

# Marine Enlisted Aide



# Handbook

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## Table of Contents

Purpose of the Marine Corps Enlisted Aide Program.....	1
Marine Enlisted Aide Handbook Overview.....	2
Program Responsibilities.....	3
Chapter 1: Keys to Success	
1. Communications.....	5
2. Relationship building.....	7
3. Clear Establishment of Roles and Responsibilities between General Officer and Marine Corps Enlisted Aide.....	7
4. Daily Schedule.....	8
5. Weekly Schedule.....	8.
Monthly and Quarterly Schedule.....	9
7. Semi Annual or Annual Schedule.....	9
8. Duty Status.....	9
9. Interpersonal Skills.....	10
Chapter 2: Marine Enlisted Aide Program Information	
1. Prerequisite for selection as a Marine Enlisted Aide.....	12
2. Application Process.....	12
3. Selection Process.....	13
4. Submitting a Package.....	13
5. Assignment to Quarters.....	13
6. Program Benefits and Rewards.....	13
7. Training and Education.....	14
8. Annual Leave.....	16
9. Fitness Reports.....	16
10. Marine Enlisted Aide Biography.....	16
11. Awards and Recognition.....	17
12. CMC Flight Detachment.....	18
13. Mentoring Mission.....	19
14. Sharing of a Marine Enlisted Aide.....	20
15. Volunteering and Paid Services.....	20
Chapter 3: Household Management/Operations	
1. Report Damage.....	21

2.	Household Cleaning.....	21
3.	Establish Cleaning Zones.....	21
4.	Cleaning of Guest Restroom.....	22
5.	Carpet Cleaning.....	23
6.	Cleaning Furniture/Antique.....	25
7.	Window Cleaning.....	25
8.	Ceiling and Wall Cleaning.....	26
9.	Hardwood Floor Maintenance.....	28
10.	Maintaining Lead Crystal.....	29
11.	Maintaining Linens.....	31
12.	Cleaning and Maintaining Major Appliances.....	32
13.	Cleaning and Maintaining Furniture.....	35
14.	Administrative Duties.....	38
15.	Inventory of Government Furniture.....	39
16.	Crime Prevention Measures.....	40
17.	Handling Telephone Threat.....	42
18.	Public Private Venture (PPV) Housing.....	43
19.	Mail Handling Procedures.....	44
20.	Meal Support.....	44
21.	Duty Schedule and Continuity Binder.....	46

Chapter 4: General Officer/ Marine Enlisted Aide Uniforms

1.	General Officer/ Marine Enlisted Aide Uniforms .....	48
2.	Maintenance and Preparation of General Officer Uniforms.....	48
3.	Uniform Checklist.....	52
4.	General Officer Uniform Regulations.....	62
5.	Trip Preparation/Marine Enlisted Aide Travel.....	70
6.	Overseas pre-deployment and deployment operations Travel Requirements.....	71
7.	Handy Tools.....	71

Chapter 5: Illustrative examples of Authorized/Unauthorized Duties

1.	Illustrative Examples of Authorized Duties.....	72
2.	Illustrative Examples of Unauthorized Duties.....	73

Chapter 6: Official Entertaining and Overall Planning of Hosted Events

1.	Official Entertaining and Overall Planning of Hosted Events .....	74
2.	Event Planning.....	75
3.	Menu Planning.....	77
4.	Funding (ORF, NAF, Personal/Petty Cash).....	80
5.	Delegation of Authority from GO to MEA.....	81
6.	Type of Event: Function/Service.....	83
7.	Table Settings.....	92
8.	Setting a Bar.....	94

Appendix I - References.....	101
Appendix II - Special Command Positions.....	103
Appendix III - Helpful Documents.....	105
Appendix IV - Continuity Binder; Quarters 12 Example.....	114
Appendix V - Glossary.....	134

## **Purpose of the Marine Corps Enlisted Aide Program**

The Marine Corps Enlisted Aide Program (MCEAP) was established by the Commandant of the Marine Corps (CMC) for the purpose of training enlisted personnel in the duties and requirements needed to assist in relieving General Officers (GO) of those minor tasks and details which if performed by the GO, would be at the expense of the GO's primary military and other official duties and responsibilities.

The MCEAP assists designated Marine Corps GO's through systematic and comprehensive management practices to enable the efficient execution of official duties and allows the officer to focus their attention on mission accomplishment. Duties directly relate to the GO's military and official responsibilities, to include the conduct of Department of Defense (DoD) representational responsibilities associated with their assigned positions.

Additional tasks performed by the Marine Enlisted Aide (MEA) are associated with accommodating GOs daily needs pertaining to, but not limited to, uniforms, travel, meal requirements, social functions, limited administrative duties and up keep of assigned government living quarters.

MEAs are selected based largely on their personal drive and determination to apply initiative and having an ability to set themselves ahead of their peers.

The MCEAP is comprised of Marines assigned to designated billets to include:

- Marines assigned to serve as curators at the Home of the Commandants
- Marines serving in GO Quarters
- Marines in a training status to become a MEA
- Secretary of the Navy (SECNAV), Chairman of the Joint Chief of Staff (CJCS), Office of the Secretary of Defense (OSD), United States Pacific Command (PACOM), Presidential Food Service, CMC Fight Detachment and at the Advanced Culinary/Enlisted Aide Course as an Instructor at Joint Culinary Center of Excellence located at Fort Lee, VA

Questions regarding the contents of this Handbook or any issues related to MCEAP should be directed to the MCEAP SNCOIC at 202-433-2523.

## Marine Corps Enlisted Aide Handbook Overview

### Purpose

- This Handbook is provided to serve as a “how to” guide for MEAs. The information contained in this guide is a compilation of regulations, directives and practical on the job training experience.

### Accuracy

- These tasks are procedurally correct as published and referenced in other documents. Some particularities may differ according to the requirements of each household. Use these tasks as guides; however, always check with the GO and spouse, as appropriate, to verify and adjust procedures to meet the particular needs of the quarters.

- MEAs should be briefed thoroughly on the GO’s likes and dislikes pertaining to uniforms, allergic reactions to certain foods and dietary requirements of members of the particular household.

**\*Note:** Enlisted Aide (EA) is a term used by all services, and is interchangeably used with the preferred Marine Corps term of Marine Enlisted Aide. In this handbook when the term Enlisted Aide is used, it is consistent with (DoD) and Joint Chief of Staff (JCS), or Secretary of the Navy Instructions.

## **PROGRAM RESPONSIBILITIES**

### **Under Secretary of Defense for Personnel and Readiness**

- Establishes and publishes the DoD ceiling for EA, the number who will support joint General/Flag Officer (G/FO) positions, and the individual Military Service allocations of EAs.
- Actions waiver requests associated to EA allocations received from the CJCS and the Military Services.

### **Chairman of the Joint Chiefs of Staff**

- Determines specific Joint G/FO positions authorized EAs and the specific number of aides authorized to each position within Joint duty assignments.
- Authorizes an EA only if the official duties and responsibilities of the G/FO position, including representational duties, warrant EA support. Ensures authorizations will not be based solely on the grade or title of the G/FO position.
- Provides copies of reports reflecting EA authorizations, allocations, and justifications for the authorizations based on the duties and responsibilities of the Joint duty G/FO positions from the previous fiscal year, to USD (P&R) annually no later than 1 January.

### **Secretary of the Navy**

- Determines the specific G/FO positions to be authorized enlisted aides and the specific number of aides to be authorized to each position within the Department of Navy's (DoN) allocation.
- Authorizes EAs only if the official duties and responsibilities of the G/FO position, including representational duties, warrant enlisted aide support. Authorizations will not be solely based on the grade or title of the G/FO position.
- Ensures compliance with enlisted aide allocations determined by the CJCS for G/FO's in Joint duty assignments.
- Submit reports reflecting EA authorizations, allocations, and justifications for the authorizations based on the duties and responsibilities of G/FO positions from previous fiscal years to USD (P&R).

### **Commandant of the Marine Corps**

- Ensure compliance with pertinent orders and regulations relating to the assignment of MEAs and execution of the MCEAP.
- Assigns an EAs to specific GO positions upon receipt of annual allocations from the Department of Defense (DoD) through DoN.

- Provides guidance annually associated with MEA assignment and employment policy. This policy is published as changes occur within the MCEAP via a CMC Green Letter.

#### **Deputy Commandant, Installations and Logistics**

- Serves as CMC's Director of the MCEAP and provides oversight of program execution.
- Provides recommendations to the CMC regarding assignments of MEAs to specific GO positions, as well as the specific number of Aides to be authorized to each position within the Marine Corps.
- Submits reports, as necessary, reflecting EA authorizations, allocations, and justifications for the authorizations based on the duties and responsibilities of each GO position.

#### **Marine Corps Enlisted Aide Program Staff Noncommissioned Officer in Charge**

- Serves as the senior enlisted advisor for the MCEAP and provides recommendations to the Deputy Commandant, Installations and Logistics (DC, I&L) on selection and assignment of MEA to GO's.
- Recruits, screens and oversees training of enlisted food service military occupational specialty Marines in support of the MCEAP.
- Oversees the mentorship program of all MEAs.
- Provide advice to GOs assigned a MEA as necessary.
- Provides guidance to MEAs in the execution of their duties and responsibilities in support of assigned GOs.

#### **General Officers Assigned a Marine Enlisted Aide**

- Comply with the requirements of MCO 1306.18, CMC Green Letter, GO Guidebook for MEAs and this Handbook and any additional implementing guidance issued by the Marine Corps.
- Ensures any event for which MEAs provide support is a valid Qualifying Representational Event (QRE).
- Ensures official representational duties are valid QREs in order to protect and conserve federal resources as well as prevent the appearance of violating ethical standards.
- Coordinate directly with DC, I&L on questions related to the MCEAP.

## Chapter 1

### Keys to Success

#### 1. Communications

a. Marine Enlisted Aides (MEA) will seek out specific instructions concerning the duties he or she will be required to perform for the General Officer (GO). It is recommended that they sit down face to face with the GO to establish effective ways to establish a working relationship. These instructions will include information regarding duty hours, required meal service, specific uniform guidance, fitness report guidance, and other tasks unique to the quarters.

b. The Marine Enlisted Aide should maintain the following personal qualities:

(1) Honesty. The MEA should be trustworthy, truthful and direct when dealing with others.

(2) Loyalty. The MEA must be very discreet about personal and family matters that take place in the GO Quarters. The GO and family are entitled to their privacy. Observations of matters or incidents occurring in the quarters should not be discussed.

(3) Punctuality. The MEA shall be punctual when reporting for duty and in completing all assignments.

(4) Dependability. The MEA's chain of command should be confident that the MEA will utilize sound judgment in getting the job completed.

(5) Respect. MEA will be courteous and extend proper consideration and respect to others at all times while representing their command and the GO they are working for.

(6) Judgment. The MEA should be able to make quick decisions using sound judgment in determining what to do in certain situations. They should seek out additional guidance as necessary.

(7) Confidence. The MEA should display the ability to take charge and meet the requirements of the mission.

c. General Officer/Marine Enlisted Aide Communication:

(1) Frequent and effective levels of communication should be established to develop an everyday working relationship between the GO and the MEA.

(2) Utilize dialogue sessions to ensure that he/she is able to achieve daily tasks for the supported GO related to uniforms, meal requirements, event planning, etc.

(3) Determine the most effective source(s) of communication utilizing Email, Telephone, Text, Face to Face, Daily Note Log. This should be determined by the GO.

(4) Due to the ever changing schedule of the GO, frequent communication is a requirement for MEA and GO to discuss any issues.

d. General Officer's Spouse/Marine Enlisted Aide Coordination:

(1) The MEA works directly for and reports to the designated GO. The establishment of a positive and effective relationship with the GO's spouse is an important element of the GO's and MEA's success.

(2) Face to face communication is necessary to establish a professional work environment.

(3) Occasionally, email or notes can bridge timing, but should not be the only means of communication.

(4) The MEA will likely often work closely with the GO spouse on planning efforts associated with any QRE or daily household operations and duties.

(5) Communication with the spouse will assist the MEA in the performance of his/her assigned duties.

e. General Officer Aide de Camp/Marine Enlisted Aide Coordination:

(1) The Aide de Camp and MEA relationship is an important element in support of the GO's schedule, uniform and travel requirements.

(2) The MEA should have the flexibility to contact the Aide de Camp in order to obtain clarification on requirements.

(3) The Aide de Camp is often the best source of information for the MEA during the course of a normal work day.

f. Staff Secretary and/or Command/Marine Enlisted Aide Coordination:

(1) The GO's staff may often be one of the support elements for the MEA at the quarters during a QRE. These Marines may assist with bartending, policing of gear and overall assistance during an official social event hosted by the GO.

(2) Teamwork is vital to the success to ensure that the GO is appropriately supported during all QRE's.

g. Protocol/Marine Enlisted Aide Coordination:

(1) A daily communication is needed to keep the MEA informed on any future QRE's that require support from the MEA.

(2) Accurate information is required pertaining to guest count for all events, guest food allergies and any other specific details.

## **2. Relationship Building**

a. A healthy and positive working relationship between the GO, Aide de Camp, MEA and other members of the GO's staff is essential to the successful execution of the GO's and MEA duties.

b. Attending Command physical training (PT) and professional military education (PME), providing mentorship to junior Marines and assisting in overall unit cohesion will establish camaraderie among all levels of the command for the MEA.

