

ESCORT OFFICER GUIDE

Congratulations on your selection as an escort officer. You were selected for this duty because of your professional appearance, judgement, communication skills, and attitude.

As an escort officer, you are an official representative of Commander, Navy Region Northwest and the Admiral. As such, your dress, demeanor, hospitality and general professionalism will reflect upon the Command. You should extend every courtesy within your ability to make our guest feel comfortable and welcome. In all circumstances, use tact and consideration along with a healthy dose of good judgement and common sense.

DISTINGUISHED VISITOR ESCORT CHECKLIST

As the assigned escort officer for the distinguished visitor (DV) you will work with Protocol to ensure your ability to meet your basic responsibilities listed below. Protocol will provide a copy of the initial contact sheet and copy of the itinerary.

If your DV is an international guest a copy of their customs, courtesies and background (Cultural notes) will be provided in your package.

- _____ Familiarize yourself with the countries cultural notes.
- _____ Obtain phonetic spelling of the DV's name to help you and others with pronunciation.
- _____ Know your DV's level of English fluency (normally, English-speaking ability is good, or an interpreter will usually accompany them).
- _____ Be aware of any dietary restrictions or special requirements your DV may have due to religious or other reasons (make every effort to accommodate the requirements).

NOTE: Make every effort to make our guest stay an extremely positive experience.

- _____ Know the DV's arrival point and route to lodging.
- _____ Know what functions the DV will be attending and how to get there.
- _____ Have a cellular phone on and battery charged.
- _____ Be current with regard to changes to the itinerary.
- _____ Uniform and clothing requirements will be stated on itinerary.
- _____ Arrive at airfield 30 minutes prior to scheduled arrival
- _____ Have umbrella handy.
- _____ Meet the duty driver to ensure you both have the current information.
- _____ Meet the DV upon arrival.
- _____ Take care of DVs luggage (if you have a driver, the driver will assist with the luggage).

- _____ Open car door for visitor (DV is normally seated in right rear seat).
- _____ Have car seat adjusted to allow plenty of legroom for your DV.
- _____ You will normally ride in the right front seat.
- _____ Give DV room key (or give key to aide if accompanied by one).
- _____ If using a rental vehicle, pick up ahead of time.
- _____ Have a map of the area in vehicle.
- _____ When you arrive at lodging, open DVs car door.
- _____ Assist with luggage.
- _____ Reference plans for the next activity and advise DV of the time you will arrive to take DV to the event.
- _____ Before departing, ask DV if there is anything else needed.
- _____ Confirm DVs departure arrangements.
- _____ Plan on escorting the DV to all scheduled activities unless released by DV.
- _____ Offer to collect handouts from DV for Command to mail back for them.
- _____ Arrive at lodging with sufficient time to meet scheduled departure flight.
- _____ Assist with luggage.
- _____ Wait until DV is aboard and aircraft has taken off before departing air terminal.
- _____ Keep track of your expense for reimbursement.

CLOSING: This guide is not intended to be all-inclusive, and it is unlikely any guide could possibly cover all possible situations you could encounter as an escort. However, it should give you enough basic information to know what your responsibilities are, and how you may best be able to assist your DV throughout your assignment as an escort officer. Thank you for representing Commander, Navy Region Northwest as an escort officer – best of luck and remember we're only a phone call away.