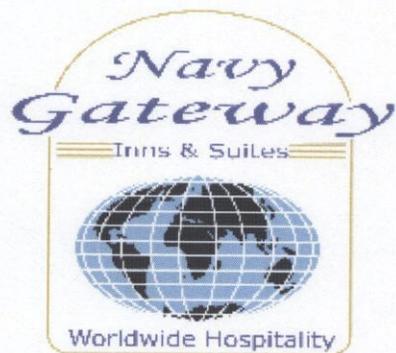


**CNIC NAVY GATEWAY INNS & SUITES
DESK GUIDE**

**NAVY GATEWAY INNS & SUITES
OPERATIONS
#6**

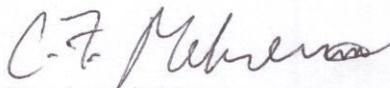


10 June 2008

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 Navy-owned and managed transient lodging facilities.

This Desk Guide will be updated as required. Widest dissemination is encouraged.



C. F. MEHRER
Fleet Readiness Director

Operations

References:

- (a) Joint Federal Travel Regulations, Vol 1, Uniformed Service Members, w/change 247, 1 Jul 07
- (b) NAVMED P-5010, Manual of Naval Preventive Medicine, 1995
- (c) OASN (FM&C) memo of 18 Apr 03

6.1. General

A. Priority 1 (Official Duty Traveler) reservations may be made by calling Navy Gateway Inns & Suites (NGIS) directly, 877-NAVY-BED (enter the first three letters of the base you are calling); through the traveler's local Commercial Travel Office (CTO), or by making reservations at www.dodlodging.net.

B. Priority 2 (Space Available) reservations may be made by calling Navy Gateway Inns & Suites (NGIS) directly, 877-NAVY-BED (enter the first three letters of the base you are calling) or by making reservations at www.dodlodging.net.

C. All NGIS lodging guests must pay the established daily room rate for the type of room used. Room rates are not based on the number of personnel in a guest room. Maximum occupancy should be determined based on safety and fire codes. Types of NGIS guestrooms include:

(1) Multiple Occupant Room. Rooms are primarily for commands that pre-arrange lodging to accommodate training, ships in overhaul, and circumstances where lodging does not exceed 180 days. The daily rate is based on each bed available in the room for pre-arranged berthing or nightly for TDY travel. Rooms are designed to accommodate more than one guest, and may have a private, shared, or central bath.

(2) Single Room. Rooms accommodate one guest.

(3) Suite. These rooms consist of two or more rooms with separate living room and bedroom(s).

(4) Distinguished Visitor Quarters (DVQ). A single room, suite, or separate house that accommodates distinguished visitors in pay grades 06 and above or civilian equivalent and their guests. These quarters normally have upgraded furnishings and additional amenities.

6.2. Extended Stay

Extended stay rate plan may be used for ships in overhaul, uninhabitable ships to include pre-commissioning and de-commissioning ships, students greater than 90 days, and deployed units receiving per diem. A block of rooms will be designated vice scattered throughout the operation when possible to retain unit integrity. The Regional Commander must approve the designation of extended stay rooms. The request must include the rate to be charged, services and amenities provided, number of rooms and location of rooms. The rate charged to extended stay guests will be equivalent to the level of service provided. In the property management system, the extended stay rate plan must be used for extended stay guests.

6.3. Priority 2 (Space Available - Non Duty Travel) Reservation Policy

Confirmed reservations for Priority 2 travelers may be made 30 days in advance of arrival and for a period determined by management based on ability to accommodate mission requirements. Priority 2 reservations will be taken on a first-come, first-serve basis with no regard to rate or rank. Once a Priority 2 reservation has been confirmed, the reservation may not be bumped except in times of contingency, emergency, or when the Installation Commander determines higher priorities exist. All DV Quarters are available only when released by the command protocol officer.

