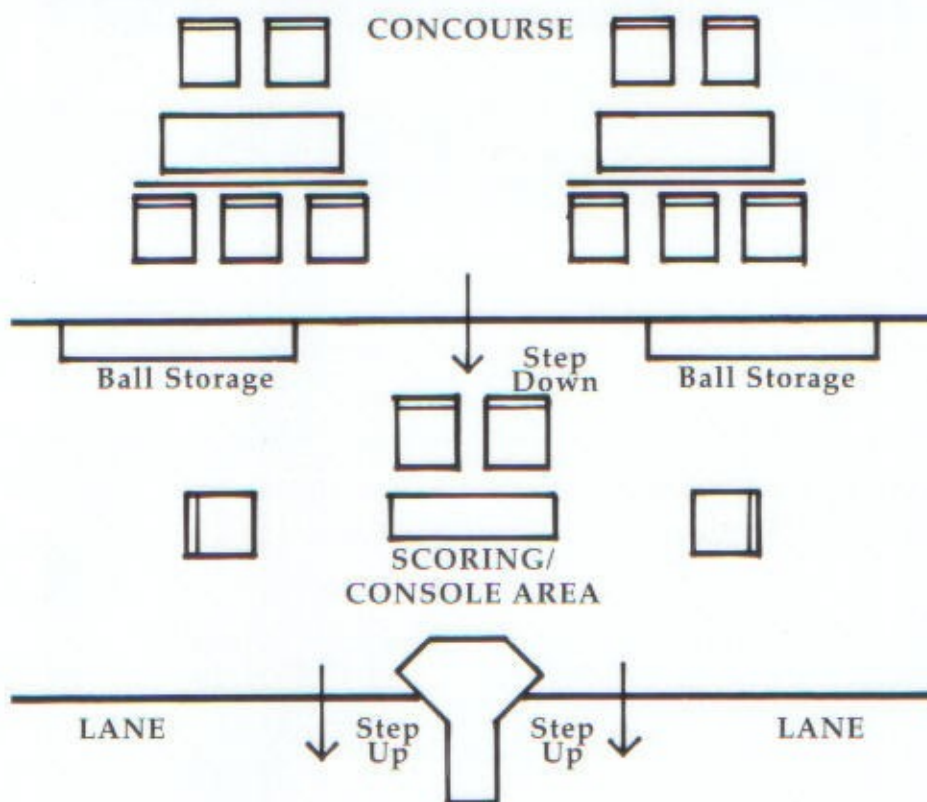
CONCOURSE SEATING

Advantages

- Provides elevated spectator seating along the edge of the concourse.
- Enables participants to enjoy food and beverages while bowling.
- Minimize the possibility of food or beverages and spills in the console area.

Disadvantages

- Separates participants from the activity area.
- Hinders efficient rotation of bowlers.
- Takes valuable floor space from concourse activities.



