



NEWS RELEASE: 26 - 17

June 12, 2017

PREMIER Guest Service Menghestab's Strength

Rahel Menghestab, Guest Service Lead, Navy Lodge Bethesda, Md., was named the Navy Exchange Service Command's (NEXCOM) Navy Lodge Program Associate of the Year for 2016. This award is presented annually to the Navy Lodge Program associate who performs at the highest level and makes the extra effort when assisting guests and other associates.

"Rahel exemplifies PREMIER guest service in everything she does," said Ana Herrera-Ruiz, General Manager, Navy Lodge Bethesda. "She has received several awards for demonstrating PREMIER guest service to a lobby full of guests, attending to their needs and ensuring their well-being all at the same time. Guests know her by name, enjoy checking in with her and are very comfortable when she is handling their reservation."

In addition to providing outstanding service to guests, Menghestab also stepped up to help her fellow Navy Lodge associates as well. She reports early checkouts/guest requests to housekeeping and work orders to maintenance in a timely manner to ensure a consistent flow of operation and timely room servicing. When needed, she helps train new associates on Navy Lodge operations to ensure all incoming associates know how to provide PREMIER guest service. In the absence of the Housekeeping Supervisor, she trained an incoming housekeeping associate on daily operations, room assignments and proper operations of the Navy Lodge safe. During a snow storm, she was the first to volunteer to stay overnight to cover any shift. Always looking out for guests, she was able to avoid a short notice water shut off which would have caused guest complaints to increase and possible early check outs. Finally, she assists management on several monthly projects such as A/R accounts, end of the month reports and inventories, Wounded Warrior reports, sub ledgers, payroll and managing overtime for front desk associates.

Her efforts to enforce proper procedures and effective communication have decreased front desk overtime hours by 20 percent. Guest complaints have decreased resulting in a decrease in guest refunds. With her help, the overall occupancy rate has increased by four percent from the FY16 budget and revenue generated was above the projection.

-USN-

About NEXCOM

The Navy Exchange Service Command (NEXCOM) oversees 100 Navy Exchange (NEX) facilities and nearly 300 stores worldwide, 39 Navy Lodges, the Ships Store Program, the Uniform Program Management Office, the Navy Clothing and Textile Research Facility and the Telecommunications Program Office. NEXCOM's parent command is the Naval Supply Systems Command. NEXCOM's mission is to provide authorized customers quality goods and services at a savings and to support Navy quality of life programs for active duty military, retirees, reservists and their families. NEXs and Navy Lodges operate primarily as a non-appropriated fund (NAF) business instrumentality. NEX revenues generated are used to support Navy Morale, Welfare, and Recreation (MWR) programs. Since 1946, NEXCOM has given \$2.5 billion to Navy MWR quality of life programs. Shop online at myNavyExchange.com.