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Navy Lodges Receive Awards for Excellence in 2013

The Navy Lodge Program announced its 2013 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.

“Navy Lodge awards are given to our general managers and associates for the PREMIER customer service they give to our Navy Lodge guests each and every day,” said Michael Bockelman, Vice President, Navy Exchange Service Command (NEXCOM)’s, and Director, Navy Lodge Program. “I want to commend all of the winners on 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 Navy Lodge of the Year for the Carlson Award was given to Navy Lodge Everett, Wash. Other winners were Navy Lodge Bethesda, Md., in the medium category and Navy Lodge Oceana-Dam Neck, Va., in the large category.

Carla Vicens, Navy Lodge Port Hueneme, Calif., was named Navy Lodge General Manager of the Year. Navy Lodge Marketer of the Year was Beverly Armstrong, General Manager, Navy Lodge Great Lakes, Ill.

The Associate of the Year was awarded to William Sy, room attendant, Navy Lodge Mayport, Fla. Sy received the award for his work in renovating the Navy Lodge’s lobby, a task he single-handedly designed and executed.

The Hospitality Award, presented to the Navy Lodges that are rated the highest by guests in a variety of areas of guest service, was given to Navy Lodge Moffett Field, Calif. Other Hospitality Award winners were Port Hueneme, Calif., for the medium category and Navy Lodge Sasebo, Japan, for the large category.

The Navy Lodge PCS Award was given to Liz Eck and Elena Knudson, Navy Lodge Hawaii, for the Navy Lodge with the highest room night increase in permanent change of station (PCS) room nights. Linda Bird, Navy Lodge Kings Bay, Ga., 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 India Austin, Navy Lodge Little Creek, Va. Austin has received this award for the last year four years in a row.

The Navy Lodge general managers as a team were presented with a group award for setting a new Guest Satisfaction Ratings record of 4.84 out of 5.0. The previous all-time record was 4.81.

The American Hotel and Lodging Association Educational Institute (AHLAEI) presented Navy Lodge North Island, Calif., with its Meritorious Award, the highest award it presents. Navy Lodge Jacksonville, Fla., was awarded the AHLAEI's Golden Pineapple Award, the second highest award it presents. The Navy Lodges competed against civilian hotels in the U.S for these awards.

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