## **3. Roles and Responsibilities between General Officer and Marine Enlisted Aide**

a. The MEA will receive clear guidance from the assigned GO on the responsibilities that will be expected within the GO's quarters.

b. Facilitate open communication and aid in the avoidance of confusion and or violation of personal space in GO's quarters.

c. How uniforms will be prepared, staged and received by the GO. A working relationship or standard operating procedures must be established for the MEA to be able to support the GO with all uniform and civilian attire requirements.

d. The standard of care will be set by the GO and maintained by the MEA.

e. The areas to be cleaned within the quarters will be identified and deemed the responsibility of the MEA to maintain as a part of quarters operation or day to day duties.

f. The areas within the quarters that will be off limits to the MEA will be identified.

g. Working hours or how the MEA will be accounted for within the parent command.

h. The MEA will be assigned specific duties such as menu planning, rifle range, or take leave while the GO is Temporary Assigned Duty (TAD). The MEA may periodically travel in support of the GO.

i. Every day meal support will be established to ensure of a well-balanced diet.

j. GO and MEA calendar meetings should occur periodically as required to improve communication and establish a foundation for all personnel supporting the command during QRE's.

#### **4. Daily Schedule for MEA**

a. Gather and sort uniforms for washing or laundering.

b. Dusting of the residence.

c. Check soap, toilet paper and other supplies in bathroom, change towels if necessary.

d. Prepare meals and clean up afterward.

e. Sweep/vacuum/mop floors in high-use areas.

f. Empty trash and garbage containers.

g. Vacuum all rugs and carpet.

h. Police exterior of quarters.

#### **5. Weekly Schedule for MEA**

a. Dust all surfaces and objects, including pictures, mirrors, light fixtures, and light bulbs.

b. Deep clean entire guest bathroom.

c. Deep clean entire kitchen and appliances.

d. Wash out and sanitize garbage cans.

e. Clear and clean the Sun room as required.

f. Laundry room cleaning.

- g. MEA's office will be maintained for professional appearance and functionality.
- h. Library or study.

**6. Monthly and Quarterly Schedule for MEA**

- a. End of month financial report.
- b. Test alarms.
- c. Clean/dust lampshades.
- d. Clean/dust light fixtures.
- e. Dust/vacuum book shelves.
- f. Dust mini-blinds and other blinds, shades, door tops, and other hard-to-reach area.
- g. Clean all baseboards.

**7. Semi-Annual or Annual Schedule for MEA**

- a. Spring cleaning; furnace inspection.
- b. Clean and polish silver, brass items.
- c. Clean chandeliers, ceiling fans.
- d. Clean the basement and garage.
- e. Move and clean underneath all appliances in the kitchen.
- f. Update the Furniture Inventory.
- g. Organize your official documents and records; discard out-of-date items.
- h. Wax furniture as appropriate.

**8. Duty Status**

a. GO's lead a dynamic schedule that often involves official entertaining on evenings, weekends, and holidays, which can in turn make the work schedule of the MEA equally dynamic. It is the responsibility of the GO and the MEA to communicate expectations on

balancing professional responsibilities with personal health and well-being, and family commitments and priorities.

b. The MEA must be gainfully employed during the work week. In order to monitor the utilization of the MEA and manage work schedules, the MEA shall utilize the Daily Communication Log to communicate tasks and time allotted for each.

c. A specific duty phone and designated workspace will be established to enable the MEA to receive notices and messages directly pertaining to duty requirements. It is essential to have daily access to a computer, or a mobile device, to allow for effective communication.

d. MEA must make time to maintain their physical fitness and personal readiness.

e. The duty schedule must include time to continue to excel as a Marine, attending PME and Annual training requirements.

## **9. Interpersonal Skills**

a. The MEA must be courteous to everyone they meet, as you are directly representing your Command and GO that you work for.

b. The MEA should avoid involvement in the GO's private matters and must be discreet about all personal and family affairs.

c. The MEA must realize the GO's quarters are both their work space and their home.

d. The MEA is in a position of providing technical advice in support of QRE's or quarters maintenance requirements.

e. To meet and exceed expected requirements, MEA must develop a sense of responsibility and take the initiative to get things done the right way at all times.

f. The MEA should be conscious of their actions while working in the GO's Quarters at all times.

g. The MEA shall not receive or entertain personal visitors of any kind while at the GO's Quarters. Official visitors should be coordinated with the knowledge of the GO and their spouse.

h. The MEA should refrain from using tobacco products of any kind while on the Quarters property and follow all Marine Corps base regulations and policy on tobacco use.

i. The MEA shall present themselves professionally, and maintain a polite

and courteous manner of speaking at all times, in person or by phone.

j. The MEA should always be aware of the special trust placed in them. The MEA should avoid situations, such as indebtedness, use of the GO's name or property for personal gain, or any other actual or perceived act that brings into question their integrity or brings negative attention to the supported GO or spouse.

k. The Marine is expected to maintain a professional appearance and use appropriate military bearing and customs and courtesies.

## Chapter 2

### Marine Corps Enlisted Aide Program Information

#### Overview

○ All enlisted personnel assigned within the MCEAP are volunteers who are assigned at the discretion of the Commandant of the Marine Corps (CMC) via the program Director, the Deputy Commandant Installation and Logistics (DC, I&L). Due to the high levels of visibility associated with this program, only Marines who demonstrate exceptional levels of professionalism and maturity will be considered for assignment.

#### 1. Prerequisites for Selection as a Marine Enlisted Aide

- a. Possess a primary MOS 3381, Food Service Specialist.
- b. Possess a GT score of 90 or higher.
- c. Does not possess a record of Non-Judicial Punishment (NJP) offenses, indebtedness, or domestic problems.
- d. Must at a minimum hold the rank of Corporal.
- e. Must have completed the Food Service NCO Course.
- f. Second-term (must have reenlisted) career Marines.
- g. Consistent record of solid performance and recommended by Commanding Officer, Senior Enlisted Advisor, and Staff Non-Commissioned Officer in Charge.
- h. Must be a volunteer.
- i. Received Command Endorsement.

#### 2. Application Process

a. All applicants are required to submit Marine Enlisted Aide Candidate Package consisting of:

- (1) MEA Questionnaire
- (2) Special Duty Assignment checklist
- (3) A copy of all culinary certificates (if applicable)

- (4) BIR/BTR (MOL Format)
- (5) Personal Biography
- (6) Height & Weight Certification
- (7) 8" x 10" Official Photo in Service "C" Uniform
- (8) Note: MCO 1306.18 provides detailed application submission requirements

### 3. Selection Process

a. The MCEAP SNCOIC will review all application packages to ensure pre-requisites are satisfied. The Marine applicant has demonstrated the potential to serve in the MCEAP based on certifications, physical appearance in uniform, financial responsibility, previous performance and overall professionalism.

b. A panel consisting of a senior officer and enlisted food service experts will review all applications and endorsements and forward recommendations to the DC, I&L for consideration and decision.

c. Prior to selection into the MCEAP, Marines will be issued Temporary Additional Duty (TAD) orders to Marine Barracks Washington for a period of approximately two weeks for evaluation by the MCEAP SNCOIC. At the end of this two week evaluation and orientation period, the DC I&L will determine final eligibility for the program based on the recommendation and evaluation of the MCEAP SNCOIC.

d. Upon approval, the 3381 Assignments Monitor, Deputy Commandant for Manpower and & Reserve Affairs (DC, M&RA) will issue orders for the Marine selected for the MCEAP to report to Marine Barracks Washington for duty.

4. **Submitting a Package.** Packages can be received from the MCEAP SNCOIC, located at Marine Barracks Washington at phone number 202-433-2523.

5. **Assignment to Quarters.** Marines will be selected for duty into quarters through the recommendation of the Marine Corps Enlisted Aide Program SNCOIC. The MCEAP SNCOIC will recommend eligible candidates to the DC, I&L. The DC will communicate with the GO to find the right MEA candidate, the SNCOIC will coordinate with the MMEA, 3381 assignments monitor to request orders.

### 6. Program Benefits and Rewards

- a. Unique and challenging duty opportunity with potential for career growth.

- b. Some hours worked can be applied to internship through the Military Apprenticeship Program.
- c. Formal Advanced Culinary training.
- d. Eligibility to earn multiple apprenticeships.
- e. Professional schools, certifications, and off duty degree programs.

## 7. Training and Education

- a. Marines assigned to the MCEAP are expected to complete all annual training requirements and appropriate level PME Courses.
- b. Education and professional development programs, listed below, offer certifications that build on the skill level of the individual equal to industry standards.

**\*Example:** local American Culinary Federation (ACF) chapters can provide mentoring, hospitality, culinary and educational development. Many of the certifications that are available may require fees; these are obtainable by command funding and obtained via submission of a SF182.

(1) MOS 3381 Initial Training

- (a) Basic Food Service Course (Fort Lee, VA)
- (b) Food Service NCO Course (Fort Lee, VA)
- (c) Food Service SNCO Course (Fort Lee, VA)

(2) Initial Marine Enlisted Aide Training. Prior to assignment to a GO, MEA's should have successfully completed the following training:

(a) Marine Enlisted Aide Candidate Training - (Marine Barracks Washington): On the job training for the future MEA that introduces him or her to the program requirements of the program such as uniform preparation, table setting/serving, basic culinary support and other miscellaneous support requirements.

(b) Joint Culinary Center Of Excellence-Advance Culinary Skills Training Course - (Fort Lee, VA): An intense hands-on course designed to improve the overall skills of an experienced cook. The course is not designed to learn or review basic cooking skills; rather the course focuses on knife skills, menu development, advanced baking techniques, buffet platter production and presentation, production of course meals, (three, five, and seven course), effective purchasing techniques, advanced dessert preparation, table service, nutrition, and much more.

(c) Joint Culinary Center Of Excellence-Enlisted Aide Training Course - (Fort Lee,

VA): Designed to familiarize selected enlisted personnel with the policy, selection, personal attributes, and duties and responsibilities of individuals assigned to the personal staff of G/FO. The training course consists of the general policy governing enlisted aide duties and responsibilities to include: purchasing of subsistence, supplies, government and personal equipment, financial and management administration, table service, china, silver, glassware, bar service, menu planning, seating arrangements, interior and grounds maintenance, crime prevention, counter terrorism and safety, ethics, integrity and finally family relations.

(3) Follow-On Marine Enlisted Aide Training. This training is encouraged for MEA's as they gain experience and seniority and provides the Marine with additional knowledge and enhances professional development.

(a) Bartending School – (local training course): Provides basic instruction on bartending techniques, equipment/bar set-up, mixology, customer service, alcohol awareness, health/safety, legal concerns, etc.

(b) American Culinary Federation Certification – (local Chapter): Provides certification through mentoring, training and culinary development that is designed to enhance professional growth for all current and future chefs and pastry chefs. The ACF offers many opportunities for service men and woman that are initiative based.

(c) Culinary Institute of America Professional Chef Level I – (Hyde Park, NY): Provides the student a basic foundation on culinary applications and food safety, responsibility for individual work, and basic knowledge of food cost. Specific culinary skills focused on are fundamental culinary techniques; stock, soup and sauce preparation; basic vegetable and starch accompaniments; sensible plate accompaniments and menu progression; basic cold food preparations; and food safety and sanitation principles.

(d) Cardiopulmonary Resuscitation – (Local BAS): Provides basic instruction on how to preserve intact brain function until further measures are taken to restore spontaneous blood circulation and breathing in a person who is in cardiac arrest.

(e) Basic First Aid – (Local BAS): Provides basic instruction in First Aid such as minor burns, shock, and incision wounds, etc.

(4) Intermediate / Advanced Level Training. This training is available to MEA's to enhance professional development. MEA's can coordinate with MCEAP SNCOIC to attend these courses based on availability and assigned GO approval. Based on time in this program, not all members will be able to obtain the following training.

(a) Advanced Estate Management Course – (Starkey International Institute): Developed for the executive estate level Homes. This course is intended to prepare the student for the demands associated with supporting CMC or Chairman Level entertaining, in which multiple events per day, week, or month are required.

(b) Culinary Institute of America Professional Chef Level II - (Hyde Park, NY): Reinforces basic skills and ensures competency in basic food science, baking, and nutrition; ensures comprehension of basic management and supervisory skills; and ensures the understanding of basic concepts of financial controls of a food operation. Specific culinary skills focused on are nutrition concepts as applied to menus and recipes; fundamental baking techniques; basic food science terminology, and Garde manager and Mediterranean cooking principles.

(c) Culinary Institute of America Professional Chef Level III – (Hyde Park, NY): Ensures the chef is well versed in multiple culinary disciplines, able to apply advanced personnel management skills, and capable of effectively planning, managing, and forecasting the financial aspects of a complex food operation. Specific culinary skills focused on are Asian, Latin American, and Caribbean cuisine concepts, ingredients and recipes; world cuisine culinary techniques, food science applications; and wine and food pairing fundamentals.

## 8. Annual Leave

a. Marines are authorized and expected to take annual leave in accordance with applicable Marine Corps orders and regulations.

b. Leave is requested to and approved by the assigned GO. When possible, this leave should be planned when the assigned GO is on annual leave or when on TAD. Every effort should be made to schedule planned leave so as not to conflict with calendar events that require enlisted aide support.

c. GO's will ensure their assigned MEA schedules and takes necessary leave just as he would as a member of his primary staff.

## 9. Fitness Reports

a. MEA fitness reports will be the responsibility of the assigned GO will serve as both the Reporting Senior and Reviewing Officer.

b. Fitness report responsibilities shall not be delegated to a member of the GO's staff.

c. The MCEAP SNCOIC can provide guidance/assistance in the development of Billet Descriptions and recommendations for follow-on assignments.

## 10. Marine Enlisted Aide Biography

a. Example biography for MCEAP:

Current as of 1 March 2015

Biography of: Sergeant I been A. Marine 3381/3372 Food Service Specialist/ Marine Aide

Sgt. Marine was born in Ft Myer, Florida. He graduated from McArthur Senior High School in Ft Myer, Florida in 2009. He entered recruit training at Parris Island, South Carolina in July of 2009, followed by Marine Combat Training at Camp Geiger N.C. He then proceeded to Camp Johnson N.C. for Basic Food Service School. While there he was promoted to Private First Class.

