

Crossroads Inn

Food and Hospitality Excellence, 12 Years Running



The Crossroads Inn at MCB Quantico, Va., has won the Marine Corps Food and Hospitality Excellence Award for 12 straight years.

(MARINE CORPS PHOTO)

efficient light bulbs. We also keep a stock of previously used paper to use for drafts and scratch paper.”

ACTIVITIES AND PROMOTIONS

The Crossroads Inn offers a variety of promotions and activities for its guests. For example, it partners with The Clubs at Quantico to offer discount rates during special occasions, such as the Marine Corps Birthday Ball or the New Year’s Eve Party.

In addition, the TLF serves cake and coffee in the lobby on Veterans Day and the Marine Corps Birthday, and hosts quarterly customer-appreciation cookouts and ice cream socials. During Easter, families with children participate in an Easter Egg Hunt, and on Christmas Eve, Santa Claus hangs Christmas stockings on the door of every guest.

Food and beverage options available at the Crossroads Inn include complimentary breakfast that consists of coffee, donuts, bagels, waffles, assorted fresh fruits, assorted cereal and juice. The sundry features water, juice, milk, Red Bull energy drinks, fruit cups, trail mix, granola bars, cookies, cereal, Hot Pockets, macaroni and cheese and Pringles potato chips. Snack and soda machines are also available on every floor.

A GREAT PLACE TO STAY

In regard to reservations, Dawson noted that military families on Permanent-Change-of-Station (PCS) orders could make reservations up to six months in advance, while others could reserve a room 60 days in advance.

Total revenue at the Crossroads Inn was \$3,320,396 in fiscal 2012. The average daily rate (ADR) in fiscal 2012 was \$80.53, and the occupancy rate was 83.54 percent.

During fiscal 2012, the Crossroads Inn completed a corridor renovation, added Paramount Sleep’s Signature bedding package, and staff members successfully completed Inns of the Corps Brand Ambassador training, the operational training for the Inns of the Corps brand. These achievements only enhance the award-winning aspects of the TLF.

“We strive to operate a great temporary lodging facility recognized by our guests as a great place to stay, and by our employees as a great place to work,” Dawson said. —MCH

Almaz Dawson, general manager, Crossroads Inn at MCB Quantico, Va., provides a concise explanation for why her temporary lodging facility (TLF) has won the Marine Corps Food and Hospitality Excellence Award for 12 straight years: a complete commitment to customer service.

“Our goal is ‘Total Customer Satisfaction,’” she explained. “We provide our guests with clean, well-maintained and affordable accommodations, and create a lodging experience above and beyond their expectations.”

The 144-room, 71,000-square-foot Crossroads Inn is one of 14 Inns of the Corps TLFs located on Marine Corps installations worldwide. It opened on May 1, 1997, and those service members with military ID cards, family members sponsored by military ID card holders, and Department of Defense (DoD) civilian ID card holders traveling on official orders are eligible to stay at the TLF.

ROOM DETAILS

A typical guest room at the Crossroads Inn has either a full-, queen- or king-sized bed, plus a refrigerator, microwave, TV/DVD player, coffee maker and iron and ironing board, as well as complimentary Wi-Fi access and continental breakfast.

The TLF features mattresses by Paramount Sleep; linens by Harbor Linen; case goods by Sysco Guest Supply; carpet by Commercial Carpets of America (CCA); and window treatments by RMP Associates, Inc.

A number of “green” initiatives are currently in place at the Crossroads Inn.

“We offer optional linen and towel reuse programs to multiple-night-stay guests,” Dawson said. “We have occupancy motion sensors in all the rooms and public areas, and we use energy-



Guests can enjoy continental breakfast during their stay at the award-winning Marine Corps TLF.

(MARINE CORPS PHOTO)