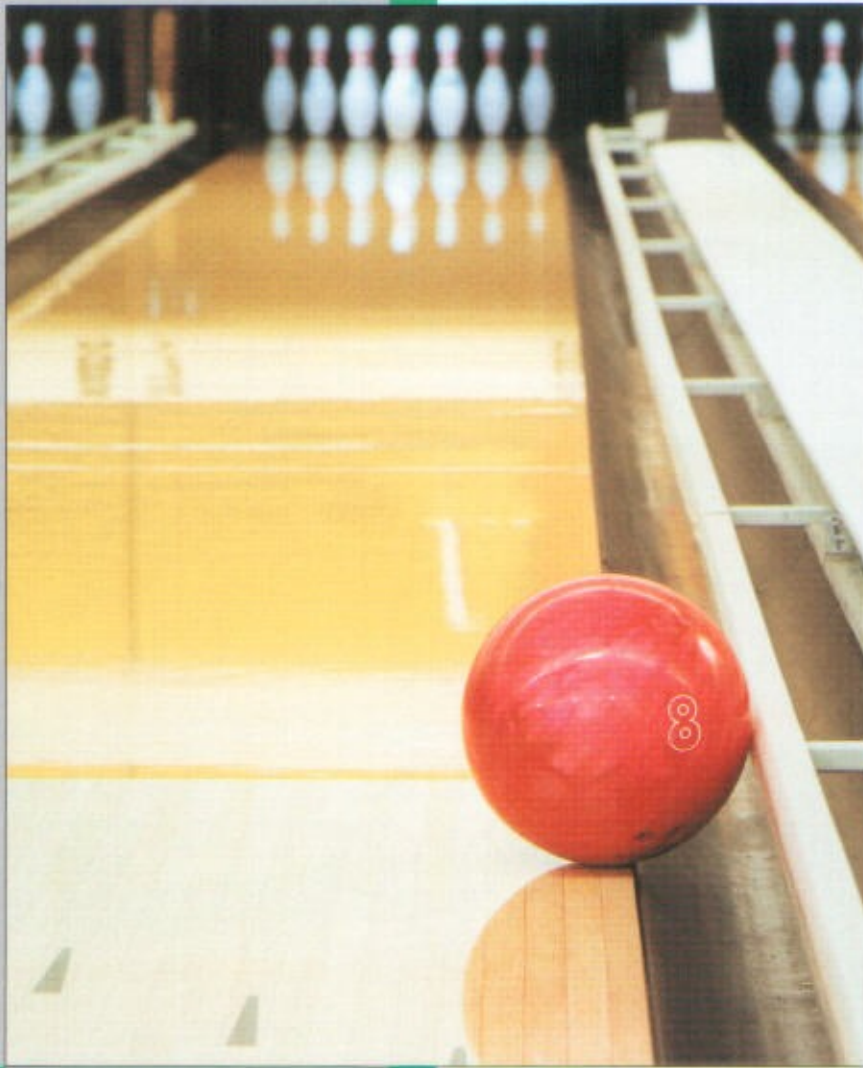
CONSOLE AREA SEATING

Advantages

- Keeps participants active in the game.
- Allows for ease of participants' rotation.
- Separates concourse area from bowling activity.

Disadvantages

- Console area may become crowded.
- Allows for the possibility of food or beverage spills in console area.

