

**BY ORDER OF THE COMMANDER  
TINKER AIR FORCE BASE**



**TINKER AIR FORCE BASE  
INSTRUCTION 34-248**

**28 DECEMBER 2017  
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Services**

**DISTINGUISHED VISITOR  
GREETER PROGRAM**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This instruction outlines procedures to be followed to properly greet Distinguished Visitors (DV) who arrive via military air to Tinker AFB. It applies to all units and agencies assigned to or attached to Tinker AFB. Reference: AFRM 34-12. It does not apply to the Air Force Reserve and Air National Guard (ANG) units, except where noted otherwise. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*; route AF IMT 847s through publications/forms managers. Ensure all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of in accordance with the Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS) located at <https://www.my.af.mil/afirms/afirms/afirms/rims.cfm>.

**SUMMARY OF CHANGES**

This Publication is substantially revised and must be completely reviewed. DV Greeter duty is assigned to all AFMC colonels and lieutenant colonels with the exception of wing commanders and vice commanders. DV Lounge hospitality items are no longer provided, only coffee. Individual nametags for DV Greeters are not required. Minor changes were made to incorporate office symbols, names, and phone numbers.

**1. Purpose:** The primary mission of the DV Greeter program is to display a favorable impression of Tinker AFB to arriving and departing DVs. The program ensures Tinker AFB provides a warm welcome to DVs and that any special needs of the DV are accommodated in a timely manner. DV Greeters represent the Installation Commander when performing this duty. Compliance with this instruction is mandatory.

## **2. Responsibilities.**

### 2.1. The 72ABW/CC:

2.1.1. Primarily responsible for facilities and logistics supporting DVs visiting the installation.

2.1.2. Approval authority for policies and procedures affecting DV Greeter assignments and the monthly DV Greeter schedule.

2.1.3. Delegates authority to the 72 ABW Protocol Office (72 ABW/CCP) as the office of primary responsibility for the Tinker DV Lounge. However, 72 ABW/CC will remain the approval authority for policies and procedures affecting the Tinker DV Lounge.

### 2.2. The 72OSS/CC:

2.2.1. Primarily responsible for the day-to-day operations within the Airfield Management Operations (AM Ops) area including the part of the airfield known as “The Red Carpet.”

2.2.2. Ensures all issues and concerns dealing with cleanliness of the AM Ops Area and “The Red Carpet” are resolved in a timely manner.

2.2.3. Appoints a building and key/lock custodian for Tinker DV Lounge access. **NOTE:** *DV Lounge key access is granted to agencies or persons in support of DVs arriving or departing via military air to Tinker AFB. Those agencies or persons are responsible for restoring DV Lounge to DV standards.*

2.2.4. Oversees the cleaning contract and tracks all work orders for the Tinker DV Lounge.

2.2.5. Ensures that DV aircraft Estimated Time of Arrival/Estimated Time of Departure (ETA/ETD) and Actual Time of Arrival/Actual Time of Departure (ATA/ATD) information is forwarded via telephone from AM Ops to the Tinker Command Post as soon as practical. **NOTE:** *Information will only be provided on military airlift missions arriving/departing Tinker AFB.*

### 2.3. The 72ABW/CCP:

2.3.1. Develops and distributes the monthly DV Greeter schedule, schedule change letter, and Tinker AFB DV Greeter Master Phone List. **NOTE:** *Scheduled days are assigned to AFMC colonels and lieutenant colonels, except wing commanders and vice commanders. DV Greeter Leave and TDY schedules must be submitted to 72 ABW/CCP by the 20th of each month to enable the monthly DV Greeter schedule to be developed and distributed by the 25th of each month for the following month’s assignment.*

2.3.2. Provides initial notification and training to all newly assigned DV Greeters.

2.3.3. Maintains the Tinker DV Greeter Email Distribution List (MS Outlook mail group) to ensure all DV Greeters and base leadership are added/deleted as required.

2.3.4. Maintains overall responsibility for the Tinker DV Lounge located in Building 240.

2.3.5. Acting under the direction of the 72 ABW/CC, 72 ABW/CV or 72 ABW/DS, purchases additional hospitality (food/beverage) items as determined for the visiting DV.

