

DISTINGUISHED VISITOR PROTOCOL HINTS FOR COMMAND CHIEFS

- Always be aware of DVs scheduled to visit your base, and greet DVs upon arrival at the flightline or airport, as applicable.
- **If you are the individual requesting the DV visit your base as a guest speaker or any other reason, communicate *directly* with the DV. Email invitations or phone calls from staff members are inappropriate. Follow up with a formal invitation, signed by yourself or your commander. (It is highly recommended that you forward a courtesy copy of the proposed itinerary to them for review – ensure you provide dress requirements, especially if formal/mess dress attire is applicable. Provide current weather conditions and advise if inclement or cold weather is forecasted). Also include contact names and numbers.**
- Notify installation protocol of planned visits by a CMSAF/former CMSAF, MAJCOM/Combatant/NAF CCM, or other enlisted DV.
- If the DV happens to be a former or current CMSAF, serve as personal escort. Meet your visitor personally at the airport or flightline. If permissible, based on base guidelines, consider providing the DV a government vehicle for use. A nice touch is to place an appropriate welcome message a marquee, electronic or otherwise. (Follow base guidelines)
- Always personally notify the next CCM in your chain of command of any visit by CMSAF, former CMSAF, MAJCOM or combatant command CCM, or NAF CCM – they may opt to include a personal note to the DV. Include visit dates and provide a copy of the visit agenda in advance of the visit. A sample agenda is at attachment 1. (Make a pocket agenda for yourself)
- Lodging – place the DV in appropriate quarters for rank/position. Check the room beforehand to ensure everything works; i.e., lights, hot/cold water, AC/heat, TV, stereo, toilet, microwave, telephone, modem connection, etc. Ensure the bathroom is stocked with fresh towels and other essentials. (Follow base guidelines)
 - Pre-check the DV into lodging prior to his/her arrival, and have his/her key available upon arrival. Ensure the room checkout option is available. Late checkout should be requested if departing after 1100 hours.
- Consider selecting a driver for the DV. Having a driver gives you the opportunity to discuss issues with the DV without the distractions associated with driving. It also provides the selected airman/NCO a career-broadening opportunity.
- Consider placing a *small* welcome basket with fruit, crackers and water in the DV's room prior to arrival. Check with protocol on funding for such items. Top 3

Association or Chief's Group may be a source of funding. Include with the welcome basket a personal note from you and your commander. Always include your business card or note with appropriate emergency contact numbers. (Follow base guidelines)

- Invitational orders are appropriate for visiting dignitaries. Also, flight reservations should be made by your staff to take advantage of government rates. Coordinate proposed flight times with the DV prior to make reservations.
- Schedule time in the agenda for a courtesy call/visit with your commander/vice commander as appropriate. Allow time for travel between locations, and explain background or other key information while traveling to each location. Allow time for bathroom breaks and phone calls before or after lunch and at the end of the day. Provide time for physical exercise as desired by the visitor.
- **Remember – visiting people is a much better utilization of time than looking at “buildings.”**
- Ensure the visit agenda has free time, exercise time, and office time (as appropriate).
- Use the DV's time effectively. For former CMSAFs, a leisurely schedule is appropriate. Consider scheduling individual group meetings with airmen, NCOs, senior NCOs, Top 3, First Sergeants, and/or chiefs. **Mandatory enlisted calls at the base theater are inappropriate for former CMSAFs or retired DVs. This should be reserved for the incumbent CMSAF who is abreast of current issues.**
- Prioritize visits with the people, and allow time in the schedule for discussions and Q&A.
- “Must” visits for former CMSAFs include the Airman Leadership School, NCO Academy (if applicable), First Term Airman Centers, NCO/Senior NCO Professional Development Seminars, etc. Breakfast with the First Sergeants and lunch with the Chief's Group are also excellent options. Hold separate forums with first sergeants, chiefs, senior NCOs. A breakfast or lunch with the Presidents of the local advisory councils, AFSA Chapters, Top 3, First Sergeant Council, etc are options, as well.
- It may be appropriate for the DV to also see night shift personnel, particularly the incumbent CMSAF. However, late evenings should be kept to a minimum and always consider the DV's previous and future travel commitments, etc. Ensure the DV has adequate rest and down time.
- Show the DV both the challenges *and* successes at your base.
- Escort the DV during social periods to ensure he/she meets as many people as possible and his/her time is not monopolized by any one individual/group. Do not abandon your visitor and leave them on their own in social gatherings.

- Conduct a test run of the visit itinerary. The driver should follow the actual route he/she will use during the visit to verify the route and timing. No excuse for getting lost. Ensure reserved parking is in place and the designated individual meets you at each stop.
- Public Affairs may want to provide a photographer to record the visit for the base newspaper. Designate photo opportunities on the visit agenda. (Follow base guidelines)
- **Consider scheduling a PA interview toward the end of the visit agenda. Some DV's may ask for questions in advance.**
- Write thank-you notes to all those who supported the DV visit.

Additional Notes:

- The Command Chief should carefully review the script for any formal functions to ensure names, titles and ranks are correct – and that appropriate introductions are made in appropriate order. Protocol can be of assistance.
- AFI 36-2618 Chapter 6.1.1 - Chief Master Sergeant of the Air Force (CMSAF) The CMSAF is the senior enlisted member of the Air Force and takes precedence over all enlisted members while serving in this position. The official term of address is Chief Master Sergeant of the Air Force or Chief.

Introductions during an official ceremony

- CMSAF: At Joint-Service events and in the NCR (National Capital Region) the CMSAF comes immediately after the AF/CVA. At Air Force only events and if the CMSAF is not the guest of honor, then he/she is positioned after the general officers present. DV Code 4 precedence applies to the currently serving Chief Master Sergeant of the Air Force.
- Note: **DO NOT** refer to the CMSAF or former CMSAFs as Chief Master Sergeants or CMSgt. It is *incorrect* to introduce the CMSAF as “.....Chief Master Sergeant of the Air Force, Chief Master Sergeant Rod McKinley”....refer to the CMSAF and former “CMSAF as Chief Master Sergeant of the Air Force” or “Chief”.....
- Place card: CMSAF #6 McCoy or CMSAF (Ret) McCoy *not* CMSgt (Ret) McCoy
- *When retired Chief Master Sergeants of the Air Force are Guests of Honor at Air Force functions check with base protocol for correct placement of introduction and seating. Normally, these are AF driven events where other invited guests (general officers, both retired and active-duty) will impact seating/introductions.

- Always check to make sure that your mailing lists are current and accurate. You will never recover from sending an invite to a member or DV who is deceased. While no, offense is clearly intended, it can be hurtful to the member's family as well.