

# Navy Region Northwest ... A Prime Destination for Business and Vacation

In 2013, all four Navy Gateway Inns & Suites (NGIS) locations in Navy Region Northwest were awarded 5-Star Zumwalt Accreditation, symbolizing lodging service excellence that reflects outstanding overall lodging experiences for military community guests.

“It takes teamwork to make it — all must pass or none do,” said Regional Lodging Program Director Barbara Williams. “We are ready to provide 5-Star service and amenities to our guests each and every day. We live the Zumwalt standard.”

Dating back to 1996, NS Everett has received seven 5-Star Zumwalt awards; NBK Bremerton has received six; NBK Bangor has received five; and NAS Whidbey Island has received six 5-Star awards and one 3-Star Zumwalt award.

The accreditation inspection is unannounced, and “the accreditation team captures the actual guest experience, which requires each NGIS to be inspection-ready every day,” noted Williams.

The accreditation for excellence in lodging management program was established to improve customer service, financial management, operations, facilities and the overall lodging experience for all guests. “The accreditation focus is to provide consistent superior management in all functional areas, as well as back-of-the-house operations,” explained Williams. “The performance of such functions is measured against operational standards, and each installation is evaluated every two years.”

As part of the accreditation process, the following areas are reviewed: Initial Guest Contact, Housekeeping Services, General Requirements (Common Areas and Rooms), Personnel Management, Financial Management, Management Functions and Logistics Management.

The accreditation review includes a checklist of 238 separate standards, with 2,273 total points possible. To achieve 5 stars, 95 percent or 2,159 points are necessary, 90 percent or 2,046 for 4 stars and 85 percent or 1,932 for 3 stars.

In addition to the award-winning NGIS facilities, Navy Region Northwest offers Navy Getaways including the breathtaking accommodations pictured here at Pacific Beach Resort & Recreation Center.

## STAYING CURRENT

One of the goals of the Navy Lodging program is to keep facilities and amenities as up-to-date and appealing as possible, and the NGIS Northwest facilities are no exception, with NGIS-Bangor recently getting some needed updates and renovations, while NGIS-Smokey Point is slated for renovations in 2014.

At NGIS-Bangor, the complete interior of the building was renovated. “All bathrooms were gutted and received new finishes and fixtures, and all flooring was removed and replaced,” explained Williams. “Old wallpaper and ceiling tiles were removed, and all surfaces received new paint. All light fixtures, appliances and furniture were changed. The stuffy tapestry wingback chairs have been replaced with overstuffed chairs with ottomans.”

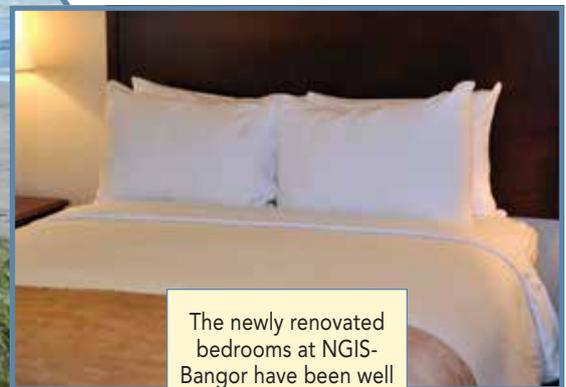
In addition, a small kitchenette area was added in an existing closet space to accommodate the coffee pot, microwave, refrigerator, ice bucket and a sink, which was added for guest convenience. The final walkthrough on the project was Nov. 26, 2013.

“The result is a more modern facility that embraces the qualities of a commercial, mid-grade hotel,” noted Williams. “The response has been tremendous. We

The newly renovated NGIS-Bangor rooms include comfy couches with ottomans, as well as new carpeting, finishes, fixtures, furniture and appliances.



All photos courtesy of Navy Lodging Program



The newly renovated bedrooms at NGIS-Bangor have been well received by visitors.

# NAVY LODGING PROGRAM

really took guest suggestions to heart, offering a sink in a kitchen-type area, a larger microwave, a larger refrigerator with a separate frost-free freezer and articulating mounts for larger flat screen TVs. Wishes of housekeepers were also considered with solid surfaces on countertops and in showers. Showers also feature a handheld nozzle for easier rinsing. Mirrored closet doors were removed and closets relocated for a more modern feel to the rooms.”

The general contractor for the renovations was Saybr, while the furniture was supplied by New England Woodcraft. Ensign Nathan Scervo from Naval Facilities Engineering Command (NAVFAC) served as the contracting officer’s representative, while project management was provided by Sean Fegette at the Facility Branch of CNIC in Millington. Jana Joplin assisted with her interior design talents.

