

# AIR COMBAT COMMAND LODGING STANDARDS AND FACILITIES GUIDE



*doing good things for people*



# LETTER FROM THE COMMANDER



1

Dedicated, well-trained service providers and state-of-the-art facilities are essential elements of quality service--and are part of the Air Combat Command style. Upholding this style, our Innkeepers achieve quality standards by making customer satisfaction a primary aim, while still providing resources for mission requirements. Key to our mission is quality service in quality facilities.

This brochure identifies our best lodging facilities and services in Air Combat Command. Commanders as well as Innkeepers may seize a proactive role in meeting today's customer-oriented environment by using these standards to plan quality programs and facilities for their customers.

I urge commanders and lodging managers to make this initiative a high priority and give it their active support. By using the guidance in the "Lodging Standards and Facilities Guide", we can improve lodging facilities and achieve the quality service standards we seek in Air Combat Command.

A handwritten signature in black ink that reads "John M. Loh".

John M. Loh  
General, USAF  
Commander

# TABLE OF CONTENTS

1

## FIRST IMPRESSIONS 3

Parking  
Signs  
Landscaping  
Exterior Lighting

2

## THE WELCOME 7

Reception Center  
Entrance  
Lobby  
Front Desk  
Administrative Area

3

## GUEST ACCOMMODATIONS 13

Visiting Officers Quarters  
Visiting Airmen Quarters  
Specific Requirements  
for VOQ and VAQ  
Temporary Lodging Facilities  
Specific Requirements  
for TLF  
Design Requirements  
for VOQ/VAQ/TLF  
Support Areas  
for VOQ/VAQ/TLF

4

## CUSTOMER SERVICE 32

Employee Performance  
Standards  
Guest Services



*The Innkeeper Trophy is presented annually to the Air Force installation having the best lodging program in the Air Force. Managerial expertise, commander involvement, housekeeping standards, quarters quality and dedication to customer service are the ultimate measures in determining the winner of this prestigious award.*



# FIRST IMPRESSIONS



3

## ACC Style

*"The first impression a person receives often sets the tone for the entire tour or visit."*



*First Impressions help formulate a visitor's opinion of the lodging facility. Since the lodging facilities are usually one of the first places a newcomer experiences, the appearance may indirectly influence the guest's impression of the entire base.*

*Locate parking areas near individual rooms to help minimize guest inconveniences such as unloading of luggage. Include a special parking area near the building entrance so guest may check-in and check-out effortlessly. Post exterior signs so they are easily seen, especially by guests unfamiliar with the base. Exterior building lighting further identifies the lodging complex and enhances security. The lodging facility must be functional as well as attractive. Creative landscaping provides both pleasant and stimulating surroundings.*

*A good combination of convenience and aesthetics creates a strong first impression. This pleasant impression makes lodging an enjoyable experience.*



- Parking
- Signs
- Landscaping
- Exterior Lighting



# 1





*Provide curbing around parking lots and streets.*



*Install directional signs in central location to guide visitors.*

## PARKING

- Provide functional, landscaped parking lots which reduce the visual impact of parked cars by designing landscaped islands within the parking lot.
- Use several smaller parking areas rather than one large one, so parking does not dominate the area.
- Design additional access roads to parking lots from secondary roads.
- Provide reserved parking spaces for DV suites.
- Provide parking and ramps for handicapped guests in compliance with current directives. Ramps should have a minimum slope of one inch per one foot of ramp.

## SIGNS

- Ensure signs are professional, well maintained, properly located, and well secured.
- Ensure individual letter-type signs are readable from a distance at all times.
- Provide recurrent directional signs from the base's main entrance to the registration building.
- Follow standard sign format, color and size in accordance with latest sign regulations.





## LANDSCAPING

- Preserve natural aesthetic features, taking full advantage of the existing environment.
- Plant attractive, low maintenance landscaping. Follow existing landscape development plans.
- Include professional landscaping in new facility construction and annual budget requests.
- Interconnect support facilities with accessible walkways.
- Provide open grassy spaces for recreational shelter. Design shelters with barbecue grills and GFI (ground fault interior) electric outlets.

*Select hardy, indigenous plants that provide year-round color.*

## EXTERIOR LIGHTING

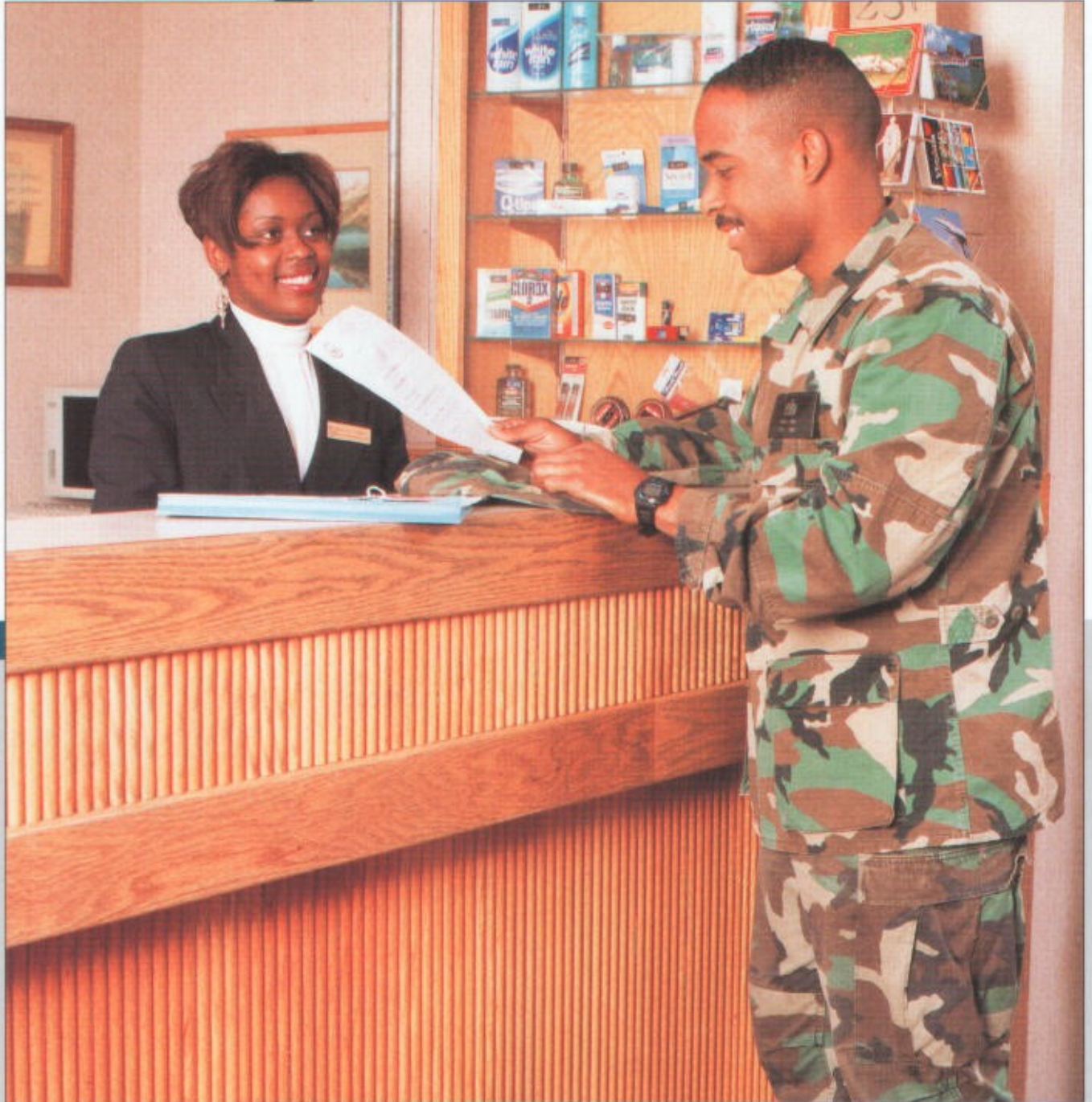
- Provide night lighting on signs for VAQ, VOQ, TLF and the reception center.
- Ensure room directional signs are adequately lighted.
- Control exterior lights by photocell with manual override switching.



*Provide adequate lighting for safety and security of building exteriors and walkways.*



# THE WELCOME



7

## ACC Style

*"The goal is to provide pleasant and comfortable lodging, while ensuring the best customer service possible."*



*A* pleasing lodging complex produces **THE WELCOME**. It creates a feeling of comfort and ease for the visitor.

Upon arrival to the lodging facility, the guest first visits the reception center. The covered entrance identifies and shelters the building entry. The lobby accommodates the needs of the visitors by providing pleasant interiors, restrooms and a coffee bar. A customer service representative greets each guest, assigns rooms, and provides additional information as required. The administrative staff provides the behind-the-scenes work that keeps the lodging complex running smoothly.

The Welcome is a strong combination of an inviting reception center and motivated, customer-oriented staff. This positive combination further enhances the guest's experience.



