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Navy Lodges Receive Awards for Excellence

The Navy Lodge Program announced its 2014 award winners during its annual worldwide Training and Strategy Workshop. The awards highlight outstanding guest service in a variety of different facets of the Navy Lodge.

“Our Navy Lodge general managers and associates work hard to provide PREMIER customer service for our guests,” said Michael Bockelman, Vice President, Navy Exchange Service Command (NEXCOM)’s, Navy Lodge Program. “These awards are our way of thanking them for the great work they do each and every day. Congratulations to each of the winners for a job very well done.”

The Carlson Award is given to a Navy Lodge for its achievements in guest satisfaction, associate experience, commitment to quality and focus on providing outstanding value to the Navy. The Grand winner, Navy Lodge of the Year was Navy Lodge Bangor, Wash. The winner in the medium category was Navy Lodge Everett, Wash., and in the large category, Navy Lodge Hawaii.

Maria Gonzalez, General Manager, Navy Lodge Hawaii, was named Navy Lodge General Manager of the Year. The Associate of the Year was awarded to Jennifer Thurman, Front Desk Supervisor, Navy Lodge Monterey, Calif. Navy Lodge Marketer of the Year was Joycelyn Connage-Johnson, Navy Lodge Guantanamo Bay, Cuba.

The Hospitality Awards were presented to the Navy Lodges that are rated the highest by guests in a variety of areas of guest service. The Navy Lodge of the Year was Navy Lodge Yokosuka, Japan. Navy Lodge Bangor, Wash., was given the award in the medium category and Navy Lodge Great Lakes, Ill., received the award in the large category.

The Navy Lodge PCS Award was given to Navy Lodge Yokosuka, Japan, for the Navy Lodge with the highest room night increase in permanent change of station (PCS) room nights. Navy Lodge Whidbey Island, Wash., received the Navy Lodge PCS Award for highest percentage increase in PSC rooms.

The Outstanding Associate Satisfaction Award, which is presented to the Navy Lodge with the highest Associate Satisfaction Index score, was given to Dominic Lewis, General Manager, Navy Lodge Everett, Wash.

The American Hotel and Lodging Association Educational Institute (AHLAEI) presented Navy Lodge Everett, Wash., with its Golden Pineapple Award. This is the second highest award they present. Navy Lodge Everett competed against civilian hotels in the U.S for the award.

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