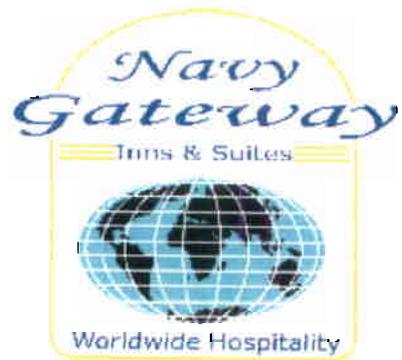


CNIC NAVY GATEWAY INNS & SUITES DESK GUIDE

INTRODUCTION TO NAVY GATEWAY INNS & SUITES PROGRAM

#1



1 August 2009

INTRODUCTION

This Desk Guide provides supplemental guidance on the management of Navy Gateway Inns & Suites lodging facilities. The procedures and guidelines are to be used by personnel charged with the administration and operation of Navy Gateway Inns & Suites. Use of this Desk Guide at all levels will promote uniform management practices across the CNIC Enterprise. The intent of this Desk Guide is to provide detailed guidance for activities where Navy is the host command. Except where noted, the procedures herein apply to all operations that bear the brand name of **Navy Gateway Inns & Suites**.

This Desk Guide will be updated as required and web published once a year. Widest dissemination is encouraged.



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Fleet Readiness Director

Introduction to the Lodging Operation

References:

- (a) DODI 1015.12, Lodging Program Resource Management, 30 Oct 96
- (b) DODI 1015.11, Lodging Resource Policy, 6 Oct 06
- (c) DODI 1015.15, Establishment, Management and Control of Non-Appropriated Fund Instrumentalities and Financial Management of Supporting Resources, 31 Oct 07
- (d) SECNAV Manual M-5210.1, Records Management Manual, 17 Nov 07
- (e) OPNAVINST 5009.1, Responsibility for Navy Housing and Lodging Programs, 26 Dec 07
- (f) CNICINST 5009.1, Navy Transient Quarters Program, 5 Feb 08

1.1. Purpose

A. The Navy Gateway Inns & Suites (NGIS) lodging program is a Department of Defense (DoD) Program Group IV, Category A lodging program directed to establish a professionally managed, business-based lodging program in support of readiness and mission accomplishment by providing quality, affordable lodging and hospitality services for a mobile military community. NGIS facilities are intended to provide quality lodging facilities and services to official travelers at the lowest possible cost to the Navy.

B. The NGIS desk guides implement DoD lodging policy, procedures and responsibilities and implement references (a) through (f) on all matters associated with the Navy Temporary Duty (TDY) lodging program at all Navy installations. The TDY lodging program is primarily available to serve those guests on funded Temporary Duty and Temporary Duty Under Instruction (TDY/TEMDUINS) orders and those whose lodging costs are covered by a direct bill agreement.

C. The NGIS desk guides provide general lodging operating information, management requirements, and performance standards to ensure consistent service to lodging guests Navy wide. The use of standards in NGIS lodging operations will help maximize economies and efficiencies in the Navy lodging operations. DoD lodging standards provide the customer with quality service in all facets of lodging across the enterprise. NGIS Lodging Managers, through their chain of command, are responsible for ensuring every aspect of their operation adheres to DoD lodging standards. The NGIS Lodging Manager's challenge is to meet 100% of the standards.

D. General Management Requirements and Responsibilities. The NGIS Lodging Manager sets the tone for the lodging operation. The manager will ensure courteous, friendly, professional and polite service is provided to meet customers' expectations every time they stay in an NGIS establishment.

E. Guest Room Amenities. NGIS guest rooms are distinguished by the attention to detail to ensure each guest room is as comfortable as possible. To ensure consistent service from one NGIS to the next, lodging operations will provide guests NGIS approved standard accessories and amenities.

F. Navy Gateway Inns & Suites' Mission Statement. "Provide quality and consistent, cost effective lodging services to official government travelers."

G. Navy Gateway Inns & Suites' Brand Promise. "Creating comfortable guest services for those we serve: Today and Tomorrow..."

1.2. Authority & Responsibility

A. Assistant Secretary of the Navy (Manpower and Reserve Affairs) coordinates lodging programs to ensure that DoD goals are met and that effective short and long term planning are in place.

B. Deputy, Chief of Naval Operations for Fleet Readiness & Logistics, OPNAV issues community support policy. DCNO integrates community support policy with other shore installation management policies and ensures adequate resources are available to implement those policies.

C. Commander, Navy Installations Command (CNIC) provides guidance and assists all levels in the chain of command in developing and executing policy that delivers products and services.

(1) CNIC develops standards, measures of performance and identifies requirements for training; pricing policy and initiating and facilitating enterprise partnerships.

(2) CNIC has the overall fiduciary responsibility for Non-Appropriated Billeting Funds (NABF) and program oversight to ensure that established policies are complied with.

D. The Regional Commander has the overall operational responsibility for the lodging program, including maintaining facilities, consistent processes and pricing in regions, meeting objectives with the CNIC strategic plan, oversight for compliance of rules, regulations, accreditation, standards, programming for and executing resources properly. Where individual installation billeting funds have been merged into a regional billeting fund, the Regional Commander has the accountability and the fiduciary responsibility for the Non-Appropriated Fund (NAF) operation.