2.3.6. Ensures Tinker DV Lounge equipment (not real property) is operational.

2.3.7. Notifies the 72 OSS Building 240 building manager of Tinker DV Lounge Real Property maintenance requiring work order submission.

2.4. The 72FSS/FSMP:

2.4.1. Provides a current listing of assigned AFMC colonels and lieutenant colonels as requested by 72 ABW/CCP for DV Greeter scheduling purposes.

2.5. The 552ACW/CP (Command Post):

2.5.1. Notifies all appropriate parties of DV arrivals/departures by completing the appropriate Command Post Quick Reaction Checklist.

2.5.2. Notifies in the following priority:

2.5.2.1. AFSC/CCP when DV is a DV Code 6 Senior Executive Service (SES) 1 and 2 or Brig Gen equivalent) or higher.

2.5.2.2. HQ ACC Command Center, only if the DV is an unscheduled DV Code 4 (SES 4 or Lt Gen equivalent) or higher.

2.5.2.3. The 72ABW/CC and CV, for any DV Code 6 (Senior Executive Service (SES) 1 and 2 or Brig Gen equivalent) or higher.

2.5.2.4. The 72ABW/CC, for any DV Code 7 (GS-15 or Col equivalent) or higher.

2.5.2.5. The 552ACW/CC and CV, for any DV Code 7 (GS-15 or Col equivalent) or higher.

2.5.2.6. DV Greeter scheduled per DV Greeter memorandum. Update DV Greeter anytime Airfield Management passes new estimated times of arrival.

2.5.2.7. AFSC/CCP, Navy Command Center, 507 ARW/CP, 552 ACW/CCP, 72 SFS BDOC, and 72 ABW/CCP should be notified and queried if they require updates on the DV.

2.5.2.8. Re-notify all above that will meet or greet the DV and those who requested updates when estimated arrival time changes by more than 15 minutes or confirmed arrival occurs.

2.6. DV Greeter (*DV Greeters are AFMC colonels and lieutenant colonels, except wing commanders and vice wing commanders*).

2.6.1. Obtain initial notification/training from 72 ABW/CCP and orientation from Airfield Management (AM) Operations.

2.6.2. Follow all procedures outlined in attachments 2 and 3. **NOTE:** *Responsibilities include opening the DV Lounge and preparing coffee if needed.*

2.6.3. Immediately report any maintenance issues, i.e. damaged ceiling tiles, leaking faucet, etc., discovered in or around the Tinker DV Lounge to the 72 OSS Building Manager at 734-2815.

2.6.4. Report interior issues such as furniture stains or rips, torn carpet, replenish coffee and report problems with the refrigerator or coffee maker to 72 ABW/CCP at 739-3330.

2.6.5. Do not directly task AM Operations personnel for duties outside those listed in this instruction, i.e. never present maintenance or interior issues to AM Operations personnel working behind the desk or ask those personnel to open the Tinker DV Lounge, close the Tinker DV Lounge, etc.

2.6.6. Address questions/concerns to 72 ABW/CCP at 739-3330. **NOTE:** *The 72 ABW Protocol Office will only send a representative, if a member of the 72 ABW command staff is greeting the party upon arrival/departure.*

KENYON K. BELL, Colonel, USAF  
Commander

**Attachment 1**

**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION**

***References***

AFMAN 33-363, Management of Records, 1 March 2008

AFPD 34-12, Air Force Protocol, 28 October 2011

***Adopted Forms***

AF Form 847, *Recommendation for Change of Publication*

***Abbreviations and Acronyms***

***AM***—Airfield Management

***ATA***—Actual Time of Arrival

***ATD***—Actual Time of Departure

***DV***—Distinguished Visitors

***ETA***—Estimated Time of Arrival

***ETD***—Estimated Time of Departure

***OPR***—Office of Primary Responsibility

***RDS***—Records Disposition Schedule

## Attachment 2

### DV GREETER PROGRAM OUTLINE

**A2.1.** Tinker serves as a main hub for many Distinguished Visitors (DVs) traveling across country. DV Greeters meet arriving and departing DVs at AM Ops. DVs have always looked forward to their stopovers at Tinker because of the outstanding hospitality shown them. DV Greeters represent Tinker Air Force Base and the Installation Commander. For many DVs, this will be their first impression of Tinker, therefore it is imperative the DV Greeter ensure the first impression is positive.

