



BIOGRAPHY



UNITED STATES AIR FORCE

BRIGADIER GENERAL FRANCIS L. "FRAN" HENDRICKS

Brig. Gen. Francis L. "Fran" Hendricks is the Commander, Army & Air Force Exchange Service (Exchange), Dallas, Texas. The Exchange is the 43rd largest retail company in the U.S., with revenue of approximately \$10 billion per year. It employs more than 43,000 civilians and provides department stores, convenience stores, gas stations, restaurants, theaters, vending and other businesses on military installations in 50 states and more than 30 countries. The Exchange is a non-appropriated fund instrumentality and operates as a Soldier and Airman owned co-op, with 98 percent of its budget generated from sales. The Exchange currently operates more than 68 stores in support of the Southwest Asia and European Command areas of responsibility, with 39 stores in Afghanistan and 10 in Iraq.



General Hendricks was born in Edmonton, Canada and graduated from Jersey Shore Area High School, Pa., in 1974. He earned a Bachelor of Arts degree from Mansfield State College and entered the Air Force in April 1980 with a commission from the Officer Training School. He has served in a wide variety of assignments at the wing, air division, major command, unified command, and Air Staff levels. His commands include the Air Force Element at Headquarters U.S. Special Operations Command, the 355th Support Group, and the 96th Air Base Wing. His key staff positions include executive officer to the Commander, Air Education and Training Command, and senior military assistant to the acting Secretary of the Air Force. Prior to his current assignment, General Hendricks served as Study Director, Sierra Bravo, Defense Advanced Research Projects Agency. In this capacity, he led a Secretary of the Air Force-directed study focused on designing the air base of the future.

EDUCATION

1979 Bachelor of Arts degree in political science and criminal justice administration, Mansfield State College, Mansfield, Pa.

1984 Squadron Officer School, Maxwell Air Force Base, Ala.

1984 Master of Science degree in systems management, University of Southern California

1993 Air Command and Staff College, Maxwell AFB, Ala.

1994 Armed Forces Staff College, Norfolk, Va.

2000 Master of Strategic studies degree, Air War College, Maxwell AFB, Ala.

ASSIGNMENTS

1. May 1980 - May 1981, executive officer to the Deputy Commander for Operations, 3rd Tactical Fighter Wing, Clark Air Base, Philippines
2. May 1981 - July 1983, aide to the Commander, 314th Air Division, Osan Air Base, South Korea
3. July 1983 - July 1985, assistant chief, Executive Services Group; Chief, Special Activities; and assistant executive officer to the Director, Personnel Plans, Deputy Chief of Staff for Manpower and Personnel, Headquarters U.S. Air Force, Washington, D.C.
4. July 1985 - July 1987, Chief, Customer Assistance; Chief, Career Progression; and Chief, Personnel Utilization, 554th Combat Support Group, Nellis AFB, Nev.
5. July 1987 - December 1989, Chief, Consolidated Base Personnel Office, 26th Combat Support Group,

Zweibrucken AB, West Germany

6. December 1989 - August 1992, company grade adviser to the Commander in Chief, U.S. Air Forces in Europe; Chief, Personal Affairs Branch; Chief, Quality Force Branch; Chief, Force Management Division; and Deputy Director, Personnel Programs, Deputy Chief of Staff for Personnel, Headquarters USAFE, Ramstein AB, Germany

7. August 1992 - June 1993, student, Air Command and Staff College, Maxwell AFB, Ala.

8. June 1993 - January 1996, Commander, Air Force Element; Chief, Military Personnel Division; and Chief, Executive Services, Office of the Commander in Chief, U.S. Special Operations Command, MacDill AFB, Fla.

9. January 1996 - March 1997, executive officer to the Assistant Vice Chief of Staff, Headquarters U.S. Air Force, Washington, D.C.

10. March 1997 - July 1999, executive officer to the Commander, Air Education and Training Command; assistant for Senior Officer Management, Directorate of Personnel, Headquarters AETC; and Deputy Commander, 12th Support Group, Randolph AFB, Texas

11. July 1999 - July 2000, student, Air War College, Maxwell AFB, Ala.

12. July 2000 - July 2002, Commander, 355th Support Group, Davis-Monthan AFB, Ariz.

13. July 2002 - June 2004, Commander, 96th Air Base Wing, Eglin AFB, Fla.

14. June 2004 - March 2006, senior military assistant to the Assistant Secretary of the Air Force for Manpower and Reserve Affairs; and senior military assistant to the acting Secretary of the Air Force, Washington, D.C.

15. March 2006 - June 2007, Study Director, Sierra Bravo, Defense Advanced Research Projects Agency, Washington, D.C.

16. June 2007- March 2012, Vice Commander, Army & Air Force Exchange Service, Dallas, Texas

17. March 2012 - present, Commander, Army & Air Force Exchange Service, Dallas, Texas

SUMMARY OF JOINT ASSIGNMENTS

1. June 1993 - January 1996, Commander, Air Force Element; Chief, Military Personnel Division; and Chief, Executive Services, Office of the Commander in Chief, U.S. Special Operations Command, MacDill AFB, Fla., as a major

2. March 2006 - June 2007, Study Director, Sierra Bravo, Defense Advanced Research Projects Agency, Washington, D.C., as a colonel and brigadier general

MAJOR AWARDS AND DECORATIONS

Legion of Merit Medal with two oak leaf clusters

Defense Meritorious Service Medal

Meritorious Service Medal with three oak leaf clusters

Joint Service Commendation Medal

Air Force Commendation Medal with four oak leaf clusters

Air Force Achievement Medal

Joint Meritorious Unit Award with two oak leaf clusters

Air Force Outstanding Unit Award with silver and bronze oak leaf clusters

Air Force Organizational Excellence Award with two oak leaf clusters

Air Force Recognition Ribbon

National Defense Service Medal with bronze star

Korea Defense Service Medal

Military Outstanding Volunteer Service Medal

OTHER ACHIEVEMENTS

1986 Air Force Outstanding Junior Personnel Officer of the Year

1995 Air Force Outstanding Field Grade Personnel Officer of the Year for Joint/Departmental

2004 Honorary Chief Master Sergeant

2004 Honorary First Sergeant

2004 Lance P. Sijan Leadership Award (Senior Category), Air Force Materiel Command

2012 Gen. Ira Eaker Medallion, Commanders' Professional Development, Air University, Maxwell AFB, Ala.

2012 "Champions of Diversity Award," DiversityBusiness.com, Southport, Conn.

EFFECTIVE DATES OF PROMOTION

Second Lieutenant April 1, 1980

First Lieutenant April 1, 1982

Captain April 1, 1984

Major Oct. 1, 1991

Lieutenant Colonel Nov. 1, 1996

Colonel March 1, 2000

Brigadier General April 16, 2007