6.4. Distinguished Visitor (DV) Quarters

A. An Installation Commander may designate distinguished visitor lodging within the lodging facility. Where the protocol office plays an active role in the assignment of rooms, the lodging operation and the protocol office will establish a standard operating procedure (SOP) concerning reservations, service charges, special amenities and release of rooms. The SOP must be consistent with the guidance for reservations and check-in processes outlined below. Neither APF nor NAF will be used for Flag/DV Quarters that are not operated by lodging (assignment may be done by the protocol office). No more than 3% of total lodging rooms will be designated as Flag/DV Quarters. See the CNIC Portal/N924 for a sample SOP for DV Quarters. (Note: Management might elect to block these rooms to ensure availability is not reflected and conflict with on-line reservations.)

B. NGIS Lodging Managers are encouraged to "upsell" and make maximum use of guest rooms after 2000 each evening to customers that might have reserved a room of a lesser category. NGIS Lodging Managers will review guest arrivals and coordinate with their front desk to develop a program to increase occupancy/sales.

6.5. Permanent Party, Students and Geographical Bachelors (GBs)

Permanent Party residents, Geographical Bachelors (GBs) and Students will be referred to the permanent party Welcome Center. If permanent party accommodations are not available or the Welcome Center is closed and lodging has space, a permanent party resident, a GB or a Student may opt to stay in lodging on a Priority 2 basis provided they agree to pay the established room rate out-of-pocket.

6.6. Guest/Visitor Responsibilities

A. Guests are responsible for their conduct and the conduct of their visitors, and/or family members, while in government lodging. Guests will be provided clean, habitable accommodations and are required, upon checkout, to return the accommodations in the same condition, with allowances for ordinary wear and tear.

B. NGIS operations must have a valid payment process that addresses credit and debit cards and cash/check payments. Guests checking into lodging are required to sign a registration form accepting responsibility for all charges incurred during their stay. In the event of loss or damage to property occurs, the guest's signature on the registration form indicates the guest was informed of policy.

(1) If the loss is greater than \$1000.00, refer the investigation to the Naval Criminal Investigative Service (NCIS). If the loss is under \$1000.00, the investigation will be handled locally. The amount to be charged for damage, loss or additional cleaning will be the actual loss or cost to repair or replace.

(2) The individual responsible for the loss/damage of property will be notified of the indebtedness and the right to make voluntary payments. If the individual does not reimburse the government voluntarily, a DD 139 (Pay Adjustment Authority) will be initiated.

(3) Funds collected will be deposited into the Non-Appropriated Billeting Fund (NABF) account for loss or damage to NAF property and to the Disbursing Officer for Operations & Maintenance (O&M,N) for loss or damage to APF property. Amounts credited shall be available for use for the same purposes and under the same circumstances as other funds in those accounts.

6.7. Navy Gateways Inns & Suites Guest Directory. NGIS guests should feel welcome and comfortable in their guest room. Each guest room will have a Guest Directory prominently displayed that includes a welcome letter from the NGIS Lodging Manager on the first page (and how they may contact the duty manager). Ensure information is available pertaining to local areas and conditions. For a complete list of information required in the Guest Directory, see the Accreditation Checklist by accessing the CNIC Portal/N924.

6.8. Front Desk Operation. The front desk staff has the opportunity to make a lasting, favorable impression on the guest. The front desk staff will be proactive, attentive, professional, and always strive to anticipate guests' needs and "make things right" for them. The quality of service guests receive during their stay determines their overall impression of that lodging operation. The guest must have a positive experience from the making of the reservation, to their arrival at the facility, and throughout the balance of their stay. All employees at the facility must set an example by performing their jobs consistent with these principles of excellent service:

- A. Warmly greet and acknowledge each guest encountered.
- B. Take care of every guest's request quickly and in a friendly manner.
- C. Project a professional image.
- D. Be committed to guest comfort and safety.
- E. Provide reliable information about the services available in the lodging facility, the installation, and local area.
- F. Make everything right for the guest.