**A2.2.** Newly assigned DV Greeters are provided a list of important contact/reference phone numbers. All must schedule training through the 72 ABW Protocol Office (72 ABW/CCP) prior to their first DV Greeter duty. 72 ABW/CCP can be reached at 739-3330. AM Operations can be reached at 734-2191?

**A2.3.** The monthly DV Greeter schedule will be distributed by 72 ABW/CCP normally by the 25th day of the month prior to duty. All changes to the DV Greeter schedule will be coordinated via email to 72 ABW/CCP, or if a change occurs on a weekend by contacting the Tinker AFB Command Post, at 734-7313.

**A2.4.** Duty day for the DV Greeter begins on the assigned calendar day at 0800 and continues through 0800 the following day. Uniform will be the uniform of the day/duty uniform unless otherwise specified for a particular visitor by 72 ABW Commander

**A2.5.** DV Greeters will contact the Tinker Command Post to obtain DV arrival and departure schedules. In turn, the Tinker Command Post will contact the DV Greeter if there are ETA/ETD updates or if an unscheduled DV aircraft diverts to Tinker AFB.

**A2.6.** A combination of codes from the Branch of Service Codes table and the VIP/DV Code table below will be used.

A2.6.1. Example: DV-R4 John Doe

A2.6.2. DV-A5 Jim Whatever

A2.6.3. DV-S6 Mary Smith

**Table A2.1. Branch Service Codes.**

<b>Branch of Service Codes</b>	<b>Service</b>
A	Air Force
R	Army
V	Navy
M	Marine
S	Civilian
F	Foreign
<b>VIP / DV Codes</b>	<b>Meaning</b>
<b>1</b>	President of the United States Heads of State/Reigning Royalty
<b>2</b>	Four Star Equivalent, i.e. Vice-President of the United States, Governor in own state
<b>3</b>	Four Star Equivalent; Generals and Admirals (4-star rank)
<b>4</b>	Three Star Equivalent, (Lieutenant Generals and Vice Admirals)      SES Members (PC 4)
<b>5</b>	Two Star Equivalent; Major Generals and Rear Admirals (upper half)      SES Members (PC 5)
<b>6</b>	One Star Equivalent; Brigadier General and Rear Admirals (lower half)      SES Members (PC 6)
<b>7</b>	Colonels; Captains (USN/USCG); GS-15

**A2.7.** The Tinker Command Post will make telephone notifications of scheduled arrivals/departures and schedule changes to the DV Greeter and appropriate command sections as soon as practical. The Tinker Command Post will advise the DV Greeter of the visitor's ETA.

**A2.8.** The DV Greeter will report to AM Operations, Bldg 240, no later than 30 minutes prior to the scheduled arrival/departure of the DV. The following duties must be performed by the DV Greeter or Protocol in the Tinker DV Lounge prior to the DV's arrival/departure:

A2.8.1. Turn on all lights (including restrooms).

A2.8.2. Ensure the room, counter tops, and surrounding areas are clean and three current Tinker Takeoffs are placed on the coffee table.

A2.8.3. Check icemaker, if there is no ice available in the icemaker, use the ice machine in the break room near the parking lot. **NOTE:** *The Tinker DV Lounge is for use by DVs and their guests only. Per AFI 34-1201, A DV is defined as (1) any general or flag officer; (2) any government official with rank equivalent to a brigadier general or higher; or (3) any foreign military officer or civilian designated a DV by the Under Secretary of the Air Force for International Affairs (SAF/IA). If non-DV Space "A" personnel and/or crewmembers, request drinks or snacks, direct them to the vending machines in the break room.*

**A2.9.** Before the DV's aircraft arrives, the DV greeter will proceed to the bottom of the "T" of the "Red Carpet" area outside AM Operations to greet the DV. **The Red Carpet area is a "No Hat Area."** While the aircraft is taxiing and near the parking area, the DV greeter(s) will render honors to the aircraft as follows:

A2.9.1. As the aircraft turns into the parking space, snap to attention. If greeting a general officer, salute the aircraft after it completes its turn and rolls into the parking space, hold the salute until the aircraft stops. or

A2.9.2. If you are greeting an SES, only stand at attention.