Upon completion of Food Service School in 2009, PFC Marine was assigned to 8th Communications Battalion where he was meritoriously promoted to Lance Corporal.

In November 2010 he was assigned to the USS Nassau LHA-4 as the Chief Cook for the Officers Dining Room in support of cold weather operations.

Upon returning in February 2013 he was assigned to 3rd Marine Division Okinawa Japan. While in Japan, he was promoted to Corporal and was the Assistant Subsistence Chief responsible for millions of dollars' worth of purchased and consumed food in the dining facility as well as a Chief Cook..

Sgt. Marine received orders to what is formerly known as the General Officers Mess in June of 2015. Sgt. Marine was responsible for bookkeeping and was placed in charge of the accounts of the members of the mess. While there he assisted in the planning and execution of promotions, retirements, dinners, and evening parades held at Marine Barracks 8th and I hosted by the Commandant of the Marine Corps General Charles Krulak, the Sergeant Major of the Marine Corps and other local and visiting General Officers.

Sgt Marine decorations include the Defense Meritorious Medal with Oak Leaf Cluster in lieu of second award, Joint Service Commendation Medal, Joint Service Achievement Medal, Navy Marine Corps Achievement Medal with 1 Gold Star in lieu of 2nd award, and Marine Corps Good Conduct Medal with one Silver Star.

Sgt. Marine is married to the former Marine Spouse; they have 2 daughters. Sgt Marine has an associated degree in Criminal Justice and plans to continue his education with the University of Maryland with the goal of earning both Bachelors and Masters Degree.

## **11. Awards and Recognition**

a. There are two Enlisted Aide specific events that occur annually in the Washington D.C./National Capitol Region. GO's assigned MEA's are notified by the DC, I&L each year with requirements in order to compete for recognition during these events.

b. USO Salute to Military Chefs. Since 1997, Military Service men and women have been invited to the USO of Metropolitan Washington as part of the Salute to Military Chefs. This annual dinner showcases the culinary talents of today's military chefs. One member from each of the services and executive branches gather to combine their creative talents to prepare a six-

course meal for upwards of 180 guests using the resources and expertise of the Ritz-Carlton Executive Chef. The Marine Corps typically sends its runner-up from the Enlisted Aide of the Year as the Services representative. Although this is not an award, this prestigious experience is unique and memorable.

c. Enlisted Aide of the Year Award. One Enlisted Aide is selected from each service and one overall winner who has performed their military duties in an outstanding manner, provided service to their community and demonstrated a commitment to self- improvement during the most recent fiscal year. This OSD administered award is open to all branches of military service and is designed to recognize outstanding Enlisted Aides who have shown exemplary service management skills, community leadership, and superior technical knowledge. Requirements are laid out each year with instructions set forth of eligibility criteria, submission, and selection procedures for Enlisted Aides who are nominated for recognition via the Inter-Service EA of the Year Recognition Program. The Marine Corps holds a review panel to determine their service representative. This award is presented by senior leadership at the Salute to Military Chefs event.

## 12. CMC Flight Detachment

a. The CMC Flight Detachment is located within Fleet Logistics Support Squadron One (VR1) and tasked with providing safe and efficient transportation for the CMC, ACMC, DoD and DoN Officials to domestic and international destinations.

b. Due to the inherently long training pipeline required for Air Crewman, the incoming Marine should be identified six months prior to the departure of the outgoing Marine. This will provide adequate training and command continuity/ turn over to minimize any interruption of service to the CMC, DOD, and DON principle staff.

(1) Requirements. Eligibility for assignment to the CMC Flight Detachment is as follows:

(a) It is recommended that he/she have the skill set equivalent to the 3372 Marines, or have successfully completed a previous tour as a MEA. These Marines will be assigned as 3381.

(b) Rank of Sergeant or above.

(c) Minimum of an Intermediate swim qualification.

(d) Possess a current first class PFT/Combat Fitness Test and meet the requirements of the USMC Body Composition Program.

(e) Meet standards for flight crews in accordance with applicable Navy regulations.

(f) Must be eligible for, adjudicated, and maintain a Secret level security

clearance.

(g) In order to execute orders to the CMC Flight Detachment, the MEA must have successfully completed the Naval Air Crew Candidate School (NACCS) in Pensacola, Florida.

(h) All candidates must have a current flight physical and Aero-Medical Clearance Notice (NAVMED Form 6410/2). Flight physical must be obtained by local unit prior to acceptance for school seat.

(2) In order to execute orders to the CMC Flight Detachment, the MEA must have successfully completed and pass the Naval Air Crew Candidate School (NACCS) located in Pensacola, Florida.

(a) All candidates must pass the standard PFT within 30 days prior to reporting.

(b) No prior alcohol related incidents unless ALL treatment has been completed and ALL conditions fulfilled.

(c) Must volunteer to fly (service record entry executed at Naval Air Crew Candidate School).

(d) This is a PT intensive school, top physical conditioning is required.

### **13. Mentoring Mission**

a. Every Marine will have a mentor, most likely the next senior in his or her chain of command. Mentors are the primary counselors, guides, and teachers to the Marines under their direct care. Usually, a Marine mentor will mentor the Marines directly junior in the chain of command.

b. A good mentor must, first and foremost, have and display genuine concern for their Marines. Five skills, important for a mentor to be effective are self-awareness and discipline, questioning techniques, listening skills, empathy, and feedback skills.

c. Relationships between mentors and Marines will be consistent with traditional standards of good order and discipline and the mutual respect that has always existed between Marines of different ranks.

d. Do to the unique nature of the MCEAP; mentorship is based on geographical location. Senior MEAs in each geographical location will provide mentorship to subordinate MEAs regardless of current assignment.

#### **14. Sharing of a Marine Enlisted Aide**

- a. Sharing or loaning of Enlisted Aides to another GO who is serving in a position authorized the use of an EA is permitted, in order to support a QRE.
- b. The EA may support QRE's in the absence of the GO when:
  - (1) Authorized in writing by the assigned GO and communicated to the EA prior to the event.
  - (2) The assigned GO determines the role of the designated substitute and has a direct connection to the GO's official duties and responsibilities and that enlisted aide support for the event further the interest of the DoD, the Military Service or the command. This includes the QRE attended by spouses of community leaders (or other government officials, foreign dignitaries, or foreign military officers) with whom the GO is meeting separately in his or her official capacity.
  - (3) When sharing or loaning enlisted aides, the assigned GO has the responsibility to determine that it is a qualifying representational event.

#### **15. Volunteering and Paid Services**

- a. MEA may be employed by the GO on a voluntary and paid basis during off-duty hours.
- b. The GO must pay the enlisted aide when working events that do not qualify for permissive use under DoDI instruction.
- c. The GO must pay the EA with personal funds at the rate commensurate with, or above, the fair market value of the work performed in accordance with the Bureau of Labor and Statistics web site at [www.bls.gov/oes/current/oessrcst.htm](http://www.bls.gov/oes/current/oessrcst.htm).

## Chapter 3

### Household Management/ Quarters Operations

#### Introduction

- GO Quarters are historically the oldest and largest family housing units in the Department of Navy inventory and incur the highest life cycle cost. Although the majority of these homes have been privatized, they are highly scrutinized at all levels of review for related maintenance expenditures.
- The MEA is required to clean and maintain the official entertainment areas within the GO's quarters while managing maintenance personnel and preparing daily meals.
- Plan, prepare and execute QRE's which directly represent the GO's apparent command. Planning is always based on the GO's Guidance.

#### 1. Report Damage

- a. The MEA should constantly be looking for damaged or deteriorating surfaces and areas throughout the interior and exterior of the Quarters.
- b. Checking for loose or cracked plaster, missing roof tiles, leaks in the basement may indicate general decay of the foundations.
- c. Scanning the ceilings for stains that may indicate a leak from the floor above or other invasive water problems.
- d. Report any decay or damage to authorized personnel.
- e. Deficiencies should be documented and tracked using the Work Order and Maintenance Log.

2. **Household Cleaning.** The MEA will check with the GO for preferences of polishes, waxes, or oils to be used on furniture. All designated items (within the official entertaining areas) must be cleaned with proper supplies, cleaning solutions, and equipment.

#### 3. Establishing Cleaning Zones

- a. Cleaning Zone Breakdown of Quarters will be done by MEA.
- b. The Zones will be approved by the GO.
- c. Zoning will allow the assigned MEA to clearly identify entertaining spaces for cleaning and personal areas of the GO and Spouse. The determination of cleaning zones will allow for a schedule for daily, weekly or monthly cleaning to be created, clearly stating all requirements that need to be maintained.

#### 4. **Cleaning of the Guest Restrooms**

- a. Replace soiled towels and washcloths with clean ones.
- b. Empty and clean all wastebaskets.
- c. Remove dust from baseboards, windows, and draperies.
- d. Clean and dust specific areas with the proper equipment, solutions, and techniques.
- e. Remove mildew and mineral deposits from ceramic tile.
- f. Check mirrors for smudges, stains, and other marks. Spray mirrors with appropriate glass cleaner. Wipe mirrors with dry, lint- free cloth or paper.
- g. Floors should be cleaned last.

##### (1) *Lavatory, tub, toilet bowl, shower areas*

- (a) Use damp cloth or sponge.
- (b) Dip cloth or sponge in approved commercial Cleaner.
- (c) When using commercial cleaners, follow manufacturer's guidance.
- (d) Rub item being cleaned using circular motion.
- (e) Wash entire area around the item.
- (f) Rinse item thoroughly.
- (g) Dry item with clean (lint- free) dry cloth.

##### (2) *Metal fixtures with iron rust stains (light, brown)*

- (a) Rub with cut lemon.
- (b) Dry thoroughly.
- (c) Apply approved commercial cleaner with cloth.
- (d) Follow Manufacturers guidance.

(e) After 5 to 10 seconds, rinse thoroughly.

(f) Dry completely.

(3) *Mildew*

(a) Use chlorine bleach (1 cup to each gal of, or another approved commercial cleaner to wash mildew areas.

(b) Use a small stiff brush to scrub the area.

(c) Rinse thoroughly.

(d) Dry completely.

5. **Carpet Cleaning**

a. Carpets can be cleaned utilizing a dry or wet method. It is recommended that MEA outsource a professional contractor to clean wall to wall carpeting within the GO Quarters.

b. Because of the high visibility within the official areas of the GO's quarters, vacuuming may be done a few times a week. This will require the MEA to pay particular attention to the nap and pile of the carpet to prevent excessive wear.

(1) *Treating Stains and Spots*

(a) Spilled Substances

1 Use wet/dry vacuum, clean with dry cloth/paper towels, depending on size of spill.

2 Place dry cotton cloth over spill to soak up wetness.

3 Apply water to the spot with a dampened sponge or cloth.

4 Using another cloth or sponge, wipe area dry.

**\*Note:** Do not pour the solvent directly on the carpet/rug. Remove the cloth. Follow Manufacturer's guidance.

(b) Dried spots on Materials

1 Wipe up or vacuum any dried substance.

2 Scrape up any semi-solid substance with a spoon or spatula.

3 Dampen a clean white cloth with a carpet cleaner or other approved solvent for the particular spot.

4 Place the dampened cloth on the spot and stand on the cloth for about 30 seconds to a minute.

(c) Wet spots on Materials

1 Blot up any liquid with a paper towel or with a slightly moistened sponge or cloth.

2 Dampen a sponge or cloth in lukewarm water or approved commercial cleaner for the particular spot or stain.

3 Sponge the stain with the dampened sponge or cloth, working always from the center of the stain toward the edge.

4 Do not scrub roughly; wipe and pat to avoid disturbing the pile. A soft, bristled brush or fingertips may be used to work the cleaning solution into the soiled carpet

5 Use another clean, dry cloth; wipe up excess moisture.

6 If necessary, place another clean, dry cloth over the spot and apply pressure on the cloth about 30 seconds.

7 Remove the cloth.

**\*Note:** Club soda or tonic water used directly on spots and wiped dry will usually remove the spots completely.

(d) Hot, melted, bonded, spots

1 Dampen a white cloth with mineral spirits such as paint thinner (not a chlorinated solvent).

2 Apply the dampened cloth to the spot and allow it to remain there for 15 to 20 minutes to soften the spot.

3 Blot the damp spot with either paper towels or a dry white cloth.

4 Repeat steps 2 and 3 until the adhesive and any stiffness or

stickiness is removed.

5 Clean the entire area around the spot that might have been affected by the mineral spirits.

6 Use lukewarm water or an approved carpet cleaner to wash the affected area and blot up any excessive moisture with clean, dry cloth.

7 Rinse lightly with plain water, if necessary.

8 Wipe area dry with another clean cloth.

9 Allow the areas to dry before resuming traffic.

## 6. **Cleaning Furniture/Antique**

- a. Never spray polish directly on furniture.
- b. Use a clean, dry, cotton cloth to remove dust from furniture.
- c. Too much polish (whether oil or wax) makes the polishing job difficult and can produce build-up.
- d. Antique furniture is anything that is, or is older than, 100 years old.
- e. The idea that antique furniture needed to be fed with oil to keep from drying out is a myth.
- f. The preferred method of maintaining a varnished finish is a coat of high quality paste wax.
- g. Avoid placing antique furniture in front of a window, air conditioning units, heating vents, fire places or direct sunlight.
- h. A thin coat of wax applied following the manufacturers recommendation "annually" will protect your antique furniture finish.