- Reception Center
- Entrance
- Lobby
- Front Desk
- Administrative Area

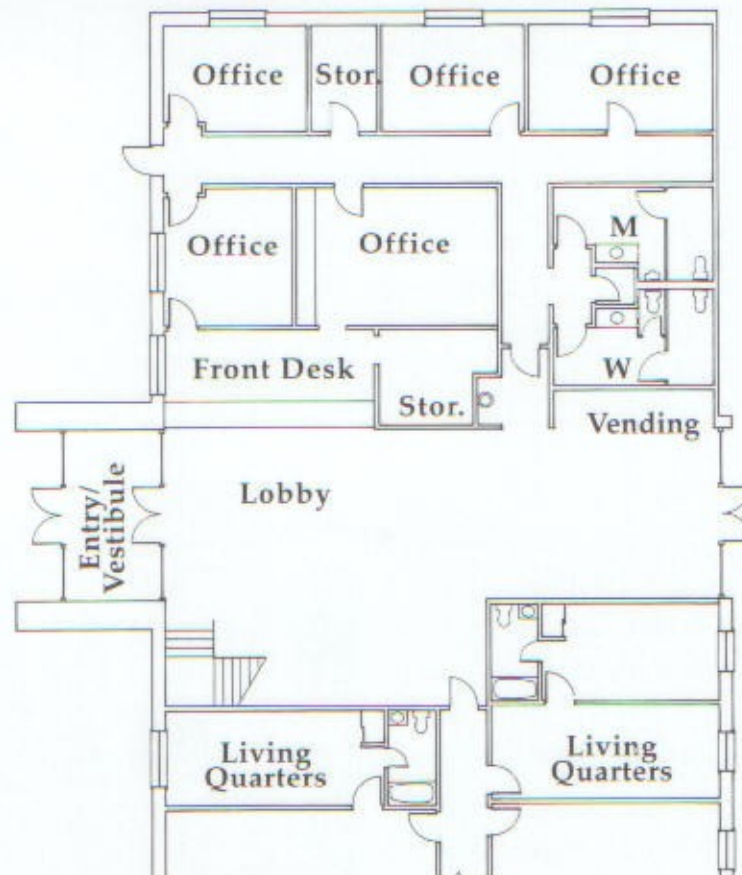


# 2



## RECEPTION CENTER

- Locate reception center to provide a first point of contact for visiting and relocating personnel.
- Ensure parking, entries, walkways and rest rooms are accessible to handicapped guests.
- Provide lighted directional signs.
- Provide attractive lobby with convenient access to necessary auxiliary services.
- Locate offices in convenient, central locations.
- Provide lobby seating for a minimum of 12 guests. This area is in addition to circulation areas for the entry, registration, telephone, gift shop and toilet facilities.
- Provide a fully automated, one-stop, touch-screen, self-service information center that provides on- and off-base information/maps to guests with print out capability.



*Design reception centers similar to those of quality hotel and motel establishments.*



*Provide clear identification for reception center building.*





## ENTRANCE

- Install automatic opening/closing doors at lobby entrance .
- Provide a covered walkway to the main entry door, with access for handicapped guests.
- Furnish lobby vestibules with recessed or walk off mats and nonskid flooring, such as quarry tile or vinyl flooring.
- Light exterior of entrance adequately.

*Provide outside drive-through area with designated loading zone for passengers and baggage.*

## LOBBY

- Provide dedicated secure storage area for guests' luggage.
- Use brown-tone or gray-tone neutrals for permanent finishes such as ceramic tile, window blinds, and laminates. Non-permanent interior finishes (carpet, paint, artwork, upholstery) may be in various mid-range colors. Provide patterned or bold-tweed carpet. Use type II vinyl wall covering.
- Furnish newspaper vending machines that are readily accessible. Restock daily . Ensure all public amenities, including restrooms (one each for men and women) and drinking fountains, are accessible to handicapped guest.
- Provide a communications center including house phone, pay phone, and class A phone in a semi-private area.



*Furnish lobby with comfortable and durable seating. Provide a coffee bar for guests.*





*Provide a front desk with a motel type appearance.*

11



*Maintain an attractive, lighted display for resale items, and locate adjacent to the front desk.*

## FRONT DESK

- Use low-static carpeting behind the desk and ceramic tile (or comparable) in front of check-in/out areas.
- Identify a separate area for guest check-in and check-out with a professional sign.
- Ensure one section of reception counter is lower in height, no more than 36" high and 36" wide, to accommodate handicapped guests.
- Supply a minimum of four keys for VAQ and TLF and 2 keys for VOQ. Professionally mark keys with building and room number.
- Provide a listing of area kennels, base maps, mailbox and mail drop-off point.
- Furnish a lockable storage area for resale items, room equipment and supplies.





## ADMINISTRATIVE AREA

- Ensure office area interior design is consistent with the lobby and other public areas.
- Provide office space for innkeeper, reservations staff, operations clerk, and other administration support personnel.
- Furnish adequate seating for guests.
- Ensure lodging telephone system and computer equipment are located in areas that comply with controlled climate specifications.

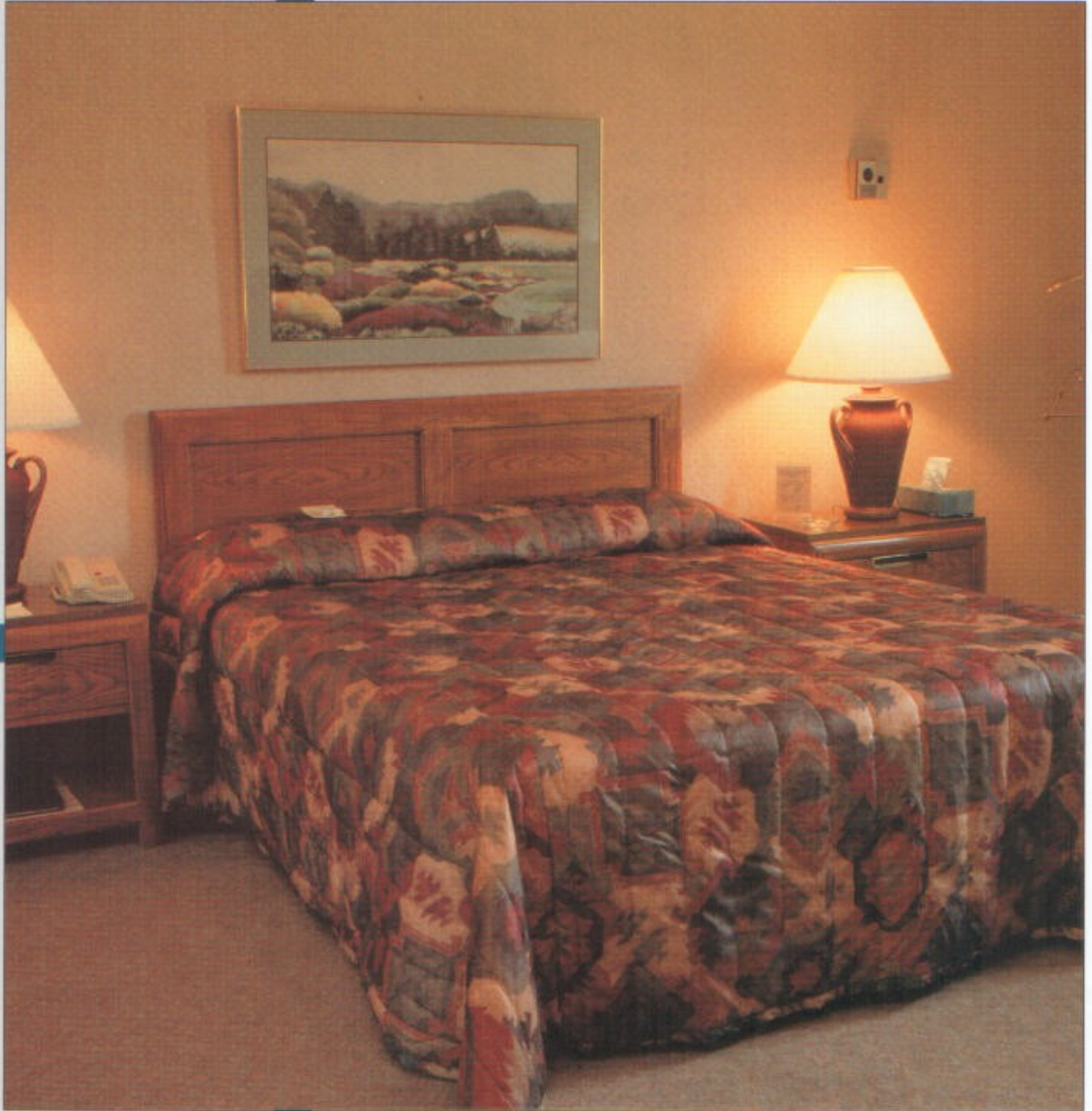
*Provide computer and telephone hook-ups in all administrative areas.*



*Furnish a lockable storage area for resale items, administrative supplies and emergency issue items.*



