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## **Premier Customer Service and Maintenance Skills Earn Navy Lodge Associate Recognition**

Keisuke Noguchi has been named the Navy Lodge Program's Associate of the 2<sup>nd</sup> quarter 2012. Noguchi is the Housekeeping Supervisor at Navy Lodge Atsugi, Japan.

“His work performance is exceptional, he continually exceeds his job description and he routinely accepts more responsibility,” said Michelle Wicker, General Manager, Navy Lodge Atsugi. “He understands that permanent change of station families are our top priority so he ensures that their stay here is comfortable and accommodating.”

During the past quarter, Navy Lodge Atsugi has been without a maintenance associate. Noguchi stepped up and took over maintenance duties including replacing window screens and light bulbs throughout the property, installing new window locks in guest rooms, repairing appliances and HVAC units and maintaining the parking lot and landscaping. He also serves as the Navy Lodge's building safety manager, which involves performing required safety checks and audits throughout the property. This is all in addition to his normal duties as the housekeeping supervisor.

“Even though Kei-san has willingly taken on so many extra responsibilities, he has still managed to run his department at the same time,” said Wicker. “His rooms have remained impeccably clean and his department has been under budget the entire year.”

Noguchi's dedication to his job have led the way for Navy Lodge Atsugi to remain in the top five percent of all Navy Lodges in regards to guest comment scores. This has resulted in Navy Lodge Atsugi winning the Navy Lodge Program's Hospitality Award in both 2010 and 2011.

Noguchi has received a certification as a laundry attendant and a guest service professional. He has been employed at the Navy Lodge since 2005.

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