## 7. **Window Cleaning**

- a. Dust window sills and frames.
- b. Using a dry cloth, dust window sills and frames.
- c. Dust in corners, around base, sides, and where the window frames meet the panes of

glass.

- d. Spray cleaner on window or wipe on with a sponge.
- e. Wipe the glass clean with soft paper towels or window wipes.
- f. Once a year, take screens out, wash them down with a hose, and let them dry in the sun.
- g. Wash twice a year or seasonally.

(1) Do Not conduct these actions when cleaning window as they are either ineffective or can be dangerous:

- (a) Scrub glass with dirty cloth.
- (b) Work on windows when the sun is shining directly on them.
- (c) Use soap, ever.
- (d) Sit on window sill with your body extended outside the window to clean exterior windows.
- (e) Wash Windows on a sunny day.

**\*Note:** A solution of 1/4 cup alcohol per quart of water is recommended during freezing weather. Ammonia solutions and solutions containing alcohol should be handled carefully because they may damage painted, lacquered, and varnished surfaces. DO NOT mix any chemicals together; use only one in each washing solution.

## 8. Ceiling and Wall Cleaning

- a. Prep room for cleaning.
- b. Turn back the rugs or remove them from the room.
- c. Move the furniture carefully to the center of the room.
- d. Cover the furniture with plastic or other suitable material.
- e. Remove all pictures from walls.
- f. Assemble the appropriate supplies (wall brush, vacuum, cloth covered broom, two sponges, clean rags, one wash pail, one rinse pail, cleaning solutions or approved

commercial cleaners, rubber gloves, etc.).

(1) Ceiling

(a) Use a cloth-covered broom or other appropriate equipment to dust entire ceiling, in all corners and around light fixtures.

(b) Dust light fixtures and remove the parts of fixtures that can be removed. Take a picture of Fixture to ensure that it is put back together the right way.

(c) Wash in warm, mildly soapy water.

(d) Rinse fixture parts and dry completely.

(e) Replace cleaned fixture parts properly.

**\*Note:** Carefully dust light bulbs to get a brighter glow.

(2) Walls

(a) Dust from the top of the wall to the bottom with downward motions.

(b) Use a cloth-covered broom to dust in all corners around the top, middle, and base of the walls.

(c) Dip clean rag, cloth, or sponge in washing solution.

(d) Wash walls with wet rag using even strokes or circular motions.

(e) Rub firmly to remove stains or spots.

(f) Wipe area dry with another clean rag dipped in clean rinse water.

(g) Squeeze out excess water.

(h) Wipe walls dry.

**\*Note:** Check for and report any places on the surface where loose or cracked plaster may indicate general decay of the foundations. Report any decay or damage to Quarters Maintenance representative.

## 9. **Hardwood Floor Maintenance**

### a. *Dusting*

(1) Dust floors by mopping entire area with dampened mop to remove dust and other loose particles.

(2) Vacuum floor by using the brush attachment.

**\*Note:** You may use a broom to sweep the floor first, especially if there are large, loose particles scattered around the floor. Recommend to utilize commercial floor cleaning spray or Harwood Floor Cleaner solutions. Check with housing to get approved the usage of products such as Mop and Glo or other cleaner that with consistent use will begin to show a buildup of wax.

### b. *Removing Spots or Stains*

(1) Black heel marks

(a) Rub marks gently with green scratch pad.

(b) Apply floor wax or polish and rub in well.

(c) Polish/buff affected area.

### c. *Burn marks*

(1) Sand marks lightly with sandpaper.

(2) Wash affected area.

(3) Allow to dry.

(4) Wax affected area.

(5) Polish/buff affected area.

(6) Gum, Wax, Crayon, Tar.

(7) Scrape up gently with spatula or similar object.

(8) Wax affected area.

(9) Polish/buff affected area.

d. *Dark spots*

- (1) Remove wax or polish with commercial wax stripper.
- (2) Wash area with vinegar and soak for 3 to 5 minutes.
- (3) Wipe area dry.
- (4) Wax affected area.
- (5) Polish/buff affected area.

e. *Grease, Oil spills*

- (1) Wipe up immediately.
- (2) Sponge with liquid detergent straight from the bottle.
- (3) Sprinkle with baking soda and leave on overnight.
- (4) Wash with general household cleaner containing ammonia.
- (5) Rinse with clear, clean water, wipe area dry.
- (6) Wax affected area.
- (7) Polish/buff affected area.

## 10. **Maintaining Lead Crystal**

a. Maintain and wash lead crystal using recommended procedure. Handle only one piece of crystal at a time. Wash in warm soapy water using a mild product, rinse in warm water. Dry with one cloth and polish with another one.

- (1) Washing crystal
  - (a) Prepare warm soapy water using synthetic detergent.
  - (b) A rubberized pad may be placed in the bottom of the washing sink.
  - (c) A capful of vinegar may be used in the wash water.
  - (d) Plain crystal can be washed with a capful of ammonia added to the wash

water.

(e) Do not use ammonia on crystal that has a decorative trim; ammonia can fade the color.

(f) Prepare warm rinse water.

(g) Lift crystal by the stem, one piece at a time, to prevent breaking.

(h) Wash each piece by holding crystal by its cup and using a lint-free cloth or sponge.

(i) Do not use HOT water to clean crystal it will crack.

**\*Note:** Never soak or plunge cold glassware into hot water it may break.

#### (2) Drying Crystal

(a) Lift each piece of crystal by the stem.

(b) Dry crystal one piece at a time by holding its cup firmly to ensure it does not slip out of your hands.

(c) Place dried crystal on a flat surface.

#### (3) Polishing Crystal

(a) Use clean, dry lint free cloth to polish crystal.

(b) Polish one piece of crystal at a time.

(c) Place on a flat surface after polishing.

(d) Follow Manufacturers guidance.

#### (4) Storing Crystal

(a) Separate crystal according to use.

(b) Place the crystal in its designated storage area in the upright position.

(c) Ensure that crystal is stored in a neat, orderly manner, and not touching each other.

## 11. Maintaining Linens

- a. Clean linens (damask napkins, table cloths, and doilies) using washer and dryer, or send them to the laundry.
- b. Linens used for formal meals should be stored separately from those used every day.
- c. Only clean, dry linens should be stored.

### (1) *Washing Linens*

- (a) Maintain labels and refer to manufacturer's cleaning instructions.
- (b) Wash in HOT water and detergent, if linen is pre-shrunk.
- (c) If you do not know whether the linen is pre-shrunk, use COLD water and cold water detergent.
- (d) Place linens in the dryer with a low heat setting to partially dry, or air dry, after washing is finished.

**\*Note:** Periodically check the linens while they are in the dryer to ensure they don't over dry. DO NOT stretch, hand wring, or squeeze linens. Avoid chlorine bleach and enzyme products when washing linens. Remove linens from dryer and press and hang on proper hanging device.

### (2) *Pressing Linens*

- (a) Separate linens by category (napkins, tablecloths, and doilies).
- (b) Iron damp linens on both sides, one at a time with a hot iron.
- (c) Select iron controls for the particular fabric.
- (d) Check with authorized individual for any special folding requirements.

### (3) *Linen Storage*

- (a) Separate everyday linens from those that are used for formal meals.
- (b) Place linens in appropriate storage areas by category.
- (c) Only store clean, dry linens.

## 12. Cleaning and Maintaining Major Appliances

- a. All designated items must be cleaned with proper supplies, cleaning solutions, and equipment.
- b. The appropriate techniques must be followed in cleaning furniture. Always maintain labels from furniture and refer to manufacturer's instructions when cleaning.
- c. Check with GO for preferences of polishes, waxes, or oils to be used on furniture and Appliances.

### (1) *Refrigerator*

- (a) Unplug and wipe the inside with a solution of baking soda and water.
- (b) Remove the drain plug, if any, and clean it out with baking soda and a paper towel.
- (c) Wipe mineral oil on the door gaskets to keep them from cracking.
- (d) Place a box or bowl of dry baking soda or crushed charcoal on a shelf inside the refrigerator to prevent odors.
- (e) To prevent mildew, wipe the inside with vinegar.

### (2) *Stove/Stove Tops*

- (a) Use an all-purpose cleaner, not an abrasive scouring powder.
- (b) Scrub porcelain enamel with baking soda, avoiding the aluminum parts, to remove stains.
- (c) Soak gas burners in hot, soapy water, and then clean out clogged flame outlets with a wire.
- (d) Soak in warm, soapy water overnight, to clean aluminum gas burners.
- (e) Scrub with a stiff brush.

**\*Note:** Do not use a strong alkaline such as ammonia or washing soda on aluminum parts.

### (3) *Ovens*

- (a) Follow the manufacturer's directions.
- (b) A commercial oven cleaner may be used.
- (c) CAUTION: DO NOT place ammonia in gas ovens.
- (d) Wipe with a soft scrubbing pad.
- (e) Rinse with wrung out damp cloth and wipe dry.
- (f) For self-cleaning ovens, follow manufacturer's instructions.
- (g) To prevent spills, place a small sheet of aluminum foil underneath pies and casseroles (not on the bottom of the oven, where it may interfere with the heating element).

(4) *Washing Machine*

- (a) Wipe frequently around the rim and empty the lint trap often.
- (b) Clean the inside of the machine only after using dyes or a very strong chemical.
- (c) Then in the hottest water, run the machine through a cycle without laundry adding 1/2 cup of detergent and 1/2 cup of bleach.
- (d) If the machine does not fill with water, checks to make sure that the water faucets are open and that hoses are not clogged or kinked.
- (e) Check the owner's manual if machine does not spin, water does not drain, machine vibrates, or machine leaks.

(5) *Clothes Dryer*

- (a) Clean the lint screen after each use.
- (b) Check the duct pipes occasionally to ensure they are unobstructed and not kinked.
- (c) Look for a foreign object lodged in the drum to fix the CAUSE of torn laundry.
- (d) Sand rough spots with fine emery cloth.

**\*Note:** Do not use anti-static sprays in the dryer. Refer to the owner's manual for cleaning

and maintenance instructions.

(6) *Freezer*

- (a) Store food in the refrigerator or ice chests, temporarily.
- (b) Turn control to "OFF" or unplug freezer.
- (c) Remove ice with hot water and a soft spatula.
- (d) Wipe the inside of the freezer with a solution of baking soda and water.
- (e) Wipe with alcohol or vinegar to keep contents from sticking.
- (f) For frostless fan freezer, make sure that food containers do not interfere with the airflow.
- (g) Periodically clean the condenser underneath the freezer compartment.
- (h) Remove the grill in front, and clean the coils with a special brush.

(7) *Dishwasher*

- (a) Remove accumulated food particles from the drain screen.
- (b) Clean the jets on the sprayer with a wire.
- (c) Note: It is normal to have about 1 cup of standing water around the drain.
- (d) Add ½ cup of baking soda to clean and deodorize the drain.
- (e) Pour a kettle full of boiling water in and around the drain area to unclog the drain.
- (f) Note: Do not use commercial drain cleaners.
- (g) Turn off the shutoff valve (usually located under the sink), to stop overflows.
- (h) Wait an hour and then run the empty machine through a cycle.
- (i) Check for food particles in the drain or in the air gap (on the sink top) and clean them out.

### 13. Cleaning and Maintaining Furniture

#### a. *Dusting/Polishing*

(1) Use a clean, dry cotton cloth to remove dust from furniture. Use the appropriate vacuum cleaner attachment to remove dust from furniture, if appropriate.

(2) Select and use the appropriate polish, wax, or oil for the particular furniture.

(3) Apply polish, wax, or oil sparingly; rub with the grain of the wood using a soft cloth.

(4) Recommended Polish, Oil: Murphy's Oil.

(5) Rub with a soft cotton flannel cloth to polish.

**\*Note:** Too much polish (oil or wax) makes the polishing job difficult and sloppy. You might want to unscrew and remove the handles from the chests and desks before cleaning and polishing.

#### b. *Leather*

(1) Wipe with a damp sponge dipped in saddle soap or mild soap suds and water mixture.

(2) Wipe off excess wetness.

(3) Polish with a soft dry, cloth.

**\*Note:** To keep from cracking, condition with a commercial leather conditioner. Use white petroleum jelly on white or light leather. Do not use waxes or mineral oil. Do not place leather near radiators or windows.

#### c. *Vinyl*

(1) Clean with a solution of mild dishwashing liquid and warm water on a sponge or cloth.

(2) Rinse with a damp sponge.

(3) Polish at least once a year with a creamy furniture polish after cleaning.

**\*Note:** Do not use solvents, abrasives, leather conditioners, or strong household cleaners to clean or to remove stains. Avoid acetone.

d. *Wickerwork, cane, bamboo*

(1) Dust regularly with a soft brush dampened with furniture oil or water, or use the brush and crevice attachments of your vacuum cleaner, or if the furniture is flat, use a sponge.

(2) Moisten once a year with a fine spray of water to keep fibers from drying out, shrinking, or stretching.

(3) Dry in the sun, if possible.

(4) Clean by scrubbing furniture with warm soapy water.

**\*Note:** One tablespoon of salt may be added to each quart of washing solution to prevent light colored furniture from changing color and prevent stickiness. Rinse well with water and dry near an open window or in a warm room with a fan. Wax furniture with a natural base to protect it, or spray it with a commercial wax.

e. *Remove mildew*

(1) Use a soft paint brush, paint light colored and painted furniture with a solution of bleach mixed with warm water or spray with a commercial mildew remover.

(2) Rub darker wicker, cane, or bamboo with diluted ammonia on a soft cloth or brush.

(3) Rinse well with water.

(4) Let dry thoroughly, in sun if possible.

f. *Repair cracked finish*

(1) Using a stiff brush, scrub with an approved commercial cleaning solution.

(2) Rinse well with water.

