

Fort Monroe Lodging Manager's Narrative
To accompany Fiscal Year 2004 (FY 04) Nonappropriated Fund (NAF) Budget

Mission Statement.

Our mission is to support the total force, most notably the supporting activities of Fort Monroe to include the Northeast Region Headquarters, by maintaining world class hotel accommodations on an historical landmark, in a modern, quality environment, where we are known for providing outstanding hospitality to active duty and retired military personnel and their families and to Department of Defense civilians.

Description of Operation.

Fort Monroe has 15 transient lodging facilities. All are historical and some are more than 100 years old. Our inventory includes one single dwelling house with full basement, two duplex houses, and one triple-storied unit of suites.

Our front desk is open Monday through Friday, from 0800 to 1630 hours. Besides telephonic contact, reservations may be made by leaving a voice mail message or by email at lodging@monroe.army.mil. Guests arriving after 1630 pick up their welcome packet from the Desk Sergeant at the Provost Marshal Building. This process has served us well.

Housekeepers provide daily stay over and check out service. They begin work at 0900 weekdays and 1000 hours weekends and continue until all areas are serviced, usually 1530. Average stay of guests is two to three days.

Staff roster consists of one part-time administrative assistant (administrative assistant/front desk clerk) and six custodial personnel (three part-time and three flex). We are in the process of hiring one more administrative assistant to job share the admin and front desk duties. This second person will allow our front desk to remain open until 1800 hours.

The complimentary continental breakfast is a much appreciated and enjoyed amenity. Many favorable comments are received.

Our most usual guest is the military or civilian person on temporary duty who stays two to four nights. However, this past year we have accommodated reservists in half of our facilities for several months at a time. This created greater and more stable revenue than we had experienced previously.

Most of our guests are very high ranking military or civilian service members. We have accommodated a number of general

officers and various distinguished visitors. BG Vincent Brooks, who briefed the news media during the Iraqi conflict, and Mrs. Carol Brooks were recent guests. BG Brooks stated that we have the nicest quarters he has ever stayed in.

Training opportunities are directed toward teambuilding and skill building. Basic housekeeping skills are taught in house but we have had guest speakers talk about safety, defensive driving, self motivation. In FY 03 all employees were sent to Anger Management Training for eight consecutive weeks at Army Community Service. The FY 04 budget provides training funds which will be used to purchase a video training tape for our library and attendance at one day seminars.

Facilities.

Armistead Hall (ten suites) was renovated in 1999. The building is in excellent condition. Furniture and carpet replacement follows Department of Defense and Army Lodging guidelines and is scheduled in the Capital Purchases and Minor Construction (CPMC).

The two duplex houses on Hatch Lane have received carpet and furniture via appropriated fund channels. They are the recipient of our only CPMC project in FY 04, the bathroom upgrade. In FY 03 the Post abated the lead base paint and replaced the front porches and banisters.

Cooper Hall, the only single dwelling, has received minor decorative upgrades in the past year. From appropriated funds the Post has power washed and sealed the deck.

During FY 03 it became apparent during discussions with Public Works engineers that it would not be financially feasible to renovate the Perry House. This loss created a shortage of two quarters, but most notably, the only units we offered with two bedrooms. This was a great detriment to our operation this summer while so many families changed permanent station. Projects to redecorate the Perry House have been deleted from CPMC. Talks with Public Works personnel indicate that we may receive other two bedroom unit(s) after Family Housing completes their privatization.

Annual Operating Budget.

Revenue: \$229,733.

The FY 04 revenue is based on an overall 76 percent occupancy rate, after seasonal rates are factored. This estimate is based on historical performance. It is our goal this year to achieve

80 percent occupancy. Besides lessons learned, we will have two sharp front desk personnel and will be open a few additional hours in the evening. One benefit to us is that we are located between Williamsburg and Virginia Beach in a highly visited tourist area. In the wintertime, especially during late November and December when fewer people travel, we would like to attract more guests traveling without orders. We are marketing our facilities to military and civilians working in the Beltway seeking a short getaway and to identification card holders in the area who have overnight guests at their home. We have presented handouts at the Casemate Community Connection, formerly Officers and Wives Club.

Local hotel rates are seasonally priced at \$59 in the winter and \$99 in the summer. Some of our rates exceed fifty percent of the per diem. We have requested approval in the commander's memorandum.

Labor: \$112,929.

Labor figures are based on historical documentation and the labor chart. The two administrative assistants will work set hours. The custodial workers are on the clock until the work is completed. On days when we experience low occupancy, they all depart at an earlier time. The Employee Bonus and Award Expense (General Ledger Accounting Code 617) is increased over FY 03. The budgeted amount, \$8,323, represents about \$1,000 per employee.

Operating Expenses: \$111,138.

Operating expenses are based on historical documentation and planned acquisitions. Some expenses appear as increases over past year(s). The increases are either true increases or appear as increases because FY 03 expenses executed later than the comparison Budget Sheet. Training Expense (GLAC 660) is budgeted for \$800; actual in FY 03 was \$440. The \$800 is required to support the training plan mentioned elsewhere in this narrative. The Supplies Expense (GLAC 726) is within range of past years, but appears greater because most supplies are purchased in the months later in the FY than the comparison Budget Sheet. The same reason is true for Furniture Expense (GLAC 742), Rental Expense (GLAC 746), Flowers and Decorations Expense (GLAC 747), and Tableware, etc. Expense (GLAC 749).

Memorandums of Agreement (MOA)

We have no Memorandums of Agreement with any Directorate of Community Activities unit. We do receive administrative support from DCA.

Costs for NAF Financial Services are based on their charges.

Appropriated Fund Support.

The Post Resource Management Office has responded very favorably to our request for funds to pay/purchase cable television, linen, supplies, and furniture. In FY 03 we received \$5,000 for supplies. Now that we have reached a new understanding, I expect to see more dollars in FY 04. However, at this time our requests are unfinanced requirements.

Capital Purchases and Minor Construction.

The one project for FY 04 is to renovate the bathrooms at the two duplex houses on Hatch Lane. The sinks, vanities, mirrors, and fiberglass tub surrounds are failing and their condition detracts from all other improvements in the units.

Subsequent projects replace carpet and furniture. Our 5-Year Plan is worked with the Engineer Division of the Public Works Directorate and input is routinely sought for maintenance and repairs and upgrades.