



United States Department of the Interior

NATIONAL PARK SERVICE
George Washington Memorial Parkway
Turkey Run Park
McLean, Virginia 22101

IN REPLY REFER TO:

C2600C

To Whom It May Concern:

Potowmack Landing Restaurant and the AfterDeck Café are facilities operated under a concession contract between the National Park Service and Guest Services, Inc. (GSI). Food service in a National Park requires the utmost in customer service, adherence to strict public health standards, recognition of the types and patterns of customers and, above all, an ability to be flexible to changing conditions. I began working as the concession specialist at George Washington Memorial Parkway in June of 2000. GSI hired Executive Chef Duane Keller to take over the kitchen for both food service facilities in October 2002.

Since Chef Keller's arrival I observed a number of significant improvements to the facility. Chef Keller posts visual instructions for the kitchen staff on sanitation and food preparation. Communication with a bilingual kitchen staff is a challenge, and Chef Keller has developed a creative solution. The positive results of his efforts are noticeable when I conduct routine inspections of the facility. I can say without hesitation the kitchen is cleaner and better organized than any other time during my tenure on the Parkway.

Another significant improvement is Chef Keller's willingness to accommodate the visitor to the park. While Potowmack Landing is a formal dining restaurant, it is located adjacent to an informal snack bar called the AfterDeck Café, a sailing marina and a multi-use trail. Accommodating recreational visitors is difficult if the focus is formal dining. Chef Keller has been very responsive to our interest in serving recreational visitors by proposing and adopting a "core menu." The core menu for both the AfterDeck and the Potowmack Landing offer a list of lower priced items from a range of food types. This concept insures there will always be affordable dining options for families and others who frequent the park and the food facilities.

Chef Keller has brought a cooperative influence of customer service. He is professional and sensitive to the demands of providing food service in a National Park. This professionalism and sensitivity insures that park visitors will have a pleasant experience and assures that one of the National Park Service's goals of providing for public enjoyment is met.

I would be happy to answer any questions you may have and can be reached at 703-289-2536

Sincerely,

Jacqueline Lavelle
Concession Specialist