Williams pointed out that having these types of facilities available for service members and their families is essential to their overall quality of life.

“We believe a good night’s sleep in a clean, comfortable, secure environment is paramount to being mission ready,” she asserted. “Twice a year, Navy SEAL Dive Team 1 from Pearl Harbor spends about three months in the Bangor facility in order to conduct cold water diver training. We incorporated their desires into our renovated spaces to ensure their training can be maximized. Official travelers all seek out our Bangor facility first because of its convenience to base amenities and tenant commands. They know the service they receive will exceed their expectations.”

Both NGIS-Bangor and Bremerton are centrally located on each base within walking distances of on-base dining, fitness and child-care facilities, housing and Fleet & Family Support Centers, NEX and Commissaries, and located near Seattle ferry terminals, the Olympic Mountains and the coast.

## HEAD NORTHWEST

NGIS Northwest facilities combine all the comforts of a hotel, while specializing in official business accommodations, according to the Navy Lodging Program. Starting at just \$50 a night, each facility in the Northwest boasts flat-screen TVs with basic cable and a premium channel, complimentary USA Today and snack bag, hair dryer, iron and ironing board, microwave, refrigerator and Keurig coffee machine with coffee, condiments and cups in each room, in addition to computer access, fitness facilities, free Wi-Fi access throughout the facility, a business center and free guest laundry.

Each facility is centrally located on each installation (with the minor exception of NGIS-Smokey Point, which is located about 20 minutes from NS Everett), providing a nexus of convenience for business or leisure needs.

NGIS-Whidbey Island, for example, is located on base within walking distance of Morale, Welfare and Recreation (MWR) and Fleet & Family Readiness facilities, and is considered a hub for exploration of the Great Northwest. Visitors can rent kayaks and camping gear at the recreation center and spend some time at Deception Pass State Park, or take a quick drive and ferry ride and visit Victoria, BC for an afternoon. For golfing enthusiasts, NAS Whidbey Island’s Gallery Golf Course — right outside the gate — is an 18-hole award-winning

course that is open to the public.

NGIS-Smokey Point is close to the Tulalip and Skagit Valley Casinos, Everett Comcast Arena, Seattle Premium Outlet Mall and the beautiful Cascade Mountains. The NEX, Commissary, Fleet & Family Support Center and Navy Federal Credit Union are all within a two-minute walk of the NGIS, and NS Everett and Mt. Baker Ski Resort are just a short drive away.

NGIS information and reservations can be found at [www.dodlodging.net](http://www.dodlodging.net) or by calling 1-877-NAVY-BED.

## NAVY GETAWAYS

In addition to the award-winning NGIS facilities available, Navy Region Northwest offers Navy Getaways with a variety of accommodations, including:

### Cliffside RV Park, NAS Whidbey Island

Cliffside RV Park’s “million-dollar view” is the embodiment of all that Whidbey Island and the San Juan Islands have to offer, as well as being a great place to stay, according to Navy Lodging Program. Cliffside offers 57 RV spaces with full water, electrical and sewer hookups, 10 tent campsites and six furnished yurts. Other amenities include new restrooms and shower facilities, coin-operated laundry, three covered activity pavilions (including some with fire pits or fireplaces).

### Jim Creek Wilderness Recreation Area

The Jim Creek Wilderness Recreation Area, located just outside of Arlington, Wash., is about an hour-and-a-half drive north of Seattle, and serves as a Naval Radio Station and a Regional Outdoor Recreation Area. Serving active-duty personnel, reservists, retirees, DoD civilians and sponsored guests, Jim Creek offers a broad variety of recreational opportunities, including camping, fishing, boating, hiking, biking and team-building programs. Nestled in the foothills of the North Cascades, Jim Creek is open year round, with regular weekend activities from May-September.

### Pacific Beach Resort & Recreation Center

A two-and-a-half-hour drive from the Seattle-Tacoma International Airport, the Pacific Beach Resort & Recreation Center is one of the military’s truly unique Navy Getaways destinations. Located on the Washington coast, there are a lot of activities at and around the resort.

Set between the Olympic National Forest and the Pacific Ocean, this Navy Getaways resort has its own bowling alley, cardio room, theater, teen center (equipped with multiple gaming stations, each with comfortable gaming chairs), and has recently added The Rec Zone, a multi-use indoor space offering a kids climbing wall, basketball court, gaming stations, toddler playground, ping pong tables and more.

Visitors choose from a single hotel room to full, five-bedroom cottages on the bluff. Cottages are very large, fully furnished and can accommodate up to 12 guests, depending on the number of bedrooms. Each has a full kitchen and dining area, as well as patio and BBQ grill.

For more visit [www.navygetaways.com](http://www.navygetaways.com).

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