

There's no place like home

But the Holloman Inn is a close second

by **Laura Pellegrino**
Sunburst staff writer

The transition from a familiar base and town to a new one takes time. Sometimes it can take days or even weeks to find a new home or apartment.

During that transition period, German and U.S. military members and their families need a place to stay that allows them to continue with their normal lives.

The Holloman Inn, with 192 visitors' quarters and 50 temporary lodging facilities for families, can help with that transition.

"We end up saving members and the base money by providing a hotel-type environment for our guests," said Mr. Don Adams, 49th Services Lodging manager. "We're saving money in the budget, but still providing quality service."

That quality service includes a full kitchen in the TLFs, videocassette recorders, digital video disc players, a kitchenette in the visitors' quarters and laundry rooms and ice machines in all buildings.

Members who are going through a permanent change of station need these types of amenities because of the extended

length of their stays, said Tech. Sgt. Pamela Willis, Lodging Front Desk NCO in charge. The average stay for a member PCSing out of Holloman is 10 days. For members PCSing in, it's 30 days.

To assist guests in continuing with their normal responsibilities during their stay, a business center was a recent addition to the inn's amenities, Mr. Adams said.

"The center allows guests to check e-mail, area real estate or work on projects using word, power point, excel and other Office 2000 programs."

It takes 41 civilians and 18 military members to keep all of the inn's services running, Mr. Adams said.

The housekeepers check rooms each day to make sure they are clean and presentable for the guests and staff members in

charge of linens ensure the towels and sheets are clean. Members at the front desk check people in and out of the hotel. Logistics members in charge of supply and maintenance take care of minor repairs. The accountant balances the budget and office automation keeps the administrative side of the house in order.

According to Mr. Adams, last year there were 61,143 bed-nights used for an income of \$1.5 million. The inn's high volume makes each lodging member vital to the team, Mr. Adams said.

Although the inn has several rooms, it is still possible for every room to be booked.

"It's most important to get reservations as early as possible when PCSing or going TDY," Mr. Adams said. "If we're full, you may need to defer the cost downtown. Very few hotels are equipped to handle families."



Senior Airman Juan Jon, 49th Civil Engineer Squadron, installs a lighting system in the managerial offices of the lodging facility.



Airman Wendy Gallus confirms lodging reservations with a customer. Last year there were more than 61,000 bed-nights used at the inn.



Airman Wendy Gallus, front desk clerk, activates a key to a hotel room.



Audrey Balajadia, lodging secretary, counts money from the front desk register to be deposited in the bank.



Photos by Airman 1st Class Vanessa LaBoy

Gisela Motley, housekeeper, wipes down a countertop in a temporary lodging facility. There are 19 housekeepers that keep more than 200 rooms clean for customers.