# GUEST ACCOMMODATIONS



13

## ACC Style

*"Lodging accommodations provided for visiting officers, airmen and civilians are vastly important to the morale and welfare of our people."*



*The visitor's comfort depends on the GUEST ACCOMMODATIONS. These accommodations are provided for visiting officers, airmen, civilians and families.*

*Visiting Officers Quarters, Visiting Airmen Quarters and Temporary Lodging Facilities room accommodations provide comfortable and enjoyable short- and long-term visits. Furnish the facilities to accommodate a variety of activities: sleeping, studying, eating and entertaining. Construct the buildings of durable and lasting materials and design to complement the base architecture. The facilities are further enhanced with convenient amenities such as vending/ice machines, and laundry rooms for guest use. Also program housekeeping support areas that improve the efficiency of providing guest services, such as, linen, equipment and supplies storage.*

*Guest accommodations are vital to the visitor. Families need a sense of home while transitioning to new base assignments, air crews need proper rest and overnight visitors need a comfortable sleeping room. All of these need to be satisfied to become a world class lodging facility.*



- Visiting Officers Quarters
- Visiting Airmen Quarters
- Specific Requirements for VOQ and VAQ
- Temporary Lodging Facilities
- Specific Requirements for TLF
- Design Requirements for VOQ/VAQ/TLF
- Support Areas for VOQ/VAQ/TLF



# 3



# VISITING OFFICERS' QUARTERS

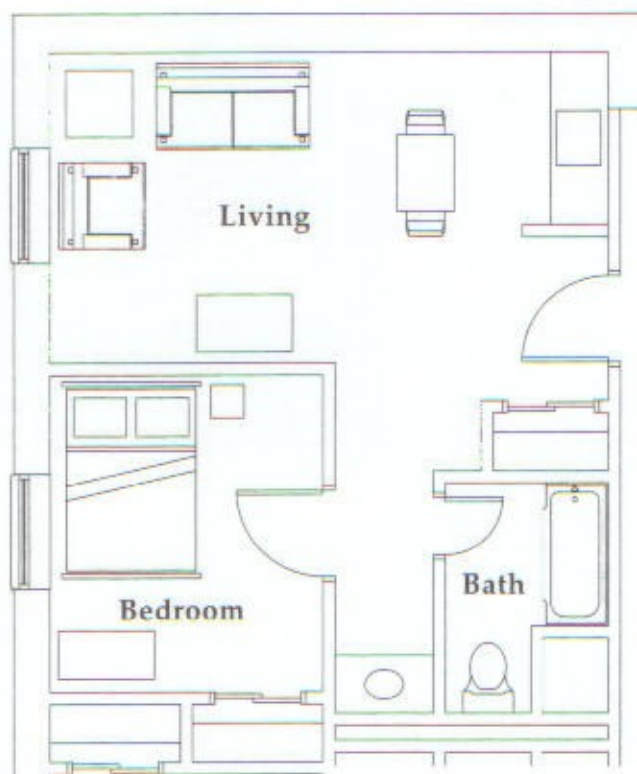
Involve both the commander and lodging management for all design review, renovation, and new construction projects. Review facility design for proper room dimensions and inclusion of guest provisions such as vending machines and laundry facilities.



*Develop VOQs with perimeter walkway balconies and a roof over the top floor balcony to provide weather protection.*

15

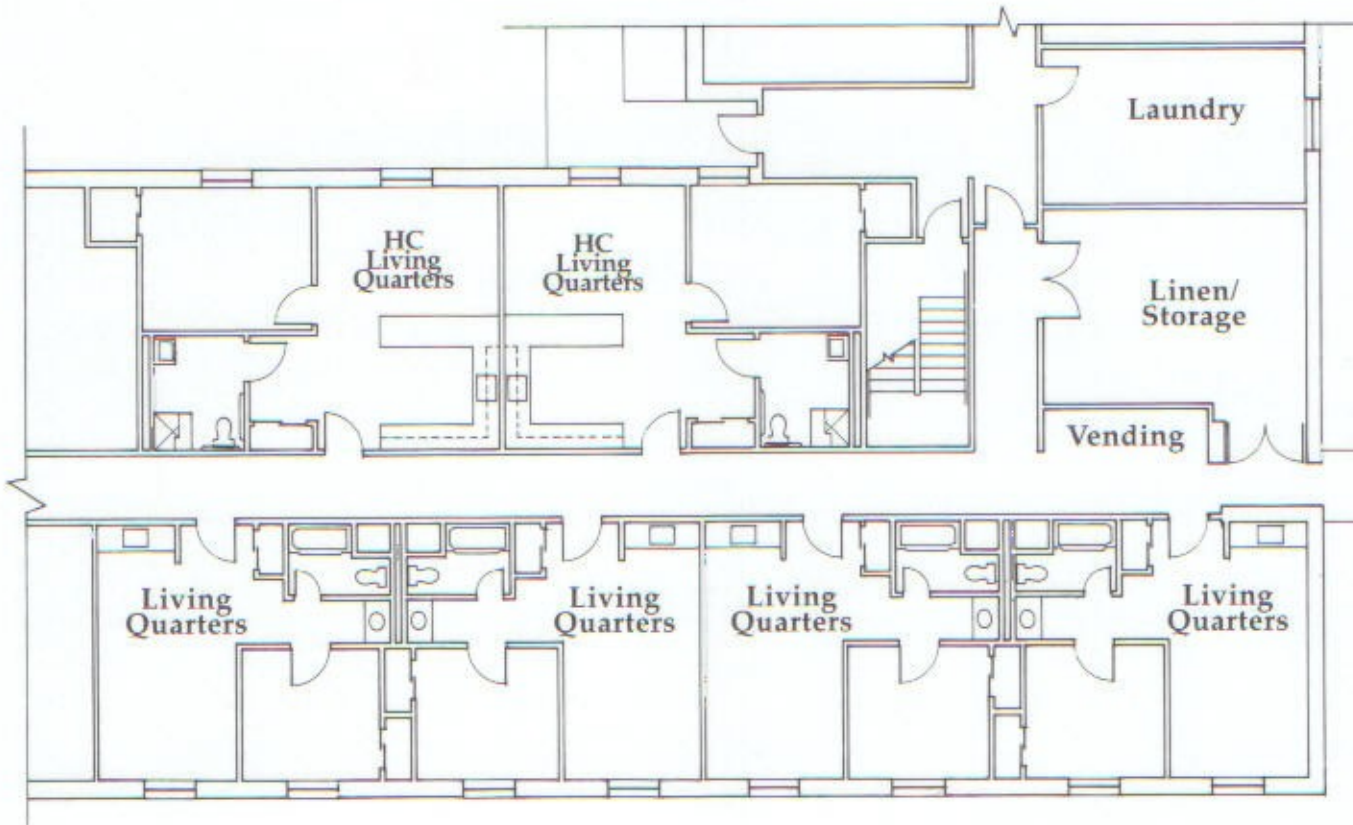
- Use Comprehensive Interior Design(CID) package to ensure functional and adequate designs that meet customer convenience and comfort needs.
- Design guest rooms to accommodate the type of customers you will serve i.e., long term students or short term TDY personnel.



*Design guest rooms for single occupancy with a private bath.*



*Visiting Officer's Quarters should provide a positive first impression of an installation's quality living environment.*



- Ensure each VOQ complex provides attractive, comfortable, temporary lodging for visiting officers.
- Coordinate room amenities with interior decor.
- Provide private bathrooms with adequate apparel and towel hooks, sufficient space for personal toiletries, and covered toilet seats.
- Display base or Air Force Inn logo on soap, shampoo, booklet covers, stationery, ice buckets, and room amenities.
- Locate Visiting Officers' Quarters (VOQs) near the officers' club, reception center, conference center, and other convenience facilities.
- When planning new facilities, centralize and stack bathrooms to minimize plumbing.
- Design a 5 foot turning radius in the kitchen and bathroom areas for handicapped(HC) guests.



*Coordinate bedspreads, room accents and interior colors for an attractive appearance.*



# VISITING AIRMEN'S QUARTERS

Visiting Airmen's Quarters offer hotel-quality lodging for visiting airmen performing duty at your base.