(3) Allow to dry.

g. *Repair unraveling*

(1) Soak ends in warm water until they are pliable.

(2) Brush with wood glue, and push back into place.

(3) Secure ends in place with a small nail or brad until glue is dry.

h. *Removing Spots or Stains*

(1) Always check with GO before removing spots or stains. Use the following chart to assist you in removing spots or stains from furniture.

i. *Wood Furniture*

(1) Prepare mixture of soap with warm water.

(2) Dip a soft cloth into the sudsy water mixture.

(3) Squeeze out excess water.

(4) Wash spotted/stained area following the wood grain.

(5) Use a soft brush on carved pieces. If the suds go flat, mix a fresh, clean mixture of soap and water.

(6) Rinse promptly with a second cloth wrung out, using clear, warm water.

(7) Wipe furniture dry.

(8) Allow furniture to dry.

j. *Varnish*

(1) Dampen soft cloth with pure, linseed oil and wipe furniture briskly.

k. *Shellac*

(1) Use a cloth very slightly dampened with alcohol and apply it lightly.

**\*Note:** Too much alcohol will damage the shellac.

l. *Authorized/Unauthorized Duties*

(1) *Authorized Duties*

(a) Maintaining the care, cleanliness, and order of those areas of assigned military housing used for qualifying representational events, to include common areas that provide access to these spaces (such as stairways and hallways) or areas of the assigned housing that are used by enlisted aides in support of these events.

(b) Receiving guests and visitors during qualifying representational events at the

GO's assigned military housing and acting as a point of contact in the GO's assigned military housing on issues related to any official duties.

(c) Performing general yard maintenance, to include lawn care, policing debris and litter, unless there is an existing lawn care contract. If there is an existing lawn care contract, minor general yard maintenance in preparation of qualifying representational events is authorized.

(2) Unauthorized Duties

(a) Any form of pet care, including grooming, feeding, exercising, feces removal and veterinary visits.

(b) Operation, care, maintenance, licensing, inspection, or cleaning of any privately owned vehicle.

(c) Maintenance of privately owned recreational or sporting equipment, except with the use of such equipment for official purposes.

(d) Landscaping or grounds keeping (such as trimming trees and/or bushes, laying mulch, and planting flowers) in areas not commonly used for qualifying representational events.

(e) Skilled trade services such as electrical, plumbing, personal computer or furnishing repairs, other than routine upkeep and maintenance.

(f) Care or cleaning duties in military housing that contribute solely to the personal benefit of the GO and/or dependents such as making beds, cleaning private areas, or organizing personal effects. This includes care and cleaning of any area after it has been used for a personal or unofficial event and/or spaces used exclusively by dependents.

**14. Administrative Duties**

a. The MEA, as required, is responsible for maintaining maintenance records, phone logs, guest logs, security logs, developing and maintaining menu support requirements.

b. Official Representation Funds, Non Appropriated Funds, Personal Funds, Petty Cash and filing dry-cleaners records as necessary. These administrative duties assist in the development of GO and MEA continuity and information assurance.

c. A specific duty phone and designated workspace should be established to enable the MEA to receive notices, messages, etc. It is necessary for the MEA to have daily access to a government computer and email.

d. The MEA works a standard work week consistent with other military members at

that location. However, the MEA's duty hours should be flexible to ensure his/her ability to perform required responsibilities.

## 15. Inventory of Government Furniture

a. Public quarter's inventory includes kitchen, furniture, refrigeration, and high value items. For information regarding supply matters, contact the property representative of the unit supply section. Separate the inventory into officer's property and government property categories. Do not stencil officer's property.

b. Verify and update Consolidated Memorandum Receipts at least quarterly.

c. At a minimum household government property shall be inventoried at least every 3 years and classified or sensitive property shall be inventoried every year.

### (1) DOD Policy-Property Inventory/ Accountability

(a) Possess and continually demonstrate an appropriate level of competence and proficiency in property accountability and management.

(b) Be held to the highest ethical standards in accordance with DODD 5500.07 Standards of Conduct.

(c) Be responsible for the proper use, care, physical protection, and disposal or disposition of all Government property.

### (2) Accountable Property Manager

(a) Establish and maintain an organization's accountable property records, systems, and financial records, in connection with Government property, irrespective of whether the property is in the individual's or DoD Component's possession.

(b) Post changes to the property records for all transactions as required (e.g. loan, loss, damage, disposal, inventory adjustments, item modification and transfer).

(c) Appoint property custodians (MEA), in writing, for each custodial area designated.

### (3) Consolidated Memorandum Receipt (CMR)

(a) Upon change of residency in quarters, a new CMR will be issued from supply.

(b) Complete a physical inventory of all property within 15 days of receipt of the CMR.

- (c) Ensure each item is accounted for and quantities are accurate.
- (d) Ensure serial numbers are identified and accurate, if items are serialized.
- (e) Make a note on the CMR, fill out a discrepancy report, and return to supply for reconciliation, if any changes occur.
- (f) Sign the CMR and return it to the supply section, if there are no discrepancies.

(4) Identification Marking

- (a) Stencil, emboss, or label each item with the correct serial number for identification by using approved methods for marking.
  - (b) Seek assistance from property representative from supply section personnel, if necessary.
  - (c) Ensure you have adequate control over CMR and related documents for future reference.
  - (d) Maintain and file all inventory sheets and records in designated secure area.
  - (e) Make duplicate copies and give to appropriate authority, if necessary.
- d. Notify appropriate authority of any discrepancies. Follow established guidelines from unit supply officer.

**16. Crime Prevention Measures**

- a. Physical security includes, but is not limited to, securing the GO's military housing, adhering to basic antiterrorism and force protection measures that the environment dictates, and maintaining situational awareness.
- b. Identify and be cautious of possible intrusion of government quarters or facilities.
- c. The information included in this section will identify likely intrusion or crime indicators to be aware of in and around public quarters. The MEA must become thoroughly familiar with established local policy covering threat and crime prevention.
- d. The MEA is not a security manager, but is a direct liaison between authorized personnel and the GO's Quarters.

(1) *Inside Indicators*

- (a) Automobile doors, windows.
- (b) Keep locked. If suspicious of tampering, notify proper authority.
- (c) Alarm system. Become thoroughly familiar with instructions and follow operating procedures.
- (d) Read manufacturer's guide and seek professional assistance on operating instructions.
- (e) China, crystal, and similar objects.
- (f) Maintain in secure area when not in use.
- (g) Inventory before and after use.
- (h) Expensive Items (silver tea sets, portable television, etc.)
- (i) Check daily/weekly to ensure items are in normal locations.

(2) *Outside Indicators*

- (a) Grounds around quarters: Scan the area for signs of intrusion (disturbed mulch, trampled bushes, shrubs, footprints in flower beds, or loose or disturbed crawl space doors).
- (b) Report actual or suspected incidents to proper authority.
- (c) Keys, papers, tools (found on grounds).
- (d) Collect, turn in, and report to proper authority.
- (e) Windows (overhead), porches, other building features and/or other buildings.
- (f) Check any unfamiliar placement of items on porches, windows, or loose and hanging trellises.
- (g) Report actual or suspected incidents to proper authority.
- (h) Mail, newspapers remove promptly from mail and paper boxes.
- (i) Never leave these items in their boxes overnight.
- (j) Check address for correctness.

(k) Storage sheds, garages, outbuildings.

(l) Keep locked, if appropriate, and check the area daily/weekly to ensure items have not been disturbed.

(m) Report actual or suspected incidents to proper authority.

(n) Lawn furniture, utility equipment.

(o) Store and secure when not in use.

(p) Report actual or suspected incidents to proper authority.

## 17. Handling Telephone Threat

a. You may be faced with a situation.

b. You must be aware of types of threats that may come into quarters by telephone. Use the format provided to assist you. Check with local/base military police, crime prevention section, and local security manager to ensure that you adhere to the correct procedures, or for more information regarding additional procedures available.

### (1) *About the Caller*

(a) Attempt to obtain as much information about the caller as possible. Record the following information.

(b) Date of call.

(c) Time.

(d) Exact words of person placing the call.

(e) Any other important information.

### (2) *Gathering Information*

(a) Ask questions:

1 What is it you really want?

2 Why was the call placed?

- 3 If there is a bomb, when will it explode?
- 4 Where is the bomb right now?
- 5 What does it look like?
- 6 What kind is it?
- 7 What is the explosive?

## 18. **Public Private Venture (PPV) Housing**

a. Privatized housing is owned by a private entity and governed by a business agreement in which the military services have limited rights and responsibilities. The PPV management company is typically responsible for maintenance and repair of the government quarters.

b. The MEA will assist in coordinating maintenance appointments, ensure utilities and services are available, and notify the PPV housing manager with emergency maintenance issues.

c. The MEA should always keep in mind that the PPV staff and contractors may not perform or be required to perform of the standards of the GO.

d. The daily responsibility of a MEA does not decrease in a PPV management situation. Careful management of the PPV staff and contracts are crucial to ensure that the government quarters in maintained properly.

e. Constant communication and documentation of all work done are key to managing a PPV.

f. Even for privatized homes, we are required to report to Congress each GO Quarters whose total operations, maintenance, and repair costs exceed \$50,000 per year.

g. Government owned Quarters-A total of O,M&R (Operation, Maintenance and Repair) should not exceed a cost of \$35,000 per year.

h. GO's who live in quarters that are historic property which is eligible for or listed on the National Register of Historic Places, maintenance and repair must be sensitive to the historic character of the home, and coordinated with the installation Cultural Resources Manager and the State Historic Preservation Office.

i. Facilities Officers and PPV Property Managers must be mindful of historic preservation

guidelines and local regulatory requirements during development and execution of renovation projects and long-term maintenance plans.

(1) Authorized Duties

(a) Accomplish tasks that aid the GO in the performance of his/her military and other official duties and responsibilities to include performing errands for the GO that have a substantive connection to the GO's official responsibilities and/or assist with physical security of the GO's military housing.

(b) Assist with PCS moves, which may include packing/unpacking of official books, military uniforms, and government-issued equipment. The assistance does not include packing/unpacking the GO's professional items.

(2) Unauthorized Duties

(a) Signing documents in support of GO's housing repairs, etc.

(b) An errand of a personal nature that contributes solely to the personal benefit for the GO or his/her dependents is not authorized.

**19. Mail Handling Procedures**

a. The timely and accurate delivery of mail is important to maintaining good order throughout any unit.

b. EAs shall ensure they receive proper mail delivery service guidance. These instructions apply only to letters and parcels delivered through the U.S. Postal Service (USPS), Military Postal System (MPS), and Unit Mailroom/MDC(s) herein referred to as mail.

c. MEA will reference the Marine Corps order-5110.6C-Conduct of Marine Corps Unit Mail rooms and Mail distribution centers quarters.

d. Moving/PCS. Prior to quarter's residents executing PCS orders, the MEA need to ensure a change of address card is completed with the appropriate forwarding address in the Unit Mail Room as well as with the local USPS facility. This is the only way to ensure all mail will be properly forwarded to the residents once they move.

**20. Meal Support**

a. The Enlisted Aide may be required to prepare breakfast, lunch and dinner so he or she should become familiar with the GO's likes and dislikes and most importantly communicate and know the GO's expectations.

(1) Daily Breakfast Items

- (a) Hard boiled eggs
- (b) Cereals
- (c) Yogurt
- (d) Fruits, fruit cup
- (e) A bagel with cream cheese
- (f) Waffles or pancakes
- (g) Breakfast bars
- (h) Smoothie or protein drink
- (i) Fruit cup or bowl

(2) Daily Lunch Items

- (a) Salads
- (b) Soups
- (c) Sandwich
- (d) Leftovers

(3) Daily Dinner Items

- (a) An entrée plate that may be used for a future Dinner Party
- (b) The GO's Favorite Dish
- (c) A dish that is refrigerated and easily heated to eat

b. While it is understood that the MEA will provide meals required by the GO, the Marine Aide should be mindful that it is highly beneficial to prepare different courses or frequent meals to stay in compliance with the GO nutritional concerns.

c. The meal support assistance provides the assigned GO with a better understanding of the Marine's ability to support meal preparation during official settings. This duty is a highly

effective way to keep the MEA's skills sharp as it relates to food preparation responsibilities.

(1) Authorized Duties

(a) Purchasing and preparing meals for the GO, and those immediate family members eating with the GO, during the EA's normal duty work schedule. Normal duty work schedules may not be extended solely to accommodate preparing three meals each day.

(b) Coordinates logistics for official social events to include formal menus for all quarters' events Provide food and beverage procurement and preservation in all environments.

**21. Duty Schedule and Continuity Book**

a. The MEA's daily schedule is dictated by the requirements of the GO. The MEA should determine these requirements and develop a daily/weekly work schedule to ensure this time is properly used. The Joint Culinary Center of Excellence (JCCoE) Joint Training Enlisted Aide Course at Ft Lee, Virginia will train Marine Aides on how to produce a continuity book.

b. MEA duty description provides a direction to determine a duty schedule; their specific duties depend on the needs of the GO and are tailored to the requirements of the quarters.

c. Binder should be 2" or 3" inch three ring binder.

d. Purpose is to Use it on a daily basis.

e. The Binder should be user friendly and easy to utilize.

f. Will present Neat and organized.

g. Update the information as often and necessary.

h. Share with your GO and spouse on a regular basis.

i. Remove your GO's personal information when you transfer.

(1) *Continuity Book should include:*

(a) Cleaning duties, Zoning Breakdowns, and frequency of tasks.

(b) Landscaping requirements and frequency of tasks.

(c) Uniform maintenance and laundering.