6.9. Operations.

A. A government identification card is required to verify eligibility.

B. All operations will maintain a front desk that is available to assist guests 24 hours a day/7 days a week. In operations where a 24-hour a day front desk is not feasible, operational procedures must be in place to assist guests during non-working hours.

C. NGIS accepts the following methods of payment: VISA, Mastercard, and Government Travel Card for reservations and payment. A form of payment is required at check-in.

(1) Guests will be charged upon departure if staying 14 days or less.

(2) Guests will be charged every 14 days if staying longer than 14 days or at the end of their visit after the first 14 days, whichever comes first.

D. All reservation data must be collected for each guest checking into NGIS. Book guest reservations by reserving room type space and not specific rooms. Reserving guest reservations by space versus rooms results in the most effective use of available quarters.

E. Front desk personnel often work in an unsupervised situation where decisions are made using knowledge and common sense. The manager will ensure that all related policies and instructions are up-to-date and readily available as reference material. It is important to provide a consistent quality of service. Lodging staff who accept reservations must be thoroughly trained to conduct this procedure as efficiently and smoothly as possible.

6.10. Guest Comment Card

The Navy Gateway Inns & Suites guest comment card will be prominently displayed at the check-out location and in all guest rooms in a prominent location easily noticed by the guest, e.g., on the desk. Upon check-out, front desk staff will inquire of the guest's stay and will offer a comment card. Some guests may elect to take the card with them and mail it back. Others may elect to fill out the card while checking out. Each guest

checking out of lodging will be asked about their stay and offered a comment card to complete.

6.11. Manual Operating Procedures

Manual operating procedures will be established for occasions when the property management system is inoperable. In order to manually process reservations, provide guest services, and to sustain operations in the event of an emergency, to include an electrical outage or system failure, front desk personnel must always have the following reports updated, printed and available prior to each shift. (Dispose of previous copies after printing new copies. Reports with names, social security numbers and/or financial information must be shredded.)

Availability Report

In-house guest report by name and room number

Expected arrivals report

Expected departures list

In-house guest folio balance report

In-house guest folio summary report

Blank registration forms

Manual receipt book (pre-numbered and controlled)

Out of Order

Vacant/Clean Rooms

6.12. Group Reservations.

NGIS will utilize the property management system when setting up group reservations. See the CNIC Portal N924 for a sample Group Reservation Form.

6.13. No Show Policy/Guaranteed/Non-Guaranteed Reservation.

A reservation that is guaranteed for late check in with a credit card and is not checked in by midnight will be forwarded a day before running Night Audit. One night's service fee will be charged to the guest's credit card after 1100 the following day if the guest does not check-in or cancel the room reservation. If the guest has not guaranteed their reservation, the room is released at 1800.

6.14. Certificate of Non-Availability (CNA).

A. Military travelers in a TDY duty status must reside in Navy Gateway Inns & Suites (NGIS), if available. If NGIS lodging is not available, a Certificate of Non-Availability (CNA) must be provided prior to obtaining lodging at Navy Lodge or in commercial lodging. See reference (a).

(1) First preference. For TDY lodging, NGIS at the primary TDY site. When NGIS is not available, a CNA will be issued.

(2) Second preference. Navy Lodge is the primary site for the Permanent Change of Station (PCS) traveler.

(3) Last preference. Commercial lodging.

B. NGIS will:

(1) Provide a CNA to personnel that are ordered to the installation. CNAs will not be issued to personnel ordered to a city vice an installation or command.

(2) CNAs will not be backdated or issued to personnel who did not attempt to make reservations with NGIS.

(3) CNAs will not be issued to accommodate family members. TDY orders indicate the name of the authorized traveler.

(4) Once a CNA is issued, the member has no requirement to check quarters availability at a later date during the TDY period. If the stay is extended past the original departure date, a second CNA is not required.