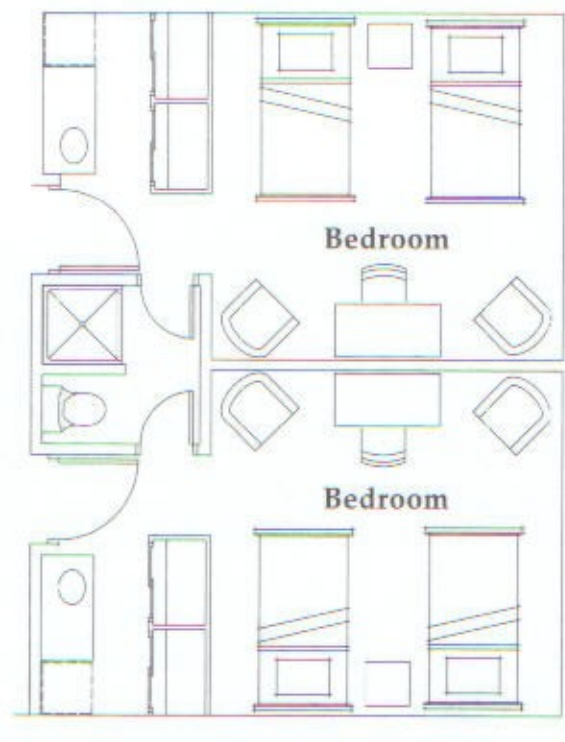


*Develop VAQs using roof overhangs covering the top floor walkway balconies.*

17



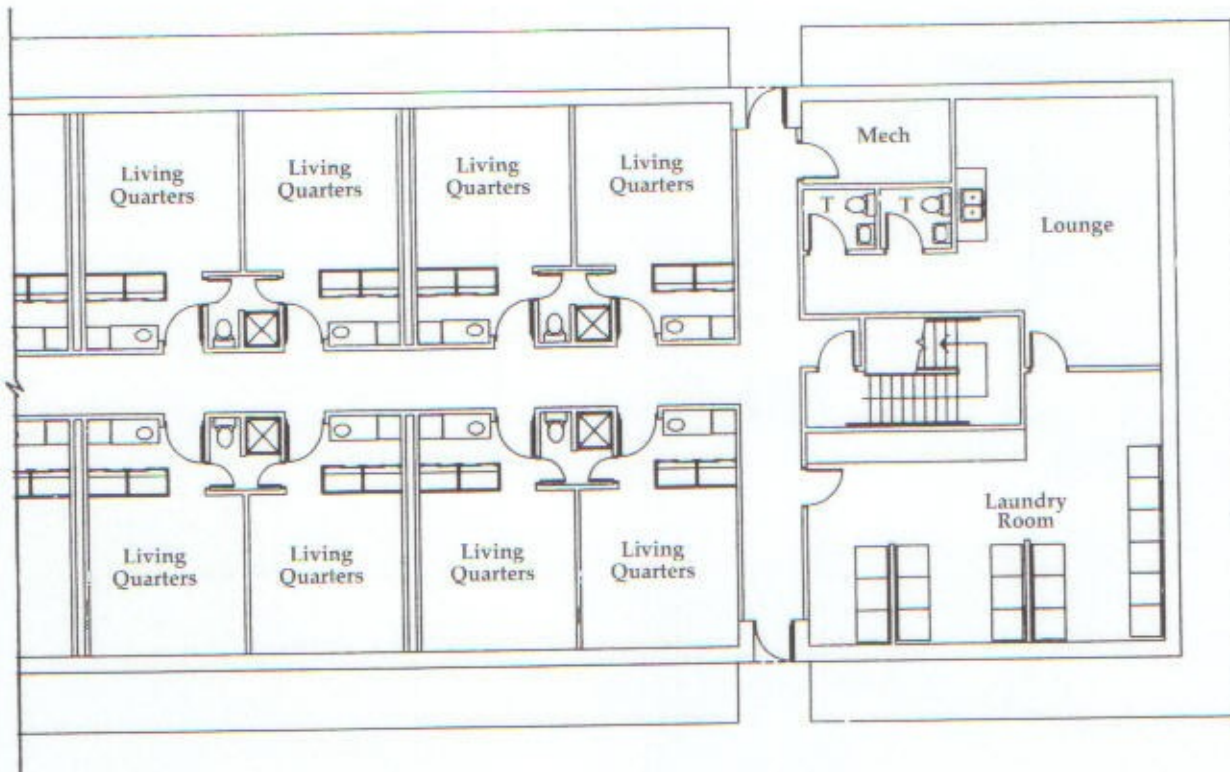
*Place equal emphasis on upgrades and types of amenities in VOQs and VAQs.*



*Room size is determined by space criteria in accordance with current instructions.*



*Visiting Airmen Quarters function as temporary quarters for visiting airmen.*



- Centralize and stack bathrooms to minimize plumbing when planning new facilities.
- Provide one bathroom for two bedrooms. Bathrooms should include showers instead of tubs.
- Room amenities should approximate those issued to VOQ rooms.
- Locate Visiting Airmen Quarters (VAQs) near the Enlisted club, dining facility, reception center and other convenience facilities.



*Install sink and vanity in dressing area adjacent to sleeping area.*



*Use neutral backgrounds with mid-range color accents for interior finishes.*

## SPECIFIC REQUIREMENTS FOR VOQ AND VAQ



Use motel-style furniture rather than conventional brands. Motel furnishings are durable, functional and meet command standards. Furniture brand selection is a base level decision, but should match existing furniture and room decor, and should be comparable to quality private establishments. Each installation should set the goal of providing quality attractive and comfortable furnishings for visiting personnel.



**NOTE:**

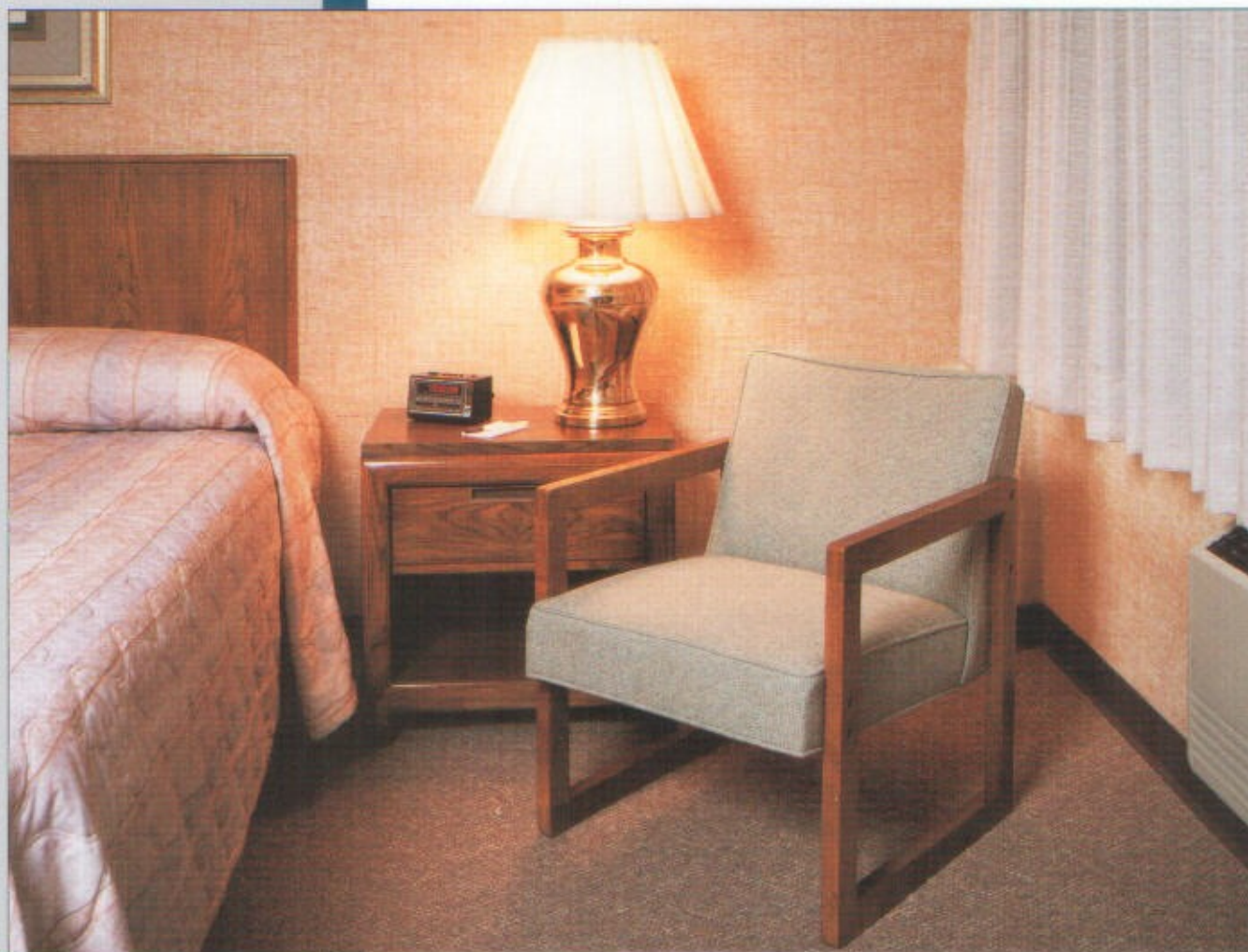
Accommodations with adjoining living room or kitchenette require additional seating, tables and lamps. Provide double beds for VOQs and VAQs (occupancy for E-7 and above). When converting single beds to double beds, consider installation readiness requirements that may necessitate double or single occupancy during contingency situations.