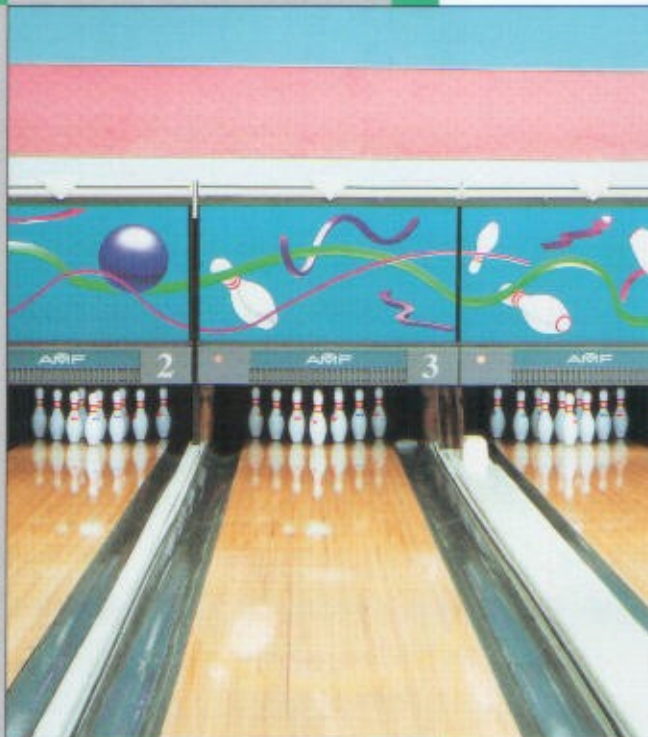


LANES/PINSETTERS

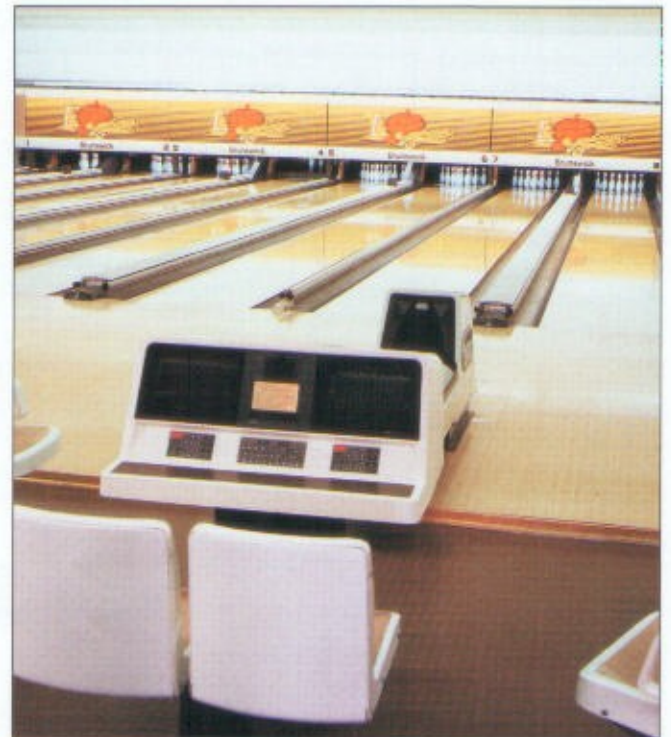
- Use concrete for flooring in pinsetter area and hardwood or laminate system at lanes.
- Provide electrical outlets along the sides for lane cleaning; one outlet for every eight lanes.
- Provide structural support, power and dedicated grounding as required by manufacturers for their equipment.

Provide each lane with bumpers for beginner bowlers.

17



Install colorful masking units to create a lively atmosphere.



Provide interchangeable masking units, one for every two lanes, to promote seasonal, holiday and special events.



VIDEO/TABLE GAMES

- Locate game area to be accessible from concourse and visible from control desk, or install surveillance cameras.
- Design game area to accommodate new game technology.
- Provide exhaust and ventilation for smoke control.
- Install durable, easily maintained floor and wall finishes.
- Provide ample outlets for electronic games, no more than six per circuit.
- Use dimmer controlled lighting to prevent glare on game screens.

Furnish area with pool tables, cue racks and seating.



Provide a variety of games including electronic dart boards.



Provide adequate space between video games.



SNACK BAR

- Offer relaxed and informal snack bar service, usually with cafeteria-style service line.
- Organize snack bar service counter equipment for efficient staff operations and provide equipment which will meet all anticipated food and beverage service needs.
- Provide back-lit menu board with interchangeable text and graphics.
- Provide exhaust and ventilation for smoke control.
- Locate condiments near food pickup area.
- Equip snack bar with switch and microphone to public address system.

19

- Use incandescent lighting with dimming controls.
- Install a hard-surface floor and durable wall finishes.
- Ensure ordering area is well lit and spacious to accommodate a line of customers.
- Separate and clearly mark food ordering and pickup areas.
- Use color coordinated plastic laminated table tops.
- Position trash receptacles in convenient, inconspicuous locations throughout the snack bar.

Keep service area clean, neat and organized.



Use fast food style seating/tables to encourage patron turnover.

KITCHEN

- Provide service counter, food preparation area, and storage for cold and dry food.
- Use small-scale commercial-grade equipment.
- Provide the kitchen hood with a dry chemical automatic sprinkler. Design and install the exhaust hood to allow for future additions and relocation of equipment.
- Install floor drains and use nonskid quarry tile on floors. Use ceramic tile on wall surfaces near counters and equipment.
- Provide storage racks to keep kitchen clean and organized.



