

GREET AND FAREWELL INSTRUCTIONS

Note: The phrase "greet and farewell" is more commonly know as "meet and greet".

The meeting and greeting of VIPs can make or break a distinguished visitors trip to PACNW. Unless a specified escort officer is appointed, the protocol officer should be prepared to meet and greet all DVs visiting the organization. It is the protocol officer's responsibility to know the pertinent information of all DVs (e.g., arrival and departure times, billeting, and transportation needs, etc.). The protocol officer should be equipped with a least a pager and the VIP flight schedule.

Greet and Farewell.

As simple a process as this should be, the failure to properly greet or farewell a DV can set the wrong tone for the rest of a visit or ruin what was an excellent visit. **The general rule of thumb is that a general officer, flag officer, or civilian equivalent will be greeted and farewelled by a general officer, flag officer, or civilian equivalent who is commensurate in rank to the visitor. At installations where there are no general or flag officers assigned, the commander or vice commander should greet distinguished visitors.** When the DV will be arriving or departing with a spouse, it is appropriate for the greeter or fareweller to bring his or her spouse along as well. Your job is to make sure the greeter or fareweller is where he or she is supposed to be, at the correct time, in the appropriate dress, and has been provided the DV's biographical sketch and itinerary beforehand. You must be prepared to introduce the parties, know first names or nicknames or individuals concerned, know foreign customs in the case of a foreign dignitary, know the DV's schedule, and basically be prepared to answer any questions which are asked of you.

Some key points of discussion or policy may be the difference between greeting and farewelling at a military installation versus a commercial terminal, the difference between the DV being on official business versus leave, or the difference between the DV being retired or on active duty, if a military member. Those decisions are normally made by the installation commander, but regardless, you need to be keenly aware of policy regarding any issue where protocol is involved.

GREETING A FLAG OFFICER OR SENIOR EXECUTIVE SERVICE (SES) MEMBER - On Base

- Review the "Visitor Log" for the following information:
 - DV Name, with Go-By, and title
 - DV Code (3, 4, 5, 6, etc.)
 - Arrival/Departure Dates/Times and mode (Commercial or MILAIR)
 - POC for visit
 - Purpose of the visit
 - Billeting room number/hotel room number

- If the DV is going to remain overnight, swing by the BOQ (if applicable) and pre-register/pick up the room keys. When the aircraft arrives, you will have each DV, and each member of their party, their room keys. Don't just pick up the DV's room key and not the keys for the other members of the party. The DC will still have to stop and wait for the others to get checked in and that would defeat the purpose of pre-registering.
- Position yourself at Base Ops 30-40 minutes prior to aircraft arrival time. Be sure to be early because DV aircraft have been known to arrive early.
- Ensure the driver/vehicle is in place with a back up sedan, or that there is a driver on-site to drive the "U-Drive" out to the aircraft for the DV. You are ultimately responsible. Some DV use rental cars. If so, ensure the vehicle is pre-positioned. You can either escort the DV to the rental car or drive them to it. If you have time, you might coordinate to drive the rental car out onto the flight line (base ops or Galvin Air only). They will notify security so you won't get "jacked up". Then drive the car to the flight line and position it for easy access.
- If you are greeting the DC on the flight line (NASWI), here are some things to remember. When you arrive at Base Ops, ask them which space the aircraft will park on. The aircraft will normally call in a "10 mile final" {about 5-7 minutes}, which means the aircraft is ten miles away and is on final approach. You can usually watch the aircraft land and begin it's journey toward Base Ops. Now is a good time to position yourself at the parking space. As the aircraft turns into the parking space, snap to attention. If you are military and greeting a general officer, salute the aircraft after it completes its turn into the parking space and hold the salute until the aircraft stops. (Note the star plate in the aircraft window just behind the door, identifying the rank of the senior officer on board). If you are greeting an SES, only stand at attention. When civilians greet the aircraft, regardless if the DV is a Flag Officer or SES, they come to attention after the aircraft completes its turn into the parking space and remain so until the aircraft stops.
- During the inclement weather, remember to bring an umbrella for the DV. Often times the Driver will offer to take you out to the aircraft if it's really freezing out or pouring rain. It's never too wet or too cold to assist the DVs. If the aircraft can make it to Base Ops, so can we.

GREETING A FLAG OFFICER OR SENIOR EXECUTIVE SERVICE (SES) MEMBER - Off Base

- Review the "Visitor Log" for the following information: (get from Region Protocol)
 - DV Name, with Go-By, and title
 - DV Code (3, 4, 5, 6, etc.0
 - Arrival/Departure Dates/Times and mode (Commercial or MILAIR)
 - POC for visit
 - Purpose of the visit
 - Billeting room number/hotel room number

- Coordinate Parking with Central Command Post for Post of Seattle Police
 - Port POC is Mr. Sky Landis. (360) 340-3920.
 - Give vehicle information (description of vehicle and license plates for all those waiting)
 - Give VIP information:
 - Coordinate escort to Gate with Sky
- Coordinate with DVs Office on where to meet (baggage claim, gate, etc.)
- Continuously track times at airport. Planes are known to be early and late.
- Ensure driver/vehicle is standing by. Do a quick check over the vehicle for cleanliness and ensure the DV package is located in the vehicle.
- Ensure you have pre-registered the DV at their lodging and picked up the keys

U-DRIVES AND RENTAL CARS

U-Drives are government vehicles that O-6 and above are authorized to use while TDY in the area. When the DV arrives by MILAIR, the Motor Pool delivers the U-Drive to Base Ops or to Galvin Air Field, Seattle.

When the DV is arriving by Commercial air at SEATAC, the motor pool will deliver the U-drive to the VOQ or another designated location on base. The protocol officer or assigned escort officer will need to drive the U-drive to the airport to pick up the DV. Once again, do a quick check over the vehicle.

Rental cars are frequently used by DVs. Presently, only one rental agency delivers to and picks up from Base Ops. When the agency delivers the car, they park in the VIP parking spaces in front of Building 385 and turn the keys over to the quarterdeck. When you arrive, go to the desk and pick up the keys and registration information. You will need to make arrangements with Base Ops to park the car on the flightline. When the DV arrives, escort the DV to the car (have an assistant carry the bags or do it yourself).