A2.9.3. Remain in place until the aircraft wheels are chocked and engines shut down. Move to aircraft door when cleared by crew to approach or when it's safe to approach. Assist with luggage as needed. *NOTE: When civilians greet the aircraft, regardless if the DV is a general or an SES, come to attention after the aircraft completes its turn and taxis into the parking space. Remain at attention until the aircraft stops.*

**A2.10.** When a DV is departing, notify the DV when the aircraft is ready for boarding and offer to carry their bags to the aircraft. Position yourself a safe distance away from the aircraft; at least 30 feet. If you are on the red carpet position, stand at the bottom of the "T". When the "chalks" are pulled, and the aircraft begins to roll forward, "snap" to attention.

A2.10.1. If the aircraft is carrying a general officer, salute the aircraft.

A2.10.2. If it is carrying a Senior Executive Service (SES) member, remain at attention.

**A2.11.** If a DV requests the use of the STU III phone the DV Greeter must ensure the requestor has a SECRET security clearance. The requestor must provide identification to AM Ops before signing out the key. The DV Greeter will not sign out the STU III key. Ensure the DV has privacy to conduct his/her phone call and that the STU III key is secure until such time it has been returned to AM Ops personnel.

**A2.12.** If the DV requests a meal or snack, AM Ops normally has menus for box lunches provided by the Flight Kitchen. Alternative meal options on Tinker, can be found on the quick reference phone list located in the DV lounge. If transportation is required, call base transportation at 734-2803.

**A2.13.** If the DV insist they no longer require DV Greeter assistance, the Greeter should use sound judgment on whether to stay or leave. If the DV Greeter decides to leave, they must ensure the DV is fully supported. Keep in mind, if leaving, there are no other unit representatives or protocol staff members available to assist the DV if the aircraft is furthered delayed and cannot depart.

**A2.14.** Once the DV's aircraft has successfully departed, the DV greeter must ensure the DV Lounge is clean and secure and the room is made ready for the next DV to arrive/depart.

**A2.15.** Unless accompanied by another DV, the AFSC Commander or Director, Executive Director, and Vice Commander prefer not to be met by the DV Greeter when they are traveling.



**A2.16.** DVs from another Major Command or military branch may be met by a representative or representatives from another Tinker organization. Therefore, if a counterpart or associate meets the visiting DV, there may be no requirement for the scheduled DV Greeter to participate. The same applies if a protocol party meets the DV. The DV Greeter must confirm with the respective counterpart, associate, or 72 ABW CCP that the DV arrival/departure is appropriately covered by another representative. There is no need for duplicate greeters.

**A2.17.** The 72 ABW/CCP will assist in greeting Lieutenant Generals, equivalents, and above, or other DVs as directed by the 72 ABW/CC, 72 ABW/CV or 72 ABW/DS. If enough notice is provided, 72 ABW/CCP will contact the visiting DV's office and offer/provide assistance in procuring meals, beverages and snacks as desired by the DV.