- (d) Menu planning and dietary preferences.
- (e) Shopping, method of payment and recording procedures.
- (f) Quarters Functions: Annual and or Recurring events.
- (g) Record of events to assist with long range planning.
- (h) Miscellaneous duties and responsibilities.
- (i) Contact list.
- (j) Manpower-Event support.
- (k) Pets.
- (l) Pest control.
- (m) Short and Long term plan for Quarters.
- (n) MEA Bio
- (o) Rules of the Quarters
- (p) Letters of Authorization or Designation
- (q) Map of the Installation

**\*Note:** Continuity Binder-Quarters Twelve Example in Appendix IV

## Chapter 4

### General Officer/ Marine Enlisted Aide Uniforms

#### 1. General Officer/ Marine Enlisted Aide Uniforms

##### a. Marine Enlisted Aide Uniform Requirements

(1) MEA should consult with unit supply representative to obtain information on obtaining uniform items necessary for the MCEAP.

(2) A civilian clothing allowance for the MEA is not authorized.

(3) Clothing will be standardized for all MEA's assigned to quarters.

(4) Jewelry shall be worn per Uniform Regulations.

(5) The corfam shoe is difficult for many to wear every day, as it does not ventilate very well. The Navy style, black oxford shoe is a suitable substitute style shoe. Civilian shoe wear is authorized at the expense of the user. Clog type professional kitchen shoes, are authorized when long periods of cooking are required, but is unacceptable in the day-to-day business of a MEA.

(a) *Authorized Uniforms as standard wear for a Marine Enlisted Aide*

(b) The uniform of the day consists of black polo shirt w/ Marine Corps seal, white t-shirt, black trousers, black leather belt, and black shoes.

(c) Chef Coat w/ Rank Insignia.

(d) Black Trousers/Short Sleeve White Shirt/Long Black Tie.

(e) Long Sleeve White Tuxedo Shirt/Black Tuxedo Vest/Bow Tie.

(f) Black Jacket (suitable for inclement weather and no hood).

**\*Notes:** If civilian attire is authorized for entering or leaving the quarters, such clothing will be clean and neat such that it does not bring discredit to the GO. Casual attire does not include shorts, jeans, or tee shirts.

#### 2. Maintenance and Preparation of General Officer Uniform

a. One of the most important tasks a MEA performs is the preparation of the GO's uniform.

b. Due to the multitude of uniforms that may be required in a short period of time the MEA's assistance in preparing uniforms invaluable to the assigned GO.

c. Meticulous attention to detail is of paramount importance.

d. It is recommended to compile a listing of the clothing sizes and preferences of the GO and keep it readily available.

e. Additional uniform items may need to be purchased to maintain his uniform. Items may include a steamer and proper hangers.

(1) Valuable tips for consideration

(2) A useful tool is to compile a listing of the clothing sizes and preferences of the GO.

(3) Document the placement of the GO's awards on his uniform and develop continuity as a useful training tool.

f. Unauthorized/Authorized Duties

(1) Unauthorized Duties. Preparation of uniform(s) in support of unofficial events.

(2) Authorized Duties. Maintaining the care of military uniforms and government issued equipment of the assigned GO.

g. Successful Methods

(1) *Shoes and Boots*

(a) Remove the sand, dirt, and grit from shoes after each use.

(b) Clean shoes with a clean cloth as needed. Select and use a good brand of shoe polish for polishing shoes. Utilize a soft cotton cloth to apply.

(c) Place shoe trees in all shoes to retain their shape while not in use.

(d) Position shoes in an organized manner in appropriate staging area.

(2) *Ribbons and Rank Insignia*

(a) Place ribbons and Rank insignia as needed according to uniform

regulations.

(b) Inspect items after every use for torn, worn, or missing devices, replace as needed.

(c) With the GO's approval repair, replace any un-serviceable items.

(3) *Dress Uniforms*

(a) Due to less frequent wear and cost of replacement, use particular care when cleaning or storing dress uniforms.

(b) Clean uniforms according to manufacturer's label instructions.

(c) Only utilize Dry Cleaning companies that have experience with working with military uniforms.

(d) Gold Lacing on dress uniforms may deteriorate if improperly handled.

(e) High humidity changes will also cause tarnishing of gold lacing and shoulder boards if the uniform is not adequately protected.

(f) Always wrap in dry cleaner plastic to prevent elements from damaging.

(g) Place uniform carefully on a substantial hanger and store in a dry, cool, well ventilated closet.

(h) Utilize steaming device to remove any wrinkles.

(i) Sleeve cuffs and trousers/slacks/skirt hems should be periodically examined and the material refaced/adjusted, if material permits, to maintain a professional look (non-faded) presentation.

(j) Utilize steaming device to remove any wrinkles.

(k) Dry Cleaning preserves the original appearance and finish of wool and polyester garments and is recommended over hand laundering.

(4) *Service Uniforms*

(a) Service uniforms require the same care as dress uniforms.

(b) As heat, friction, and pressure have a deteriorating effect on materials, service uniforms generally show more wear at creased areas. This may be partially offset by

investing in a steamer which can rid the article of wrinkles and not press the crease needlessly. A steamer will also reduce trips to the dry cleaners.

(5) *Utility Uniforms*

(a) Utilities will be machine washed inside out (reduce fading) with detergent on the cold water setting to reduce shrinkage.

(b) To reduce shrinking these uniforms use the lowest possible dryer temperature setting. If time allows let utilities hand dry.

(c) Press with hot Iron on the cotton setting to reduce wrinkles.

(6) *Undershirts*

(a) Wash in cold or warm water.

(b) Do not use bleach or detergents which contain bleaching agents.

(c) Tumble dry on the permanent press cycle but do not over dry.

(7) *Helpful Hints*

(a) It is not necessary to break down a uniform and send it to the cleaners each time it has been worn. Utilize your best judgment and keep track of the usage to determine if it needs to be laundered. Most times you will be able to steam or press the back of the blouse and perform a spot check of the ribbons and accessories and put the uniform back in rotation.

(b) Always maintain communication with the GO or Aide de camp about scheduling before breaking down a uniform.

(c) Uniform items manufactured of polyester/cotton should not be bleached or starched.

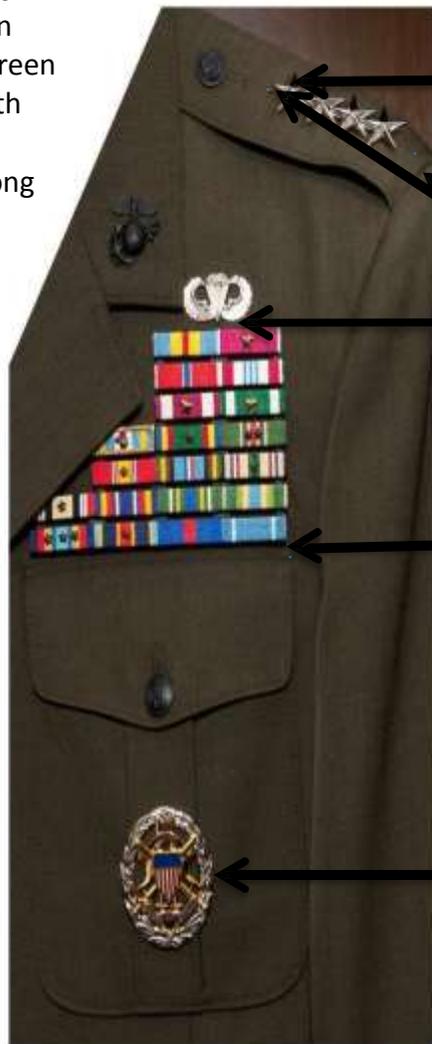
(d) MEA must establish Standard Operating Procedures as to where uniforms will be staged and received by GO the day of usage.

(e) A Uniform preparation area within the Quarters is recommended to create a consolidated organized environment for all the GO's Uniforms.

### 3. Uniform Checklists

#### Service Alpha Uniform

- Cover, Barracks
- Cover, Garrison
- Coat, Alpha, Green
- Belt, Green with buckle
- Shirt, Khaki, Long Sleeve
- Tie, Khaki
- Trousers, Green
- Belt, Web
- Shoes, Black
- Coat, All Weather
- Gloves, Black
- Undershirt, White
- Drawers
- Socks, Black
- Shoulder Insignia
- Ribbon Rack
- Service ID Badge
- Breast Insignia
- Collar Insignia



**Shoulder Insignia-One ray of each star points toward the collar.**

**Shoulder Insignia-Stars will be worn equally spaced between the armhole seam and the shoulder strap button or edge of the collar, whichever is closer.**

**Breast Insignia-1/8 Inch**

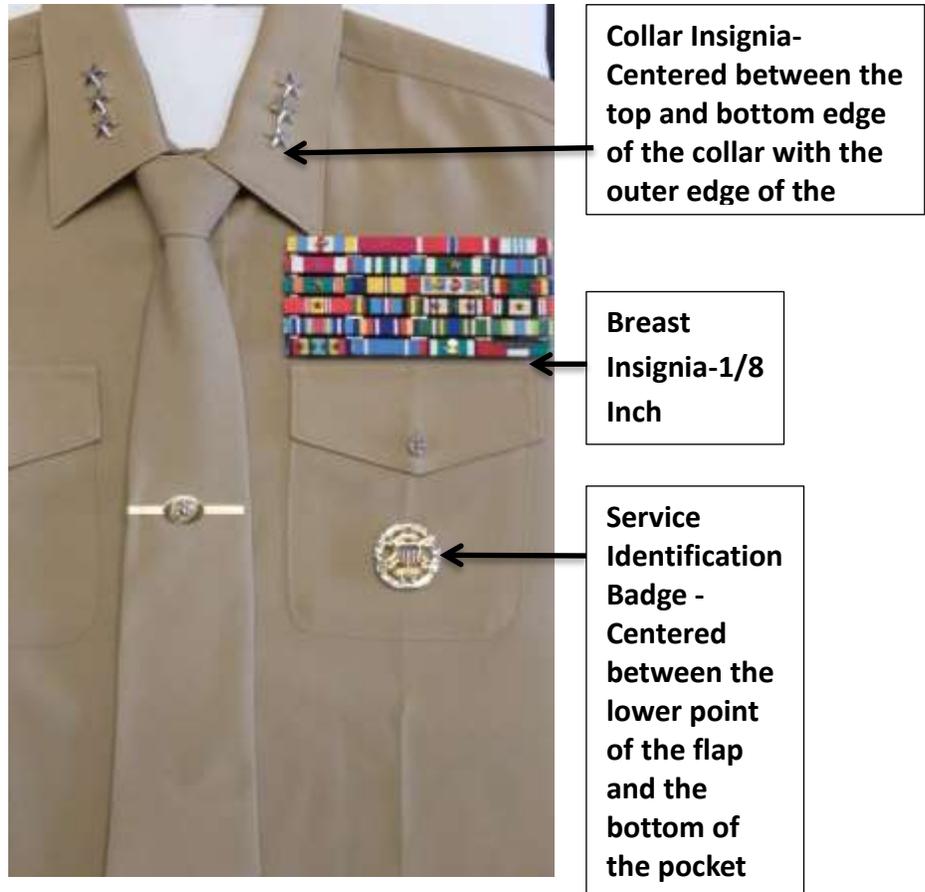
**Ribbon Rack Tailored for Service Alpha Blouse-1/8 Inch**

**Service Identification Badge-Centered between the lower point of the flap and the bottom of the pocket and midway between the two sides.**

**Notes:**

## Service Bravos

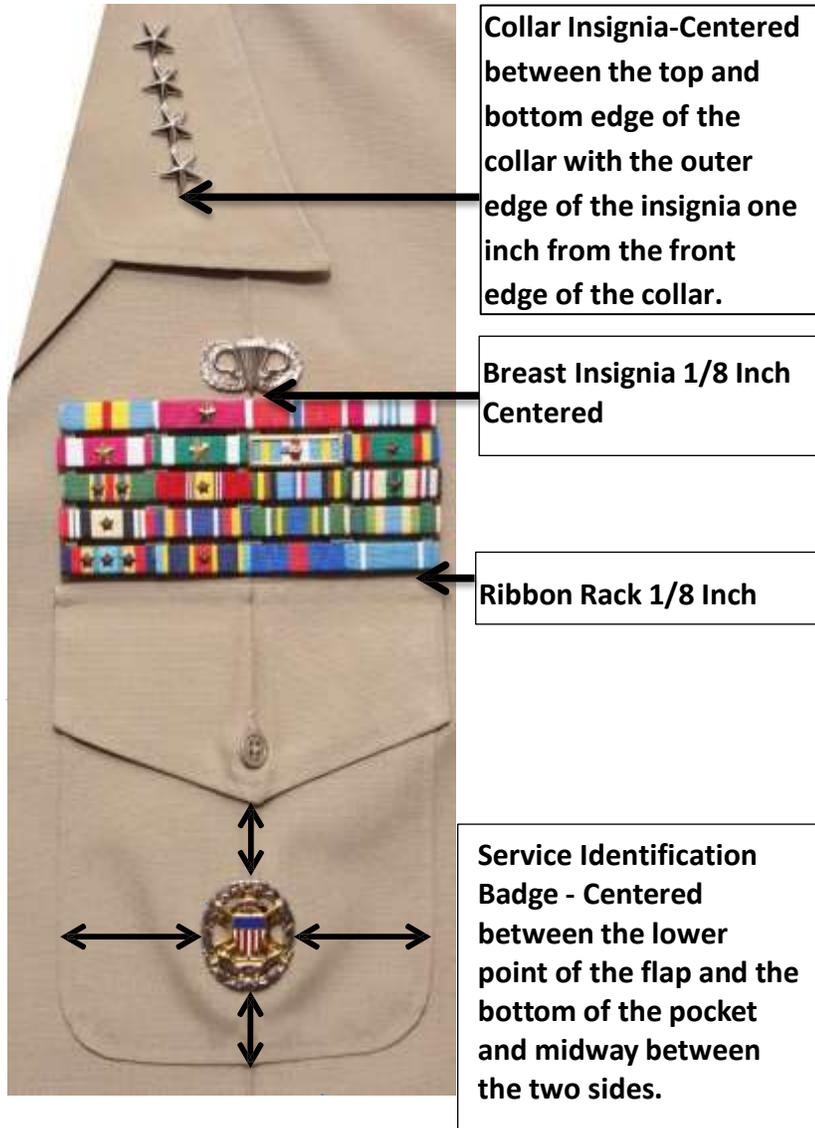
- Cover, Barracks
- Cover, Garrison
- Shirt, Khaki
- Tie Clasp
- Long Sleeve
- Tie, Khaki
- Trousers, Green
- Belt, Web
- Shoes, Black
- Coat, All Weather
- Gloves, Black
- Undershirt, White
- Ribbon Rack
- Breast Insignia
- Service ID Badge
- Collar Insignia
- Tanker Jacket