(5) CNAs will not be issued for the sole purpose of accommodating family members while a member is TDY, Temporary Duty Under Instruction (TEMDUINS) or Active Duty Training (ACDUTRA).

6.15. Check-In/Check-Out. Check-in time is 1500. Check-out time is 1100. Early check-ins (no earlier than 0700) and late checkouts may be granted when possible to accommodate our guests. Guests will be charged a late checkout fee if they have not checked out or made arrangements with the front desk. The late checkout fee is equal to one day's rate. Guests that check

in between 2400 and 0700 will be charged for the previous night's stay.

6.16. Requirement for Social Security Numbers (SSNs)

Lodging operations must ensure pre-authorizations/guest sales are completed during the check-in process or throughout the guest's stay. Only the last four numbers of a guest's SSN may be collected.

6.17. Housekeeping Operation. The housekeeping staff plays a very important role in ensuring guests enjoy their stay and must ensure all lodging rooms and common areas are clean and orderly. An efficiently managed housekeeping department ensures the cleanliness, maintenance, and visual appeal of the operation. All housekeepers will provide guests with friendly, prompt, professional service that reinforces customer service. Housekeeping service should be provided within 30 minutes of a guest's request during normal working hours.

A. It is imperative that housekeeping and the front desk cooperate fully, not only in reporting room status, but also in identifying problems. With good communication, the mission will be accomplished effectively and guest satisfaction will be maintained.

B. In addition to room and common area cleaning, all housekeeping departments will establish a deep cleaning schedule. Deep cleaning should be accomplished during periods of low occupancy.

C. The NGIS Lodging Manager will work with the housekeeping department to develop a quality assurance program. The Seven Steps of Quality Assurance, located on the CNIC Portal/N924, may be used as a guide to develop your own QA forms. The QA process must be documented, in writing, i.e., date of QA, name of housekeeper cleaning the room, name of supervisor who performed QA and housekeeper's signature that the corrections were made and that they understand the error and were properly trained.

D. Unusual wear and tear to a room and damaged or missing items must be reported immediately so appropriate action may be taken.

E. Housekeepers must be alert for unusual sounds or events that could indicate a problem. Such events will be reported immediately.

F. A housekeeper will enter his/her assigned rooms unless there is a "Do Not Disturb" sign. In the event the Do Not Disturb sign is posted, the housekeeper will note this on the assignment sheet. If a "Do Not Disturb" sign is posted for more than 24 hours, management will be notified so that the health and welfare of the guest may be checked. Voice or visual confirmation that the guest is in good health is required. If no voice or visual contact can be made, the manager plus another staff member must enter the room together. At any time, management has the right to enter the rooms for inspection or maintenance problems.

6.18. Quality Assurance Inspection and Review.

A. 10% of vacant/ready transient rooms (all types) per day are subject to QA by Housekeeping Management. Documentation will be maintained for 90 days.

B. 10% of vacant/ready transient rooms (all types) per day are subject to QA by the QA Manager (if the position exists in the organization). Documentation will be maintained for 90 days.

C. NGIS Lodging Managers will inspect 1-2% of guest rooms (all types) weekly prior to guest check-in. Documentation will be maintained for 90 days.

D. NGIS Lodging Managers will coordinate with the Installation Commanding Officer (or his designee) to conduct at least semi-annual inspections of all room types at the lodging facility, and is highly encouraged to stay overnight in a guest room. Documentation of the meeting, attendees, and topics discussed will be maintained for one year.

6.19. Lost and Found. The NGIS Lodging Manager will establish efficient procedures and instruction for the effective handling of lost and found items by utilizing the property management system Lost & Found Program. Ensure proper and secure storage of items until returned to the owner or disposed of according to lost and found policy. Consumable items (food and toiletries) will be discarded. Non-consumable items left behind after a guest checks out will be bagged and tagged with the guest's name, date and room number.