E. Installation Commanders are responsible for executing all management directives and guidance from the region.

(1) Where individual installation billeting funds have not merged into a regional billeting fund, the Installation Commander has the accountability and fiduciary responsibility for the NAF operation.

(2) In order to preclude duplication of functions, the Installation Commander will provide support to personnel assigned to or on temporary duty to tenant commands and attached units. The amount and type of support will be documented in host-tenant or inter-service support agreements.

(3) Compliance of rules, regulations and accreditation.

(4) Implementing NGIS standards.

(5) Optimizing occupancy through prudent facility use and planning.

F. NGIS Lodging Managers are directly responsible for the day-to-day operation and compliance with all guidance from the region.

1.3. Fund Sources

The lodging operation is a mission-sustaining function, supported through a combination of appropriated funds (APF) and NAF. Installation Commanders and regions incorporate NGIS requirements using Lodging Operations (LO) Special Interest Code (SIC). LO shortfalls are incorporated into the CNIC Resource

Allocation Model (RAM). APF is the primary source of funding. Considering potential shortfalls in APF funding, NGIS has identified lodging inventory as Mission Essential and Mission Support.

A. Use of APF will be primarily utilized for Mission Essential (ME) operations (see definition below). Use of NAF will be primarily utilized for Mission Support (MS) operations (see definition below).

(1) Mission Essential. Buildings used by military members who are attached to a deployed unit, on unit mission training or stationed on uninhabitable ships. Limited housekeeping services are provided. Rates will be equivalent to the level of service provided. Replacement of furnishings and equipment will be funded with appropriated funds.

(2) Mission Support. Buildings used by official/unofficial military and civilian travelers. Full service housekeeping is provided. Rates are set to cover operating expenses and recapitalization plan. Replacement of furnishings and equipment will be funded with appropriated funds if available otherwise with non-appropriated funds.

B. Funding Matrix/Table of Authorization for the NGIS lodging program: DODI 1015.12, 30 Oct 96, Enclosure 4, reference (a).

1.4. Process Management.

In conjunction with CNIC, regions will establish standard processes that are implemented throughout the region enterprise. At a minimum: check-in/check-out procedures, reservations, housekeeping, front desk management, acquisition, receiving/storage/product transfer and inventory.

1.5. Records Management Program.

Records of operating activities will be retained on local or centrally managed data storage systems. Paper documentation will be minimized to the greatest extent possible. See reference (d) for specific guidelines regarding proper creation, maintenance, use, and disposition of files, i.e., financial, administrative, personnel, payroll, contracts, etc.

1.6. Property Management System (PMS).

A. Operations will use the PMS designated by CNIC to its fullest capabilities, i.e., work order/out of order, lost and found, concierge, room blocking, internal flag, housekeeping, etc.

B. The PMS will be configured to comply with the enterprise NGIS standard configuration. This format allows CNIC to collect specific data used in various reporting systems known as the Defense Lodging System (DLS). DLS integrates with systems such as the Defense Travel System (DTS), Central Reservation System (CRS) and SAP. Standard configuration will not be modified, altered or otherwise changed without written authorization by CNIC.

C. The lodging program will centrally provide all connectivity required for all standard services provided for operations such as the PMS, and guest services such as in-room internet, lodging business centers and television video on-demand utilizing the NGIS enterprise configuration standard. Connectivity required will be utilized to interface with SAP, CRS, credit card approval system, and telephone system. Internet and telecommunications that support front desk operations and in-room guest access are a NAF expense and funded and budgeted by the local lodging operation. NMCI infrastructure is not supported with NAF.

D. Any hardware or software used for the next generation of NGIS services (PMS, guest services, etc.) will be budgeted for, purchased and maintained centrally by CNIC. Operations may purchase peripherals that support front desk operations without CNIC approval. These items include: keyboards, analog modems, mouse, toner, maintenance on items, USB external data drives and key encoders to name a few. Items that may not be purchased without CNIC approval are computers with or without monitors, switches, firewalls, routers, printers, phone interface systems (IPU/UMM), credit card systems, key locking systems, kiosk (informational and check-in/check-out) and purchase of any one piece of equipment or total purchase that will meet or exceed \$1,000 dollars.

E. Region/Installation IT related issues must be coordinated with the CNIC NGIS Operations/IT team to ensure compliance with DoD and Navy IT specifications.

1.7. Utilization of Lodging

Within each priority listed at Table 1.1, reservations and assignments are made on a first-come, first-serve basis without regard to rate or rank allowing the manager to maximize occupancy by assignment of all guest room categories. Once a reservation has been confirmed or a guest has checked in, the guest's reservation may not be cancelled except for contingencies and other unforeseen circumstances (e.g. military requirements, maintenance issues, etc.) In the event NGIS must cancel a confirmed reservation, NGIS will assist the guest in locating alternative lodging. (See Section 1.9., Lodging Procedures During Emergency/Wartime Conditions).

1.8. Lodging Patron Priorities

Table 1.1 lists personnel who are authorized to stay in NGIS facilities either as Priority 1 (space required) or Priority 2 (space available).

1.9 Lodging Procedures During Emergency/Wartime Conditions

During emergency or wartime conditions, the lodging operation may be required to meet surge requirements. When lodging operations are converted in direct support of contingency or wartime operations, Priority 2 lodging is not authorized. Should a natural disaster occur that requires Navy lodging involvement, communication between the local command and CNIC is required to ensure all aspects of the situation are addressed in a timely and appropriate manner.