**VOQ/VAQ (E-7 and above) Sleeping Rooms:**

Item	Quantity
Double headboard	1
Double bed frame	1
Double innerspring mattress	1
Double box spring	1
Dresser or chest with mirror	1
Desk	1
Desk chair	1
Luggage rack or bench	1
Night table or stand (free-standing or wall mounted)	1 or 2
Easy chair (color coordinated)	1
Lamp (hanging, floor, or table)	2
Color television set (cable with 1 premium channel)	1
Draperies with built-in or separate blackout lining	As required
Bedspread (color coordinated)	1
Ice bucket with lid	1
Water pitcher and glasses	Set
Coffee maker (2-4 cup) with condiments	1
Clock radio (with illuminated dial set to proper local time)	1
Waste basket	1
Telephone (connected to full service switchboard)	1
Refrigerator with freezer	1
Ironing board and iron	1
Clothes/skirt/trousers hangers (wood or heavy duty plastic)	10 each
Full length mirror (18" x 60" min.)	1



*Provide mobile lounge chairs, if no living area adjoins bedroom.*



21

### VAQ (E-1 and above) Sleeping Rooms:

Item	Quantity
Single headboard	2
Single bedframe	2
Single innerspring mattress	2
Single box spring	2
Dresser or chest with mirror	2
Desk	2
Desk chair	2
Luggage rack or bench	1
Night table or stand (free-standing or wall mounted)	2
Easy chair	2
Lamp (hanging, floor, or table)	2
Color television set (cable with 1 premium channel)	1
Draperies with built-in or separate blackout lining	As required
Bedspread (color coordinated)	2
Bedding (pillows, pillow cases, sheets, mattress covers or mattress pad, blankets)	1
Ice bucket with lid	Set
Water pitcher and glasses	1
Coffee maker (2-4 cup) with condiments	1
Clock radio	1
Refrigerator with freezer	1
Ironing board and iron	1
Clothes/skirt hangers (wood or heavy duty plastic)	10 each
Telephone (connected to full service switchboard)	1

#### NOTE:

Requirements to the right allow for double occupancy rooms; adjust as appropriate for single occupancy or space constraints.





*Provide vanities with lighted mirrors.*

## Private and Semi-private Bathrooms:

- Privacy locks for doors
- Exhaust fans or outside windows
- Adequate apparel/towel hooks
- Vanities with lighting
- Covered commodes with circular seats
- Ceramic tile floors and wainscoting
- Shower stall or tub enclosures
- Well lighted mirror
- One bath towel per occupant daily  
(minimum size 24x48)
- Two hand towels per occupant daily
- Two washcloths per occupant daily
- One bath mat (cloth) per occupant daily
- Two bars of soap per occupant daily  
(one deodorant minimum 1 1/4 oz. bar)
- Facial tissue
- Toilet tissue, 2 ply



## Closet

- Provide storage for guest's personal belongings and room necessities.
- Provide wooden hangers (5 shirt and 5 suit hangers).
- Install shelf in closet for extra blankets and pillows.
- Provide organizer, if possible, for ironing board and iron.

*Provide full-size ironing board with cover and pad.*



# TEMPORARY LODGING FACILITIES

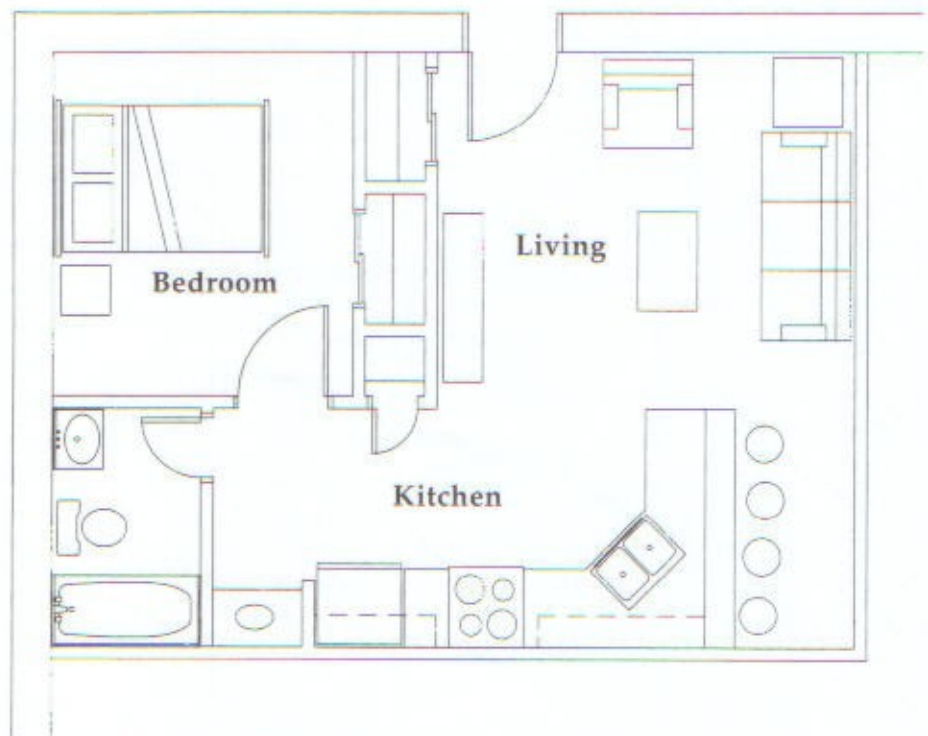
Temporary Lodging Facilities (TLFs) provide quality housing for families. This allows families changing assignments to stay together, resulting in improved morale, enhanced job performance, and increased retention rates.



*Develop Temporary Lodging Facilities that are quality apartment-style housing units.*

23

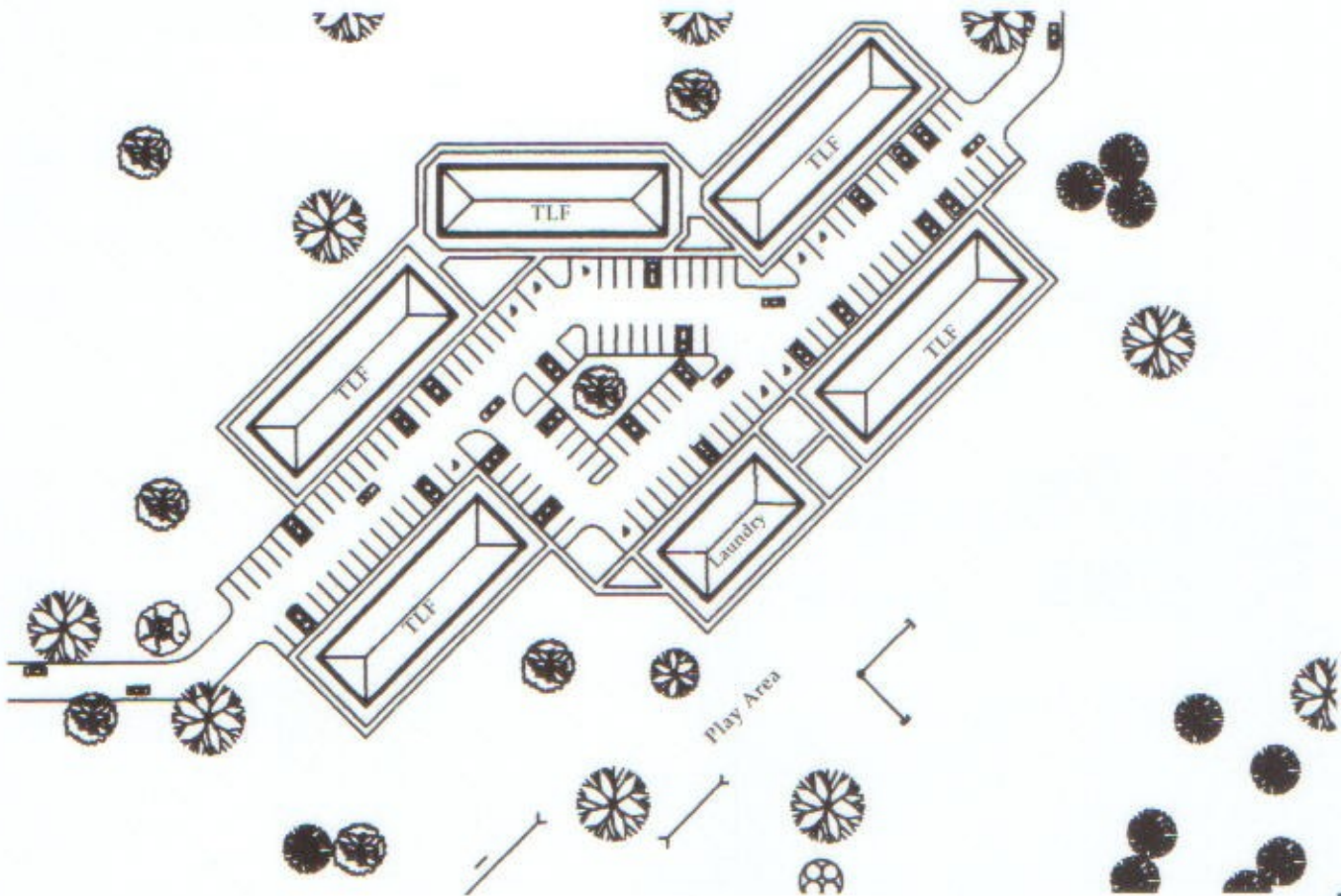
- Construct units in TLFs that accommodate handicapped guests.
- Ensure support areas such as housekeeper's room, janitor's closet, bulk supply storage room, laundry room, mechanical room, vending area, clean and dirty linen storage room are included in TLF construction.
- Because of intense continuous use, ensure TLFs provide maximum durability, privacy, storage, and maintainability.