6.20. Sanitation Requirements. Strict sanitation requirements must be maintained to ensure the health and welfare of all guests. The following sanitation requirements must be strictly followed:

A. The manager will be familiar with state laws that relate to safety and security. This information may be obtained from the State Board of Health.

B. Mattresses will be replaced or refurbished when worn or unsanitary and/or at least every three years.

C. Water fountains, saunas, and hot tubs will be cleaned and sanitized daily in accordance with reference (b). Portable saunas will be cleaned and sanitized after each use.

D. A laundry facility with a dedicated hot water source must be established in order to launder linen. The washing temperature for all linen will be a minimum of 160 degrees Fahrenheit with a series of rinses, using a germicidal detergent. Guest laundry facilities that do not meet this water temperature requirement will not be used for cleaning linen. Linen will be cleaned by contract, MOA or ISSA.

E. Operations will provide ice dispensers vice ice machines with scoops.

F. The area behind the washers and dryers will be cleaned daily. Dryer vents will be cleaned after each use. Air vents and the interiors of dryer vent hoses will be cleaned monthly. Dryer hoses will be replaced annually.

6.21. Safety Requirements

The Occupational Safety and Health Administration (OSHA) require employers to inform their staff members about hazardous materials that they may be required to handle in order to do their jobs. A Material Safety Data Sheets (MSDS) for each chemical used in the lodging operation will be posted for staff reference. MSDS forms are available from the vendor the chemicals were purchased from.

6.22. Blood-Borne Pathogens. To protect staff from the risk of infectious disease, including - but not limited to - HBV and HIV, OSHA and NAVOSH require that staff members follow blood-borne pathogens standards. Each operation will establish a written Exposure Control Plan designed to eliminate or minimize

exposure. All staff members will be provided with Personal Protective Equipment (PPE) when handling hazardous/toxic materials. See CNIC Portal/N924 for a sample Blood-Borne Pathogen Exposure Control Plan.

6.23. Conference Rooms

A. Operations may provide conference rooms within the facility, including furnishings and minimal audio-visual equipment. NAF may be used.

B. Reference (c) governs the use of appropriated funds for light refreshments for conference attendees. MWR or another department on base must provide any other services, including food & beverage. The conference room will not stock, serve, or sell alcoholic beverages.

C. Full-service conference center operations are not authorized. Billeting funds may not be used to support staffing, equipment or facilities.

D. The conference room operation will be self-sufficient. The manager will establish standard charge(s) for use of the room to cover the cost of furnishing and maintaining the operation. The revenue will be recorded as program revenue. The cost of providing any audiovisual or other related equipment will be included as one consolidated charge.

6.24. Continental Breakfast. Lodging operations are not authorized to provide a continental breakfast service to guests.

6.25. Parking. Provide adequate and designated vehicle parking for guest registration with a separate area for passenger and baggage unloading/loading. All facility parking areas must be well marked, cleaned, swept, free of debris, with adequately lighting at night. Where feasible, each distinguished visitor quarters will have a designated parking space as close as possible to the room.

6.26. Marketing. In conjunction with the Marketing Office, NGIS operations will cross market MWR programs (e.g., golf course, recreational lodging, travel, clubs, etc.) to promote all programs at their facility. Lodging operations will use the Navy Gateway Inns & Suites logo (Globe) on signage, stationary and other business items to help promote their establishment as a guest-oriented, professionally managed operation.

6.27. No Smoking Policy. All Navy Gateway Inns & Suites' common areas and guest rooms are non-smoking areas. The NGIS Lodging Manager will ensure guests are informed of this policy when making a reservation and at check-in. When smoking does occur in a guest room, an efficient deodorizer will be used to clean the room and rid it of as much of the smoke residue as possible. Lodging operations are authorized to charge the guest \$150.00 (one time per stay) for cleaning services if the guest is informed of the policy.

6.28 Pet Policy. Pets, including fish, are not authorized in any area of the lodging facility, including guest rooms. The general manager will ensure a list of local pet kennels is available at the front desk.