## Notes:

**Service Charlie**

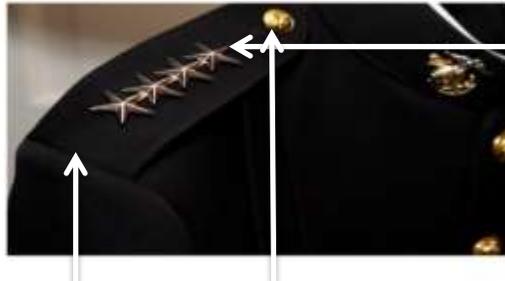
- Cover, Garrison
- Shirt, Khaki, Short Sleeve
- Trousers, Green
- Belt, Web
- Shoes, Black
- Coat, All Weather
- Undershirt, White
- Socks, Black
- Ribbon Rack
- Breast Insignia
- Collar Insignia



**Notes:**

## Dress Blue Alpha

- Coat, Dress Blue
- Shirt, White, Long
- Trouser, Black
- Belt, Web
- Shoes, Black
- Soft Belt w/ Buckle,
- Belt, Sam Browne
- Coat, All Weather, Blue, & Black Cloak
- Under Shirt, White
- Large Medals
- Service Identification Badge
- Collar Insignia
- Breast Insignia
- Shoulder Insignia
- Cover, Barracks White



**Shoulder Insignia-One ray of each star points toward the collar.**

**Shoulder Insignia-Stars will be worn equally spaced between the armhole seam and the shoulder strap button or edge of the collar, whichever is closer.**

**Collar Insignia- eagles facing Inboard- Insignia will be aligned vertically in the center of each side.**

**Unit Citation Ribbon Rack-1/8 Inch**

**Service Identification Badge-Centered between the lower point of the flap and the bottom of the pocket and midway between the two sides.**



**Breast Insignia- 1/8 Inch**

**Large Medals-centered above the left breast pocket with the upper edge of the holding bar on a line midway between the first and second buttons of the coats.**

Notes:

## Dress Blue Bravo

- Cover, Barracks White
- Coat, Dress, White Neck Tab
- Shirt, White, Long Sleeve
- Trouser, Black
- Belt, Web
- Shoes, Black
- Soft Belt Black w/ Gold Buckle,
- Belt, Sam Browne w/ Shoulder Strap and Frog (Ceremonial)
- Coat, All Weather, Blue
- Undershirt, White
- Ribbon Rack
- Service Identification Badge
- Collar Insignia
- Breast Insignia
- Shoulder Insignia



**Collar Insignia-Eagles facing inboard- Insignia will be aligned vertically in the center of each side.**

**Breast Insignia- 1/8 Inch**

**Ribbon Rack-1/8 Inch**

**Service Identification Badge-Centered between the lower point of the flap and the bottom of the pocket and midway between the two sides.**

**Notes:**

## Dress Blue Charlie

- Cover, Barracks
- Cover, Garrison
- Shirt, Khaki,
- Long Sleeve
- Tie, Khaki
- Tie Clasp
- Trousers, Blue
- Belt, Web
- Shoes, Black
- Coat, All Weather
- Gloves, Black
- Undershirt, White
- Ribbon Rack
- Breast Insignia
- Collar Insignia
- Service Badge
- Tanker Jacket



**Collar Insignia-Centered between the top and bottom edge of the collar with the outer edge of the insignia one**

**Breast Insignia-1/8 Inch**

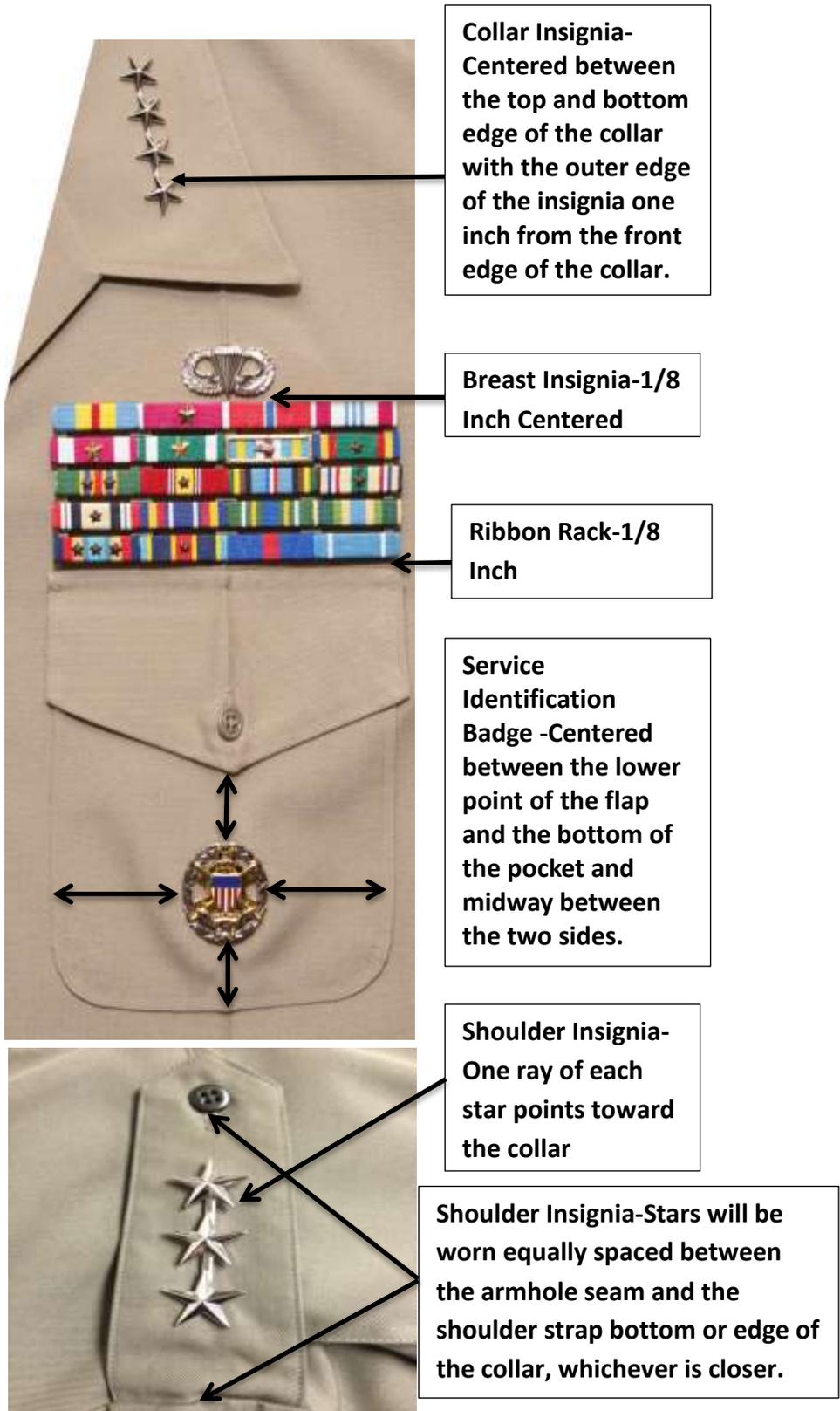
**Service Identification Badge - Centered between the lower point of the flap and the bottom of the pocket and midway between the**

## Notes:

**Dress Blue Delta**

- Cover, Barracks White
- Shirt, khaki, Short Sleeve
- Tie, Khaki
- Trouser, Black
- Belt, Web
- Shoes, Black
- Coat, Blue All Weather
- Black Cloak
- Gloves, Black
- Tanker Jacket
- Undershirt, White
- Collar Insignia
- Breast Insignia
- Ribbons/Badges

Notes:



## Evening Dress Alpha

- Cover, Barracks White
- Coat, Dress, White Neck Tab
- Shirt, White, Long Sleeve, Layered Front
- Trouser, White
- Belt, Web
- Shoes, Black
- Vest, White
- Suspenders
- Undershirt, White
- Socks, Black
- Coat, All weather, Blue
- Miniature Medals
- Miniature Service ID Badge
- Collar Insignia
- Breast Insignia
- Shoulder Insignia



**Center**

**Equal**

**Breast Insignia-  
1/8 Inch**

**Miniature Medals-  
Centered on the  
left-front panel of  
the jacket midway  
between the inner  
edge and the left  
armhole seam, with  
the top of the  
holding bar on line  
with the second  
blind buttonhole.**

**Miniature Service  
Identification Badge-  
Centered between  
the lower point of  
the flap and the  
bottom of the  
pocket and midway  
between the two  
sides.**

**Notes:**

## Evening Dress Bravo

- Cover, Barracks White
- Coat, Dress, White Neck Tab
- Shirt, White, Long Sleeve, Layered Front
- Trouser, White
- Belt, Web
- Shoes, Black
- Vest, Red
- Suspenders
- Undershirt, White
- Socks, Black
- Coat, All weather, Blue
- Miniature Medals
- Miniature Service ID Badge
- Collar Insignia
- Breast Insignia
- Shoulder Insignia



Center

Equal

Breast Insignia-  
1/8 Inch

Miniature Medals-  
Centered on the  
left-front panel of  
the jacket midway  
between the inner  
edge and the left  
armhole seam, with  
the top of the  
holding bar on line  
with the second  
blind buttonhole.

Miniature Service  
Identification Badge-  
Centered between  
the lower point of  
the flap and the  
bottom of the  
pocket and midway  
between the two  
sides.

Notes:

## Digital Camouflage Utility- Marine Pattern (MARPAT)

- Cover
- Desert Blouse
- Desert Trousers
- Belt, MCMAP
- Boots, Tan
- Boot Bands
- Jacket, Gortex
- Gortex Insignia
- Gloves, Black
- Undershirt, Green
- Breast Insignia
- Collar Insignia

### Notes:



**Collar Insignia-**  
Centered between the top and bottom edge of the collar with the outer edge of the insignia one inch from the front edge of the collar.

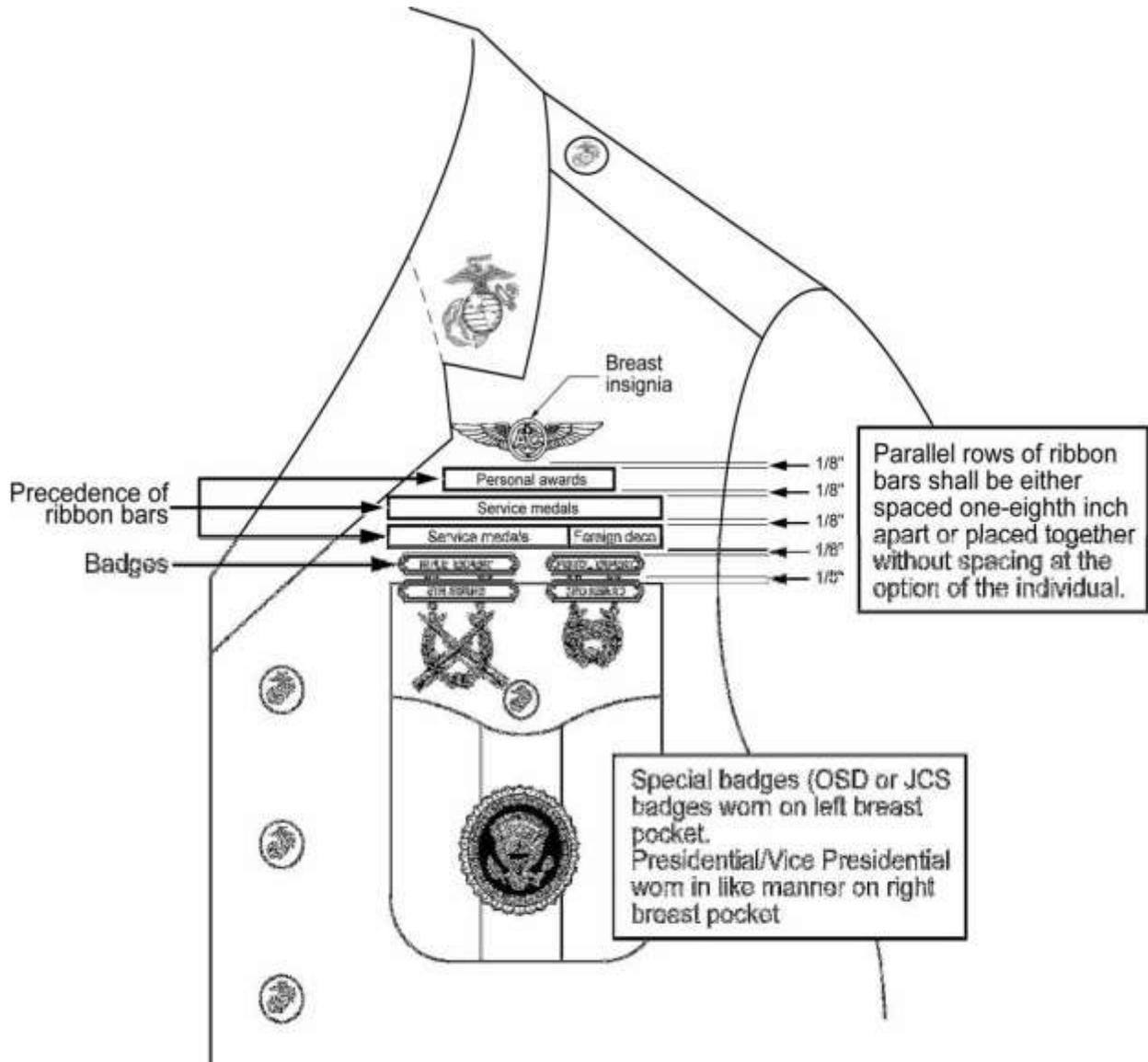
**Breast Insignia-1/8 Inch.** Bottom edge of the insignia will be centered over the pocket on a horizontal (parallel to the ground) line even with the highest point of the service tape.



