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TOP PRIORITY

NGIS Mid-Atlantic Regional Laundry

Benefits Go Beyond the Balance Sheet

Navy Gateway Inns and Suites (NGIS) Mid-Atlantic Regional Laundry, which serves seven installations in the Hampton Roads, Va.-area., reinforces employee pride and enhances the guest experience. Developed to improve guest services and bring all quality control measures concerning laundry operations in-house to a highly motivated and qualified NGIS staff, this laundry operation takes in an average of 8,500 pounds of linen and terry products a day, which is processed and returned to 23 NGIS facilities and the Navy Getaways recreational lodging operation at JEB Little Creek-Fort Story, Va.

"The benefits of the in-house laundry are endless," said Norm Aurland, Regional Lodging Program director. "First and foremost, it allows us to control the process and take ownership of everything that comes out of the laundry and is used in the lodging operation. The sheets on the bed are a reflection of who we are. They are clean and crisp, and our staff feel they control the process more than in the past with outsourcing."

According to Regional Laundry Manager Matt Sheely, the industry acronym for achieving the standard for clean laundry is W.A.T.C.H.: Water, Agitation, Temperature, Chemicals and Heat.

"Those are the five elements that have to be balanced exactly right to result in proper sanitation," said Sheely. "We control those steps, so we know our laundry exceeds the standards. Beyond maintaining the proper sanitation level, we are able to decrease loss due to stains, and control the quality of what goes back out to our sites. We have the flexibility to remove items from inventory, substitute new items and take the time to remove stains without delaying deliveries to our installations."

Because NGIS has full control of the service, the organization can invest in higher quality linens and maintain that quality for a longer period of time. "The laundry staff takes ownership of the items that come into the laundry and ensure those delivered back to the installations are in excellent condition and ready for use," noted Sheely.



The Navy Gateway Inns and Suites (NGIS) Mid-Atlantic Regional Laundry team.