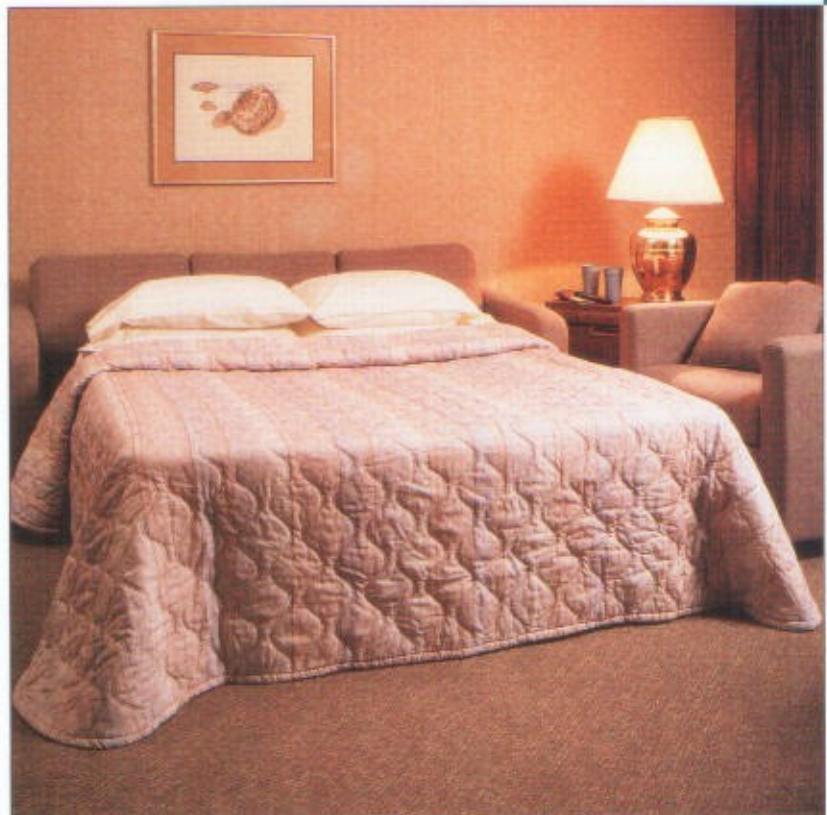
*Design and furnish TLFs to comfortably sleep a family of five.*



*Design TLFs to contain parking areas, laundry facilities, vending area, and a playground/recreational facility for children.*



- Provide parking for U-hauls, recreational vehicles, and vehicles required for handicapped guests.
- Use commercial grade wood furniture with rounded edges and corners. Do not use glass table tops, shelves, or glass inserts.
- Display base or AF Inns logo on soap, shampoo, booklet covers, stationery and ice buckets.
- Ensure playground equipment meets national and local safety codes. Provide fixed seating to allow parental supervision.



*Provide comfortable and durable seating and sofa beds in living area.*



# SPECIFIC REQUIREMENTS FOR TLF

TLFs promote quality temporary quarters similar to apartment style housing for families relocating.



*Provide separate bedroom with full size beds.*

## **Bathrooms:**

- Privacy locks for doors
- Exhaust fans/outside windows
- Adequate apparel/towel hooks
- Vanities with lighting
- Covered commodes with circular seats
- Ceramic tile floors and wainscoting
- Shower stall or tub enclosures
- Well lighted mirror
- Five bath towels per unit daily (minimum size 24x48)
- Five hand towels per unit daily
- Five washcloths per unit daily
- One bath mat (cloth) per occupant daily
- Two bars of soap per occupant daily (one deodorant minimum 1 1/4 oz. bar)
- Facial tissue
- Toilet tissue, 2 ply



## Minimum requirements for TLF:

Item	Quantity
Double headboard	1
Double bedframe	1
Double innerspring mattress	1
Double box spring	1
Dresser or chest with mirror	1
Luggage rack or bench	1
Night table	1
Easy chair	1
Occasional or coffee table	As required and space permits
Sofa sleeper or chair sleeper	As required and space permits
Dinette table with four chairs	Set
Refrigerator	1
Kitchen sink (double)	1
Kitchen range (21 or 24 inch)	1
Lamp (hanging, floor, or table)	2
Roll-away beds (for checkout)	As required
Draperies w/blackout lining (color coordinated)	Set
Bedsread (color coordinated)	1
Eating utensils	Set
Cooking utensils	Set
Pots and Pans	Set
Kitchen towels	Set
Toaster	1
Can opener	1
Child's portable crib (for checkout)	As required
Child's portable playpen (for checkout)	As required
Child's portable highchair	As required
Color TV with cable and one premium channel	1
Clock radio	1
Iron and ironing board	1
Microwave oven	1
Microwave oven cookware	1 matched set
Electric hand mixer	1
Dinnerware service for six	1 matched set
Cookware, assorted sizes	1 matched set
Coffee maker, drip type (2-4 cup)	1
Oven mit	2
Bakeware and pizza pan	1 matched set
Drinking glasses, 8 oz. minimum service for six	1 matched set
Dish scrub brush	1
Sponge	1
Ice bucket with lid	1
Carpet sweeper	1
Cutting board (non-porous)	1
Wood or heavy duty plastic hangers	14



*Provide durable seating in dining areas.*



*Stock kitchens with all necessary kitchen and eating utensils.*



# DESIGN REQUIREMENTS FOR VOQ/VAQ/TLF



## FACILITY EXTERIORS

- Use architectural masonry in earth tone finishes that have a proven history of success. Use accent colors for building trim and identification numbers.
- Provide durable, attractive and easily maintained exterior finishes and materials compatible with base architectural scheme.
- Ensure new sidewalks match existing walkways and connect with adjacent facilities.
- Provide dark bronze anodized aluminum framed and energy-efficient windows with screen, operable sashes, and safety glass.
- Use integrally colored brick, split-faced block, ribbed block, rough-textured exposed aggregate or precast textured panels on new construction.
- On renovation projects include exterior as well as interior upgrades.

*Provide roof overhangs to shelter balconies, walkways and entrances.*

27



## HANDICAPPED REQUIREMENTS

- Provide handicapped-accessible suites on the first floor.
- Provide doors, with lever type hardware, that are a minimum of 36 inches wide.
- Install thresholds a maximum of 1/2" inch high.
- Construct kitchen and bath with accessible counter tops and lever-type handle on faucets.
- Provide grab bars around the toilet and "roll-in" shower.
- Install rod and shelf a minimum of 48" above floor.
- Install telephones with hearing aid compatibility and oversize push buttons.

*Allow open space below sinks to accommodate wheel chairs.*



## FACILITY INTERIORS

- Provide facilities with solid core wood or metal doors with security locks and peep holes. Paint trim with semi-gloss enamel paint a shade or two darker than basic wall color. (Wood doors may be stained).
- Plaster or drywall concrete block walls to improve appearance and provide support for art work and window treatments. Paint other walls with a washable, low-sheen latex in an attractive neutral color. Avoid wood paneling.
- Provide ceilings that hide mechanical/electrical equipment. Paint ceilings white or off-white.
- Install drywall ceilings in individual sleeping rooms to create a residential appearance.
- Install black-out draperies to coordinate with bedspreads and upholstered furniture. Use a valance or cornice to block all light. Plain draperies around HVAC units. Use white or light neutral-colored mini-blinds at all windows as an option.
- Provide built-in closets or wardrobes with shelf, clothes rod, and wood hangers. Avoid metal lockers.
- Install adequate electrical outlets, cable TV, telephone and computer connections in the proper location.
- Provide lamps next to seating area, bedsides, and desk/study areas. Ensure one lamp is operable from wall switch at entrance door.
- Install smoke detectors.
- Ensure room temperature can be adjusted by guest.
- Sound proof walls between rooms, service areas and elevators.
- Provide wall-to-wall patterned carpeting that is durable, neutral colored, and easily maintained. Use vinyl, VCT or tile in kitchens and baths.
- Provide framed wall art coordinated with style of room decor.



*Provide commercial quality hardwood furniture.*



## BATHROOM FINISHES

- Provide quiet, ducted ventilator fans.
- Install solid core doors with privacy lock.
- Install quiet tank toilets versus institutional type.
- Install sufficient towel bars and clothes hooks.
- Provide enclosed vanity under sink with vanity counter.
- Install single mixer faucets in bathrooms and showers.
- Paint ceilings in bathroom with semi-gloss paint for easy maintenance.
- Install mirror above vanity with incandescent lighting.
- Install timer with heat lamps.