## Attachment 3

**DISTINGUISHED VISITOR LOUNGE ARRIVAL/DEPARTURE CHECKLIST****Figure A3.1. Distinguished Visitor Lounge Arrival/Departure Checklist.****BEFORE DV ARRIVAL**

- Turn on lights
  - Inspect lounge furniture
  - Seats are clean
  - Pillows are standing up
  - Table tops clean
- Inspect lounge kitchen area
  - Turn on lights
  - Counter wiped down and clean
  - Towels folded on counter
  - Sink clear of dirty dishes
  - Sink works properly
  - Make coffee
    - (Coffee and filters located above the sink)
    - (Cream and sugar located in lower cupboard by refrigerator)
    - (Place spoon and stir sticks on countertop placemat)
    - (Place mugs on countertop placemat)
    - (Place napkins out on counter)
  - Trash not overflowing
- Inspect restrooms
  - Ensure toilet flushes properly
  - Toilet paper available
    - (Notify AM Ops personnel if more is needed)
  - Toilet seat down
  - Towels folded and hanging on towel racks
  - Sink works properly
- Inspect desks/workspace
  - No leftover work or clutter
  - Telephones work
  - STU-III Phone/Key is working and available upon request

**AFTER DV DEPARTURE**

- Inspect lounge furniture
  - Seats are clean
  - Pillows are standing up
  - Table tops clean
- Inspect lounge kitchen area
  - Counter wiped down and clean
  - Towels folded on counter
  - Wash used/dirty dishes
  - Sink clear of dirty dishes
  - Turn off coffee maker

- Clean out coffee maker
- Turn off lights
- Inspect restrooms
  - Ensure toilet is flushed
  - Roll of toilet paper not expired
  - Toilet seat down
  - Towels folded and hanging on towel racks
  - Shower area is clean
  - Sink area wiped down
  - Turn off lights
- Inspect desks/workspace
  - No leftover work or clutter
- Check lounge for items that may have been left behind
  - No items left
  - If items are left (Contact the 72 ABW/CCP Duty Personnel 739-3330)
- Turn off lights
- Lock door behind you  
(If door does not lock, ask AM Ops personnel to assist in securing the room)

## Attachment 4

## FLIGHT LINE PROTOCOL

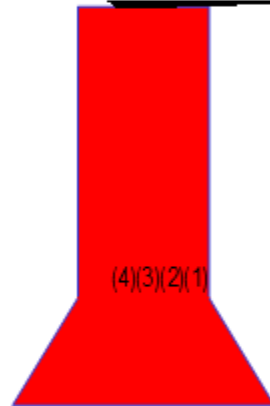
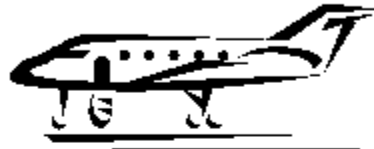
Figure A4.1. Flight Line Protocol.



# Flight Line Protocol

Greeting the Aircraft:

(1) Placement



(4)(3)(2)(1)

- (1) Senior Ranking Individual
- (2) Spouse
- (3) Second Ranking Individual
- (4) Spouse

Senior person is on the right facing the airplane

Figure A4.2. Flight Line Protocol.



## Flight Line Protocol



### Greeting the Aircraft:

#### (2) Saluting Aircraft

- Approximately six paces out, the senior greeter commands, "Present Arms"
- Once the aircraft has stopped and the salute has been acknowledged, senior greeter commands, "Order Arms"
- Do not salute civilian DVs. Stand at attention only.

Figure A4.3. Flight Line Protocol.



## Flight Line Protocol



### Greeting the Aircraft:

#### (3) Welcoming Visitors

- After engines are cut off and the wheels are chocked, greeters move to the door of the aircraft
- Greeters line up in the same order as in the aircraft arrival
- Assist with luggage as needed



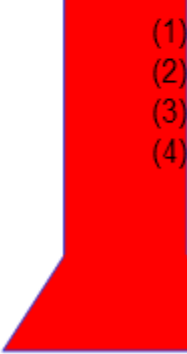
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- (1) Senior Ranking Individual
  - (2) Spouse
  - (3) Second Ranking Individual
  - (4) Spouse

Figure A4.4. Flight Line Protocol.



## Flight Line Protocol



### Greeting the Aircraft:

#### (4) Vehicle Placement

- Do not drive or park vehicles directly toward the aircraft
- When driving across yellow lines, the driver's side of the vehicle is closest to the aircraft. Do not drive across Red Carpet.
- Spotters are required for vehicles when backing up to an aircraft. Contact Transient Alert for assistance.

