

# Conference Preview

The Westin Virginia Beach Town Center Virginia Beach will host the Navy Fleet and Family Readiness (FFR) Lodging Conference March 9-12.

## FLEET AND FAMILY READINESS LODGING CONFERENCE Set for Virginia Beach

Commander, Navy Installations Command (CNIC) official and recreational lodging professionals will gather at The Westin Virginia Beach Town Center next month for the Navy Fleet and Family Readiness (FFR) Lodging Conference, scheduled to take place March 9-12.

More than 300 attendees — representing Navy Gateway Inns and Suites (NGIS) and the Navy Recreational Lodging & Campgrounds (NRL&C) program — are expected for the annual lodging training and awards conference, according to Tammy Davis, CNIC acting official and recreational lodging program manager.

Training sessions will cover two days, addressing current industry challenges along with Navy-specific training. For the first time, CNIC will offer a training track specifically for Navy recreational lodging operations. In addition, current “Whole Room Concept” vendors will also be on hand to display packages and answer questions.

### SESSIONS

The conference commences on Tuesday, March 9 with a NGIS lodging working group from 8 a.m.-4 p.m. in the hotel’s Viceroy Meeting Room.

General sessions take place on Wednesday, March 10 in the hotel’s Monarch Ballroom. The All-Hands General Assembly and Welcome is scheduled from 8-8:30 a.m., with John Baker, SES, CNIC Fleet and Family Readiness Program director, and Robin Gaines, CNIC Lodging Program Reviews, welcoming attendees to the conference.



Navy Gateway Inns and Suites will present its annual Adm. Elmo R. Zumwalt Awards for lodging excellence on Thursday, March 11.

A Fleet and Family Readiness Town Hall Meeting will follow from 8:40-10 a.m., as Fleet Readiness Programs Director Ed Cannon, along with Davis, Gaines, NGIS Project Manager Sean Fegette and NGIS Operations Project Manager Rick Mroch, CNIC Lodging Systems, will provide a “State of the Union” address on CNIC lodging.

Internet entrepreneur Kevin Prentiss will lead a discussion on “The Global Impact of Social Networking: Twitter, MySpace, Facebook and Beyond,” from 10:15-11:45 a.m. The session will offer discussion on the capabilities and global impact of Web-based social networks, as they relate to official and recreational lodging operations.

Following lunch, a social networking/marketing update — “What Can CNIC Do for You” will be given by FFR marketing staff from 1-2 p.m. That session will be followed by a Wounded Warrior/Americans with Disabilities presentation from 2:15-3:45 p.m. entitled “The Inclusion Factor,” led by Mark

Derry of Eastlake, Derry & Associates. This session will offer a common-sense approach to accessible lodging and recreational facilities for wounded warriors.

Regional breakout sessions will round out Wednesday’s slate, beginning at 3:45 p.m., as regional program managers/on-site leads will have face-to-face discussions with their regional program staff.

### THURSDAY

Thursday’s schedule begins with a session on “Contracting for Success” from 8-8:30 a.m., followed by product information sessions by vendors for amenities (8:30-9 a.m.), TVs (9:10-9:40 a.m.) and uniforms (9:40-10 a.m.).

A front-of-the-house tour of the front desk at NAB Little Creek’s Shields Hall NGIS will take place all day from 10 a.m.-4 p.m., with continuous shuttle service provided for attendees.

There will also be three tracks that participants can select for their Thursday training from 10:10 a.m.-4 p.m.

Track One will feature line-level training. Notable line-level training sessions include a housekeeping skills performance package overview from 1-1:50 p.m. and "Nonappropriated-Fund (NAF) Personnel: The Basic Benefit Options" from 2-2:50 p.m.

Track Two is targeted for NGIS managers and supervisors. Sessions of note in this track are: "NGIS Managers Global Presence and the Path to 100 Percent Utilization," which runs from 1-1:50 p.m. CNIC Information Technology (IT) Branch personnel will focus on the NGIS global direction, allocations and guest satisfaction, and how the expectation has changed.

Track Three focuses on sessions for NRL&C staff members, who represent CNIC cabins, cottages and RV parks.

From 11-11:50 a.m., "Professional Training and Certifications" will be led by representatives from the National School of RV Parks and Campgrounds, an industry leader in training and certification programs. The session will offer a complete program overview for

NRL&C employees to include enrollment, curriculum, schedules and fees.

**LODGING AWARDS**

The best and brightest in NGIS will be honored at the annual lodging awards dinner, which takes place on Thursday, March 11 from 7-9 p.m. in the Monarch Ballroom.

The evening will be highlighted by the presentation of the Adm. Elmo R. Zumwalt Awards, named after the former Chief of Naval Operations, which recognize those visitors quarters (VQs) that excel in customer service and management. NGIS facilities receive Zumwalt awards for achieving five-star ratings — similar to commercial hotel quality rankings — for excellence in Navy lodging operations.

Vice Adm. Michael C. Vitale, USN, CNIC commander, will be on hand to present the Zumwalt Award to 15 installations, present three- and four-star



Employee of the Year awards will be presented in four categories: Housekeeper, Associate, Supervisor and Manager.

accreditation awards and present 12 Employee of the Year awards in four categories: Housekeeper, Associate, Supervisor and Manager.

The conference will conclude on Friday, March 12 with the NRL&C working group from 8 a.m.-4 p.m. Davis noted that this working group would "continue to define the 'way ahead' for the NRL&C program." **-MCH**

**ON SITE REFINISHING & REUPHOLSTERING**

*Refinish*

**AND SAVE UP TO 80% OFF YOUR BUDGET**

- Refinishing
- Upholstery
- Touch Textiles Fabrics
- Clean & Non-toxic
- Cost Efficient
- Recognized Globally

**Actual Savings on Completed Project:**

|                                      |                |
|--------------------------------------|----------------|
| <b>U.S. House of Representatives</b> |                |
| New Furniture:                       | \$1,104,448.20 |
| Refinished by TRT:                   | \$169,030.60   |
| <b>Savings of 84%</b>                |                |

**GSA Approved Vendor GS-29F-0002M**

**The Refinishing Touch**

1.800.523.9448 www.therefinishingtouch.com

**45 Years of Quality**

*Let it work for you!*

Shelters  
Gazebos  
Timber Buildings  
Bridges  
Kiosks

www.cedarforestproducts.com  
800-552-9495

**GSA Advantage!**

**CFP Cedar Forest Products Co.**