*Use ceramic tile flooring and wainscotting or heavy sheet vinyl on bathroom floor.*



# SUPPORT AREAS FOR VOQ/VAQ/TLF



*Provide heavy duty automatic clothes washers and dryers, based on one washer and dryer per 20 occupants.*

## LAUNDRY ROOMS

- Provide adequately sized, conveniently located and properly equipped laundry facilities for use by occupants at no cost.
- Furnish laundry rooms on each floor of VAQ and VOQ, and centrally locate for TLF.
- Provide stainless steel two-compartment laundry sink, an overhead clothes hanging rod, and sorting table.
- Equip dryer exhaust ducts with a central dryer exhaust manifold cleanout.
- Construct one hour rated fire walls in laundry area. This requirement may vary depending on building code. Rooms should have lockable doors with windows for visual security.
- Install soap and bleach dispensers with items for purchase. Maintain and stock regularly.
- Control laundry room use through room key accessibility.

29



*Provide vending machines with a variety of items for consumption.*

## VENDING AREA

- Provide food preparation counter with microwave oven. Counter should be plastic laminate.
- Locate trash receptacles near vending machines and microwave ovens.
- Locate vending area in alcoves or separate room instead of hallways.
- Provide sanitary ice dispensing machines capable of producing 5 pounds of ice per 24 hour period for each guest room. Machines should operate by push button or guest room key.



## HOUSEKEEPING AND STORAGE

- Require all employees to wear approved uniforms and names tags.
- Stock carts with cleaning solutions, clean linens/towels and room amenities.
- Provide cleaning guidelines and computer-generated housekeeping reports with all carts.
- Provide comfortable and attractive employee lounges with television, refrigerator, microwave, dining table with chairs, and telephone.
- Equip employee break/rest areas with at least ten lockers (min. size, 2.5 cubic feet) for the storage of personal items while working.
- Provide adequate laundry facility with easy access to service elevators and supply loading areas for laundry cleaned in-house.



*Provide mobile housekeeping carts sufficiently stocked with necessary supplies.*



*Keep storage areas fully stocked and organized.*

- Keep a fully stocked first aid kit in the employee break area.
- Provide adequate storage for carts and shelving for cleaning solutions, clean linens/towels and room supplies.
- Provide separate storage areas for clean and soiled linen.
- Provide adequate storage and loading area for laundry done off-site.
- Locate janitors closets with mop sinks and storage near work areas but away from public view.





## CORRIDORS AND STAIRWELLS

- Use durable, generally neutral, vinyl wallcovering. Paint door frames only a shade or two darker than neutral wall covering. Doors may be painted a mid-range accent color.
- Provide wall-to-wall carpeting that is patterned, durable, and neutral in color.
- Install sound absorbent ceilings to conceal piping, antennas and cables.
- Provide incandescent or indirect fluorescent lighting.
- Provide smoke detectors and emergency lighting.
- Crosscut corridors to avoid tunnel effect
- Install window treatment for each window, including those in stairwell.

*Provide accent paint colors and framed art work to complement durable wallcovering.*

- Provide handrails on all stairwells.
- Provide directional and room identification signs that are well lit and easy to read.
- Ensure stairwells have non-slip stair treads with carpet on landings.



*Enclose exterior stairs to shelter guests from inclement weather.*





*Provide rooms with indirect, incandescent lighting to create a pleasant living environment.*

## ELECTRICAL

- Prewire guest rooms and reception center for services such as telephones, cable TV and computer hook-ups.
- Paint fuse and circuit breaker boxes and covers to blend with surrounding wall color.
- Provide at least two GFI outlets for bathrooms, six for sleeping areas, and building exterior. (For TLFs, add 3 GFIs for bedroom). Mount to specifications per local building codes.
- Provide electrical outlets per local building codes. Arrange furniture to facilitate access.
- Ensure conduit is not exposed in rooms.

## FIRE PROTECTION

- Locate and space smoke detectors per manufacturer's recommendations.
- Place fire extinguisher in all kitchens.
- Provide exit signs in all exit corridors and stairwells.
- Provide fire detection as required by base fire department and applicable codes. Fire detection devices should not detract from facility appearance.

*Use recessed fire extinguisher wall cabinets and recessed or flush-mounted sprinkler heads.*



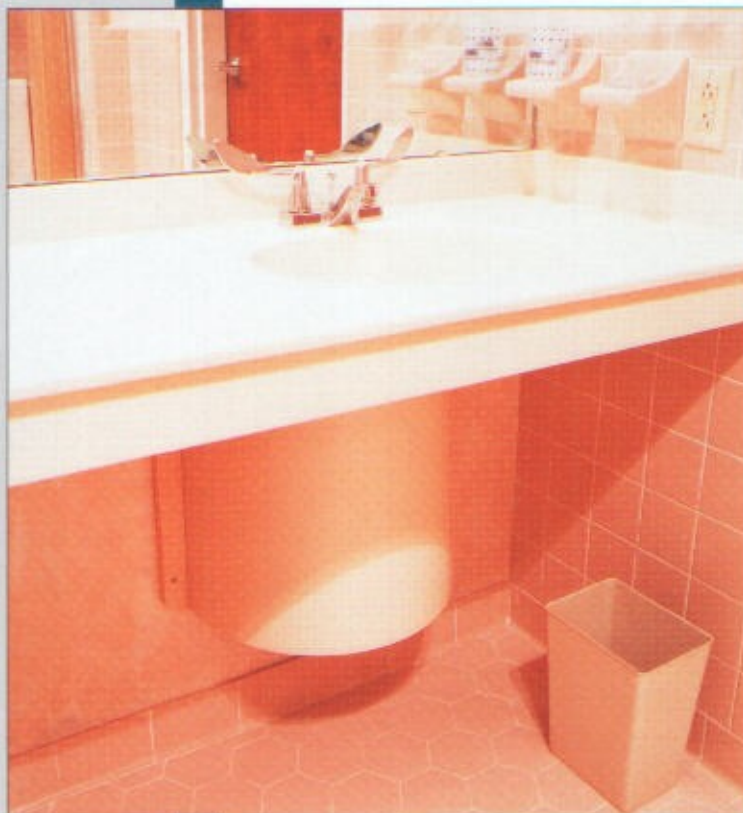


## MECHANICAL

- To promote a professional appearance in ACC facilities, the command challenges its people to provide utility systems which are unobtrusive and architecturally compatible.
- Provide individual thermostats for each room. Locate thermostats discreetly, on small wall area if possible. (Avoid painting; many do not paint well).
- Avoid the use of polished metal finishes for louvers or grills.
- Conceal heating and air-conditioning ducts and pipes in walls and ceilings.



*Use screen walls or landscaping compatible with building architecture to conceal heating, ventilating, air conditioning units, and transformers.*



## PLUMBING

- Centralize and stack bathrooms for maximum plumbing efficiency.
- Conceal piping above ceilings or in chase walls.
- Install tubs and bathroom sinks with pop-up type water stoppers.
- Ensure all plumbing pipes are insulated.

*Provide cabinet under sink or conceal plumbing pipes.*



# CUSTOMER SERVICE

*A well kept lodging facility and strong CUSTOMER SERVICE are the essentials for producing consistent customer satisfaction.*

*Dedicated and well-trained employees are the primary focus for ensuring guest satisfaction. Continuous emphasis on training efficient, courteous and positive employees, creates a highly motivated and qualified staff and well pleased guest. Guest services accommodate the visitor's needs by offering a variety of sundry items.*

*Customer service is an important facet of the total lodging experience. A helpful and positive staff, together with complete guest services, achieve a customer orientated lodging facility.*



