

Performance Work Statement

Camp Host

1. **Introduction:** The Recreational Lodging program exist to provide lodging options to the entire military community, across all services. This includes active duty, retirees, DOD employees, and the disabled along with their family and friends.

2. **Background:** Our military recreational lodging program includes 71 campground sites and a 48-room Cedar Lodge located on Ellsworth Air Force Base. Our business model requires us to maintain a professionally run, available and clean facility daily, as well as ensuring our patrons have emergency access 24 hours a day. Typically, this is accomplished with the Recreational Lodge staff and a contracted Camp Host sharing the duties and responsibilities at FamCamp and Cedar Lodge. The Camp Host, supported by the Outdoor Recreation Manager, Recreation Assistant, and FSS leadership provides the following: some janitorial services, customer service/experience interaction, and administrative functions to ensure our customers' needs are met at both the campground and Lodge.

3. **General Requirement:** The Camp Host position requires continuous access to Ellsworth AFB, which may include a background screening for eligibility. This pertains to all in your party. This position runs from 15 May 2024 – 15 Sept 2024. The primary focus of effort will be at the FamCamp RV Park. However, there will some actions required at Cedar Lodge with our guests.

4. **Performance Requirements:**

a. The contractor is required to perform all janitorial services to the standards identified AFI 34-135 1.5.1 which will be provided.

a. The contractor is required to make first contact with our guest after business hours. It's a pivotal function of the customer experience we provide. This is only applicable to FamCamp.

b. The contractor is required to inspect the campgrounds during their tour of duty in order to identify potentials hazards, and/or problems that can be addressed expeditiously to prevent rescheduling, reservation issues, and loss of business.

5. **Deliverables:** A daily summary is due every working day to the Rec Lodge NAFI representative at Recreational Lodging summarizing significant events that took place between closing and opening the next business day. A reporting template will be provided. Any emergencies calls, injury to personal, or damage to government property should be reported immediately. A daily checklist must be completed for areas requiring daily custodial services.

6. **Special Requirements:** The Camp Host will be provided all necessary equipment and materials to perform their tasks. No special equipment is required for this position. However, the Camp Host must have a basic to intermediate knowledge of a RV campgrounds equipment function to include, but not limited to proper/improper connection of the camping unit. Proper propane connection. It is preferred that the Camp Host have some experience in customer service and ability to read operating instructions, as well as check-in/out reports. The Camp

Host should familiarize themselves with local tourist information and/or the ability to steer our guest in the right direction. Customer interaction is key for this position.

7. Task Orders: There are four overarching themes for the Camp Host position at Ellsworth AFB.

- a. Ensuring our **guest are welcomed** and their concerns are addressed.
- b. Ensuring our facilities maintain a **clean and professional appearance**.
- c. Ensure we maintain emergency contact for our guest **after hours**.
- d. To ensure **compliance to all instructions** within FamCamp & Cedar Lodge.

e. To accomplish the above, The Camp Host will be on duty Monday – Friday from 1600 to 2000 and 1100-1800 Saturday and Sunday. During those hours the Camp Host will be physically available to our guest. The Camp Host will maintain a provided after-hours cell phone for emergency purposes during non-business, non-duty hours, and holidays. The phone will turn in each business day with a report.