

Edelweiss on track for September opening

Garmisch resort aims to provide 'culture of higher expectations'

Armed Forces Recreation Centers Europe Release

With less than two months until the Sept. 15 opening of Armed Force Recreation Centers' newest resort, the staff and management of the Edelweiss Lodge and Resort have been continuing to prepare what they believe will be a very special destination.

"The fact that our timeline for opening is completely on schedule certainly heightens our excitement for opening day," said Richard LeBrun, Edelweiss's general manager.

"To think that guests will be enjoying these facilities in just a few months keeps us focused on our job of preparing this new hotel," LeBrun said.

Construction nears completion

An average of about \$1 million worth of work per week has taken place during the final phase of construction.

In the hotel entrance, contractors have intricately placed a complex pattern of stone floor tiles that will lead the first guests into the lobby, the heart and soul of the resort.

The lobby boasts a three-story chimney of chiseled stone pieces, distressed timber support columns and the relaxing flow of a waterfall behind the front desk.

Throughout the surrounding corridors crews have prepared each of the 330 guestrooms with natural wood furniture, specially designed lighting units and bed frames for large, comfortable mattresses.

In the resort's conference facility, technicians have been installing state-of-the-art sound systems, with acoustic levels designed for both optimal quality and sound-proof privacy.

While the construction of the hotel facility itself is important, it is just one part of preparation for opening.

Optimal customer service

Perhaps the most important work involves the development of a culture of higher expectations in customer service.

To create a team of empowered staff members, training has been offered to all employees on how to give optimal customer service, specifically with the new resort services in mind.



courtesy AFRC

As artists' renditions of its main lobby (left) and health spa (right) indicate, the Edelweiss Lodge and Resort aims to combine rustic Bavarian hospitality with state-of-the-art comfort and attractions.

Edelweiss Lodge and Resort Accommodation Rates

	E-1 to E-5	E-6 to O-3; GS-10 & below	O-4 to O-6; GS-11 & above	O-7 & above; NATO; SES personnel
Standard Room	\$69	\$86	\$96	\$99
Junior Suite	\$89	\$106	\$116	\$119
Deluxe Jr. Suite	\$99	\$116	\$126	\$129
Loft Suite	\$119	\$136	\$146	\$149
Deluxe Loft Suite	\$129	\$146	\$156	\$159

*Prices listed for single or double occupancy. Children under age 17 stay free (depending on available space.)
No pets are permitted in AFRC facilities. All prices subject to change.
For more information visit www.afrc europe.com or call 440-2850/civ. 08821-729-127.*

The Edelweiss Lodge and Resort Awareness Team continues to visit installations throughout U.S. Army, Europe, to explain the diverse vacations available to service members and their families once the resort opens in September.

"We want to make sure that all service members are aware

of the unique experience that Edelweiss Lodge and Resort will offer," said Sales Director Terry Hodges. "Our world class recreation programs, diverse choices in dining and atmosphere and other adventures that only the Alps can offer, hold a unique vacation experience for everyone."

U.S. Secretary of State addresses Marshall Center students via video

George C. Marshall Center Release

U.S. Secretary of State Colin Powell addressed students of the George C. Marshall Center's Program on Terrorism and Security Studies and Leaders of the 21st Century program via a 20-minute video teleconference July 9.

During his presentation, Powell discussed terrorism and other threats in the 21st century, and explored how to address these new threats in a changing world.

"The enemy called terrorism has been around for hundreds of years," Powell said. "It is not something new. But it is now reemerged in the world stage, in a way that is a threat to the entire civilized world."

Powell related his experience as chairman of the Joint Chiefs of Staff during the transition out of the Cold War, recognizing then the need to address new threats in new regions.

Because the students are future leaders, Powell stressed the need for them to study well and study hard to understand the nature of terrorism.

"The real value of a course such as one you're in is not just what you learn from the instructors, but what you learn from each other," Powell said.

"As I look out through this virtual means of communicating with you and look at that wonderful lecture hall that you all are in, it is with a great source of pride as to what we have been able to accomplish with the Marshall Center over the last 10 years of its existence."

Powell was involved in the creation of the Marshall Center, which was officially dedicated in 1993 in the wake of the collapse of the Soviet Union.



Powell