- Employee Performance Standards
- Guest Services



# 4

## ACC Style

*"Meeting customer expectations through Total Quality Service."*

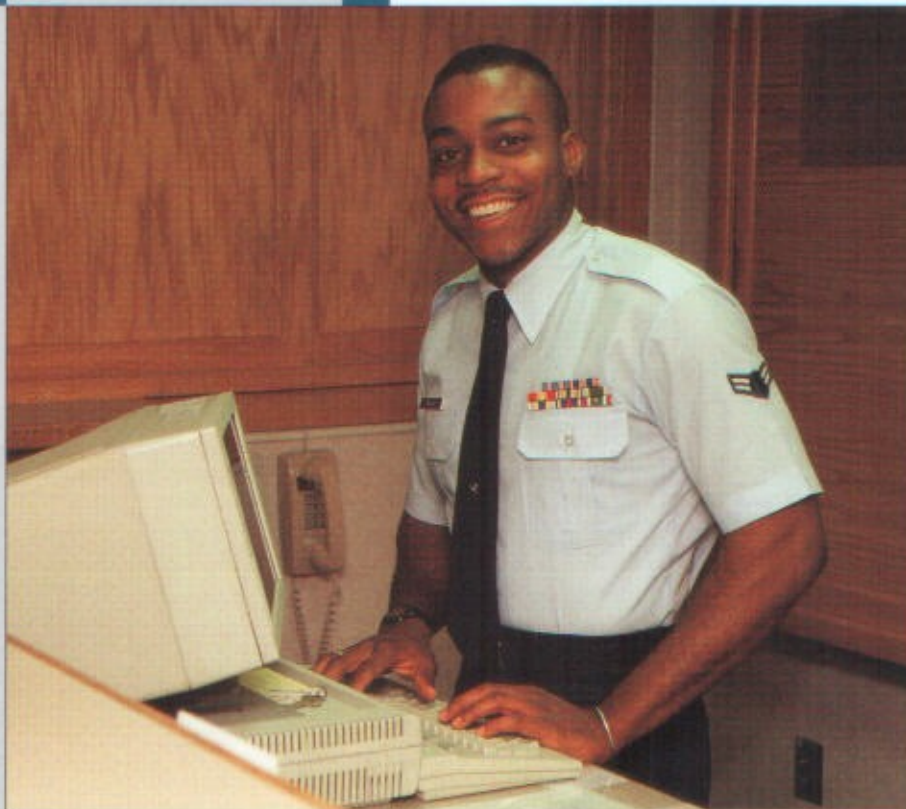


# EMPLOYEE PERFORMANCE STANDARDS

## DIRECT CONTACT WITH CUSTOMER

- **Accountability**  
Take responsibility for your actions.
- **Congeniality**  
Always use customer's last name during conversational exchanges.
- **Cooperation**  
Extend a friendly greeting and genuine attitude of cooperation.
- **Courtesy**  
Acknowledge customer's presence; rise, if seated, when customers enter, and always greet passing guests.
- **Professionalism**  
Attend to person-to-person business transactions before telephone or computer business transactions.
- **Willingness to Serve**  
Be prepared to explain lodging services (i.e., operation of TVs, phones, location of extra linen and bathroom supplies) and facilities available.
- **Responsibility**  
Take action to resolve complaints immediately.

35



## DRESS AND APPEARANCE

- Innkeepers will dress professionally.
- Other employees will wear uniforms appropriate for their work.
- Require all employees to wear name tags.

*Ensure military personnel maintain appearance and uniform in accordance with Air Force standards.*



*Accept reservations 24 hours  
per day, seven days a week.*

## THE RESERVATION PROCESS

- Answer telephones promptly (within 5 rings).
- Inform guest if he/she will be staying on base, in commercial lodging (CL), or if a certificate of non-availability (CNA) will be issued.
- Issue guest a Reservation Confirmation Number to hold the space until 1800 hours on arrival date.
- Inform guest of guaranteed hold system used for late arrivals.
- Express appreciation for the opportunity to be of Service.



### On-Base Quarters

- Inform guest that reservation is confirmed for on-base lodging.
- Inform guest of required check-in time.
- Ask guest for any special request (i.e., smoking or non-smoking rooms, crib, rollaway bed).

### Off-Base or Commercial Lodging (CL)

- Inform guest that reservation is confirmed for commercial lodging.
- Provide guest with facility's name, address, daily rate and phone number.
- Provide guest with a CL Authorization Number which will confirm authorization of CL utilization.
- Fax or carry CL document to CL facility before traveler's arrival.

### Non-Availability of On-Base or Off-Base Lodging

- Inform guest that on-base and CL lodging are full and reservations cannot be confirmed.
- Provide guest a list of hotels (and basic directions) in the local area.
- Provide confirmation number for guest within 72 hours of arrival date.
- Advise guest that he can obtain CNA at lodging office, or have it mailed to his home address.





## THE CHECK-IN PROCESS

- Always address guest by grade and name.
- Confirm rate, room type, and location to guest.
- Deliver any messages received prior to guest's arrival.
- Ask if payment will be made with cash or credit card.
- Advise guest of early payment and express checkout services/procedures.
- Be knowledgeable of local area (such as food facilities and public transportation) and local procedures (DV express check-in/out, stamping civilian orders for BX use, and other policies).
- Complete check-in within three minutes.

*Provide adequate staff for peak patron check-in and check-out times.*

## THE CHECK-OUT PROCESS

- Complete check-out within 5 minutes.
- Be conversant; ask guest if you can be of further service.
- Offer to make the next reservation.
- Always place bill, credit card or cash, in the guest's hand.
- Remind guest that receipt must be filed with travel voucher.
- Express appreciation for the opportunity to be of service.



## COMPLAINTS

- Apologize for any possible mistake.
- Show tangible evidence to correct problem before guest walks away.
- Positively respond to customer complaints, indicating management cares and is actively working to satisfy the guest.
- Try to resolve complaint immediately; if not possible, provide guest interim reports on steps taken to resolve problem until final resolution is achieved.
- Strategically locate "Customer Comments" (AF Form 3211) for maximum availability to guests.

## WAKE-UP CALLS

- Input guest's request for a wake-up call immediately upon notification.
- If wake-up call is done manually, address guest by name.



*Display dialing instructions, long distance carrier's name, and toll fees near telephone in a prominent location.*

## COMMUNICATIONS

- Provide touch tone phones.
- Ensure phone system is a hotel/motel type system with a message capability.
- Ensure there is no charge for local and credit card calls.
- Provide Data Fax service for official use.
- Provide continuous electronic mail (E-Mail) hook-up capability.
- Install dual telephone jacks, allowing the telephone and personal computer to be plugged in simultaneously.



# GUEST SERVICES



*Conduct training sessions in a classroom setting to familiarize housekeeping staff with lodging standards.*

## INDIRECT CONTACT WITH CUSTOMER

### General Standards for Maintenance and Housekeeping

- Inspect each occupied room daily for housekeeping quality.
- Inspect non-occupied rooms before sale.
- Inspect public areas and guest rooms for maintenance and repair needs every 30 days.
- In occupied rooms, repair non-functioning/broken furnishings and/or equipment within two hours after notification; within 24 hours for non-occupied rooms.
- Log, control, and monitor all work requests until satisfactorily completed.
- Provide a maintenance check-list in each room to report minor maintenance requirements.
- Provide full housekeeping service seven days a week.
- Replenish coffee, tea, sugar/sweetener, and creamer in rooms and lobby daily.



*Provide a room for employee training sessions.*



*Provide room amenities and a guest information packet.*



## Lodging Room Amenities (Minimum Standards)

These items are available under the Essential Products program (EPP):

Conditioning shampoo  
Lotion  
Mouthwash  
Shoe mitt  
Shower cap  
Razor

## GUEST INFORMATION

Keep the following items current and in all guest rooms. They may be published in a room information packet.

Welcome letter  
Occupant responsibilities  
Housekeeping service  
Service charge rates  
Instructions for clock radio, TV, and similar equipment.  
Check-out time and express check-out procedures  
Base map, activity list, food facilities  
Chapel information  
Club calendar  
Telephone instructions/information for telephone  
Telephone book  
AF Form 3211, "Lodging Customer Comments"  
TV/radio channel directory  
Base local newspaper, brochure and bus schedule  
Note pad and pen or pencil  
Local map  
Local entertainment and restaurants  
Laundry and dry cleaning services  
Base movie listing, transportation map  
Kennel information  
List of local travel agencies



The sundry sales operation meet guests' needs for non-food items and food-items when operating hours/location of usual sales outlets (clubs, AAFES) are not convenient.

*Provide a variety of toiletry*



### NON-FOOD ITEMS

- Aspirin and non-aspirin pain reliever
- Antacid
- Lip balm
- Nail clippers/file
- Minor first aid items (i.e., bandages, antiseptic creams, gauze pads, wraps, etc.)
- Lotion

- Shaving cream
- Disposable razors (male and female)
- Deodorant
- Shampoo
- Conditioner
- Tampons
- Sanitary napkins
- Toothbrush
- Toothpaste
- Hair spray
- Combs
- Brushes
- Mouthwash
- Dental floss
- Aftershave

Children's non-aspirin pain reliever  
Small disposable diaper packs  
Cotton swabs

Sewing kit  
Boot and shoe laces  
Shoe edge dressing  
Shoe polish (brown and black)  
Laundry detergent (two varieties)  
All fabric bleach  
Spray starch

Insignia (E-2 and above)  
Belts/buckles  
Flight caps (popular sizes)



## FOOD ITEMS

- **Snacks and Beverages**

Variety of chips, candy, nuts (emphasize healthy heart in selection)

Soft drinks (at least five varieties of which two are diet—one diet citrus flavored)

Fruit juices

Non-alcoholic beer and wine

Beer (regular, lite and low-alcohol)

Liquor miniatures (at least five varieties, include bourbon, vodka and gin)

- **Breakfast items for early morning travelers**

Assorted individual serving cereals (cold and microwaveable hot cereals)

Thermo-stabilized milk

Individually wrapped frozen muffins/pastries

Toaster pastries

Canned fruit

- **Limited lunch/supper items for late arrivals**

Frozen meals/entrees

Dehydrated soup dishes

*as well as a variety of snacks and beverages.*





# ACC SERVICES

*doing good things for people*



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