Use small-scale commercial-grade equipment.



Design lounge counter top allowing for stool pull-up space.

LOUNGE

- Locate lounge to serve con-course, table games, snack bar and dining areas.
- Provide durable counter-top such as plastic laminate.
- Install shelving for bottles and glasses behind serving counter.
- Coordinate lounge interior with bowling center theme.

SUPPORT SERVICES



21

ACC Style

*"...delegate responsibility and
authority--accept accountability."*

SUPPORT SERVICES allow the Bowling Center to operate and serve customers efficiently.

Informative signs direct patrons to activities in the center. Vending machines offer fast and convenient refreshments. Lockers provide long- and short-term secure storage for personal items. These amenities enhance the customer's experience.

Well-planned maintenance support, such as mechanical systems, workrooms and service areas, assists in the daily operation of the Bowling Center.

Smooth-running support services increase customer satisfaction and promote repeat business.



- Lockers
- Signs
- Rest Rooms
- Vending/Telephones
- Workrooms/Service Aisle
- Mechanical

4

LOCKERS

- Provide lockers in neutral finish for bowlers' equipment and clothing storage.
- Install 10 lockers for each lane.
- Provide benches and bulletin/announcement boards.
- Locate lockers next to rest rooms.



Install rental lockers.

SIGNS

- Provide signs for direction and identification.
- Ensure signs are easy to read from concourse.
- Place exterior signs in a prominent location to identify the bowling center.



Use electronic signs to inform customers of upcoming activities.

Use brown-tone or grey-tone toilet partitions.



REST ROOMS

- Locate rest rooms near locker area and off main concourse.
- Provide adequate space and shield public views into rest rooms.
- Furnish with soap dispensers, paper towel dispensers, disposal unit, toilet paper holders, grab bars, mirrors, coat hooks and partitions.
- Provide urinals in men's room and sanitary napkin dispensers, disposal units and diaper changing table in women's restroom.



Install apron at vanity to conceal plumbing.

- Finish floors with neutral colored, non-skid ceramic tile.
- Design walls with neutral colored ceramic tile from floor to ceiling.
- Use neutral colored, speckled, flecked, textured or imitation granite plastic laminate at lavatory counters.
- Provide accessible sinks and stalls for handicapped customers.
- Locate janitor's closet near rest rooms. Include floor-mounted mop sink, shelves and hooks for cleaning equipment and maintenance equipment storage.

VENDING/ TELEPHONES

- Provide alcove off concourse for vending machines.
- Install at least one phone at height appropriate for use by handicapped customers.
- Provide both beverage and snack machines.
- Provide vending machine for bowlers' sundry items and install in a high visibility location on the concourse.



Use art work and color coordinated wall graphics to accent building interior.

25



WORKROOMS/ SERVICE AISLE

- Provide storage for two sets of pins per lane.
- Provide a fireproof storage building for combustible materials at least 50 feet from building if possible.
- Provide utility sink, washer and dryer and staff toilet.
- Centrally locate work bench in pinsetting area.

Install peg board backing for tools and equipment storage.

Construct wall, complementary to building exterior, to shield mechanical equipment from public view.



MECHANICAL

- Locate heating, ventilation, and air conditioning (HVAC) equipment, plumbing, electrical and telephone service panels, and fire suppression system controls in a dedicated mechanical room.
- Provide exterior service entrance with lockable door.
- Install floor drain with sloped floors.
- Provide zone controlled HVAC system.
- Locate HVAC unit on ground level behind building.
- Locate mechanical room at the rear of the building.



Provide automated cleaning equipment for lane maintenance.

ACC
SERVICES
doing good things for people



Prepared by
Air Combat Command, Directorate of Services
Langley Air Force Base, Virginia 23665-2795