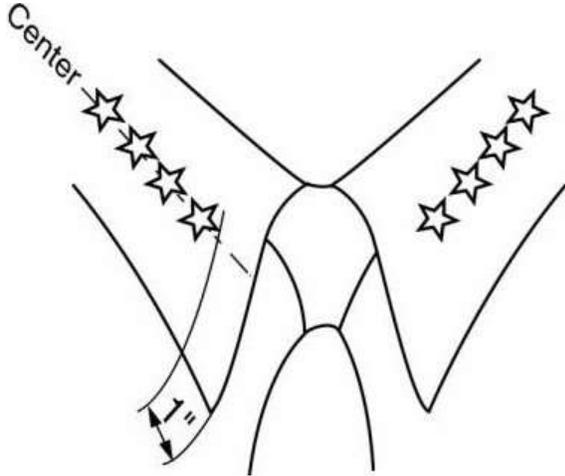
**Centered-Midway**  
between the two

#### 4. General Officer Uniform Regulations

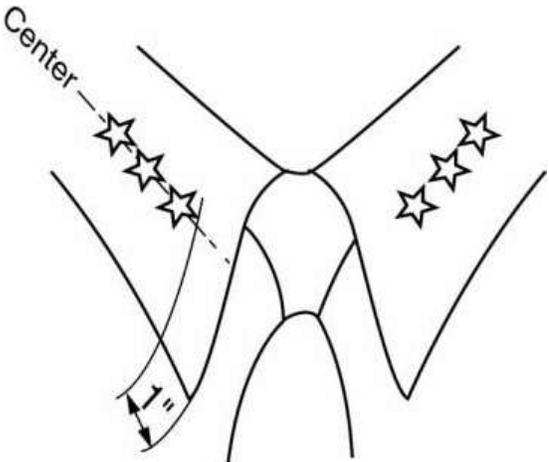
##### Ribbons



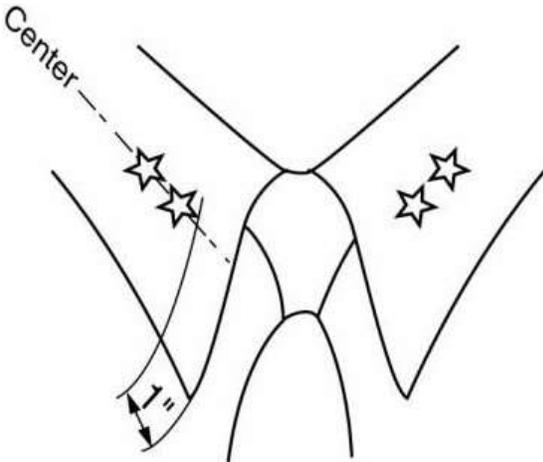
**Insignia**



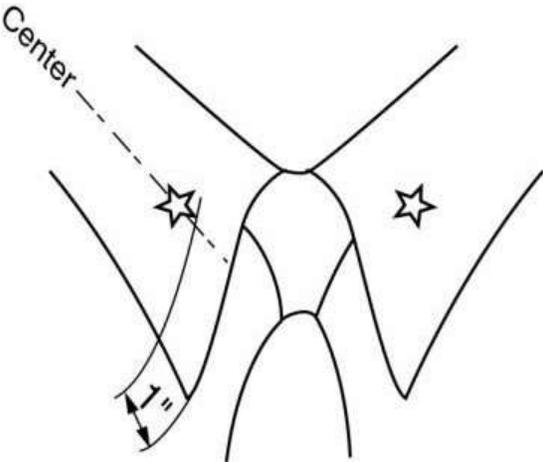
General



Lieutenant General

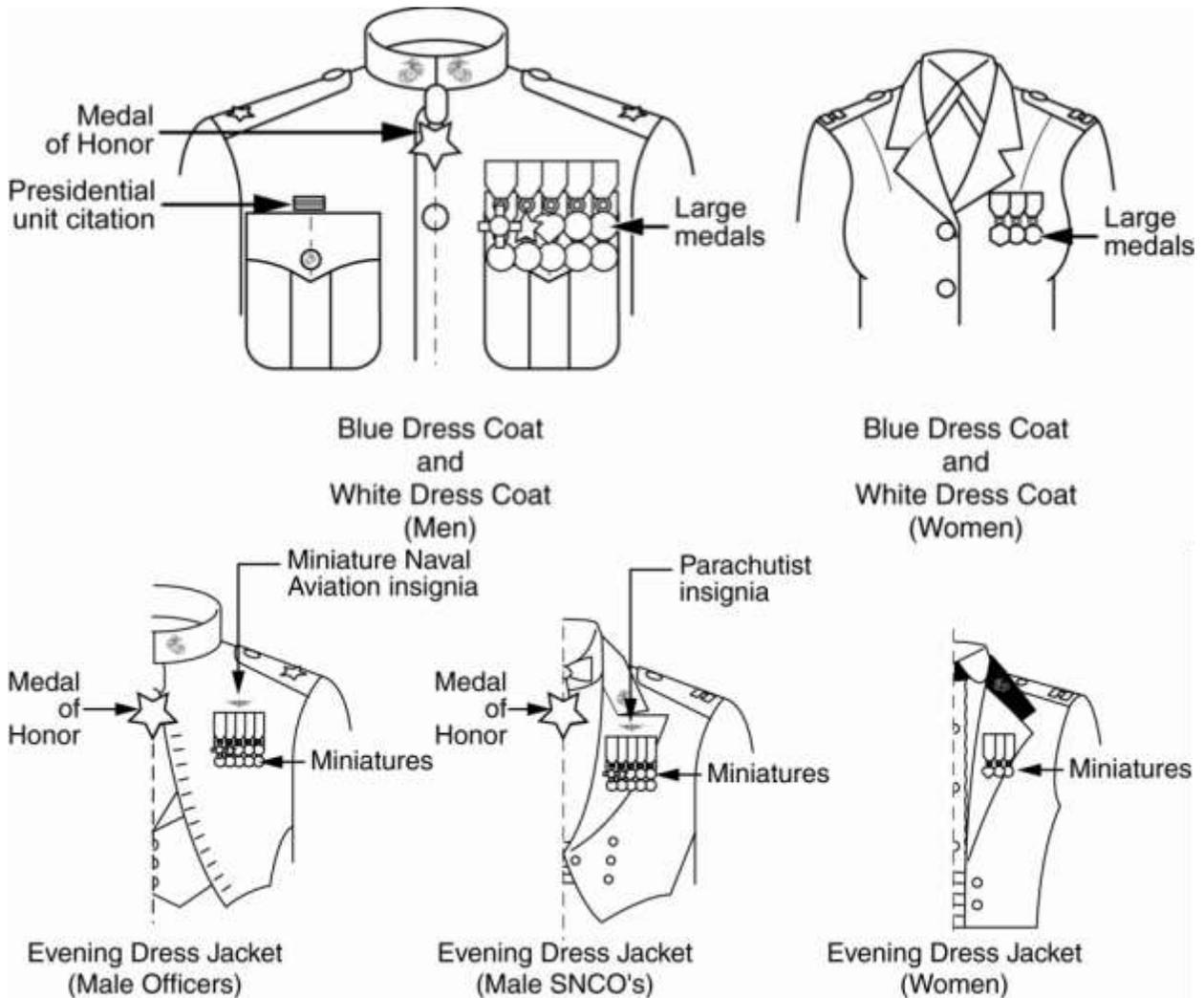


Major General



Brigadier General

**Medals Placement**



a. *Wearing Large Medals*

(1) More than One Row for Men

(a) The maximum width of the holding bar for large medals will be 5 1/2 inches, and the length of the medals from top of holding bar to bottom of medallions will be 3 1/4 inches.

(b) A maximum of four large medals side-by-side will fit on the maximum width of holding bar; however, a maximum of seven medals will fit on the holding bar if overlapped.

(c) The overlapping on each row will be equal (not to exceed 50 percent).

(d) The right or inboard medal will show in full.

(2) *More than One Row For Women*

(a) Women will wear no more than three large medals side-by-side on a single holding bar not to exceed 4 1/8 inches; however, a maximum of five medals will fit on the holding bar if overlapped.

(3) *Wearing Ribbon Bars with Large Medals*

(a) When large medals are worn, all unit citations and other ribbons with no medal authorized will be worn centered over the right breast pocket, the bottom edge of the lower row 1/8 inch above the top of the pocket.

(b) Women will wear these ribbons on the right side of the coat front in about the same vertical position as worn with dress "B" and service "A" uniforms.

(c) Ribbon bars are normally worn in rows of three in the order of precedence from the wearer's right to left and from top down.

b. *Wearing Miniature Medals*

(1) *Maximum Medals for Men*

(a) The maximum width of the holding bar for miniature medals will be 4 1/4 inches, and the length of the medals from the top of the holding bar to the bottom of medals will be 2 1/4 inches.

(b) A maximum of five miniature medals side by side will fit on a 3 5/8 inch holding bar; however, a maximum of 10 medals will fit on the holding bar if overlapped.

(c) The overlapping on each row will be equal (not to exceed 50 percent). The right or inboard medal will show in full.

c. *Maximum Medals for Women*

(1) The holding bar for miniature medals will be no wider than 2 3/4 inches.

(2) A maximum of four medals side-by-side will fit on this width holding bar; however, a maximum of eight medals will fit on the holding bar if overlapped.

(3) The overlapping on each row will be equal (not to exceed 50 percent). The right or inboard medal will show in full.

d. Placement of Medals for Men

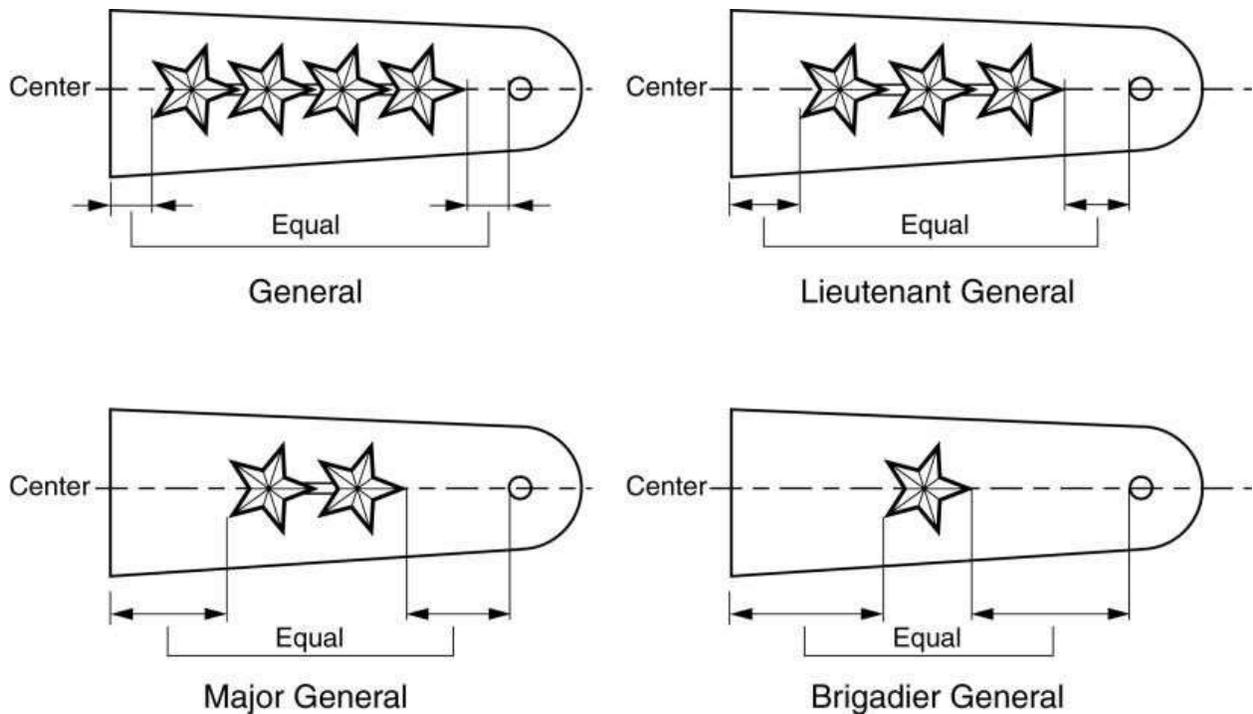
(1) On male officers' evening dress jackets, miniature medals will be centered on the left front panel of the jacket midway between the inner edge and the left armhole seam, with the top of the holding bar on line with the second blind buttonhole.

e. Placement of Medals for Women

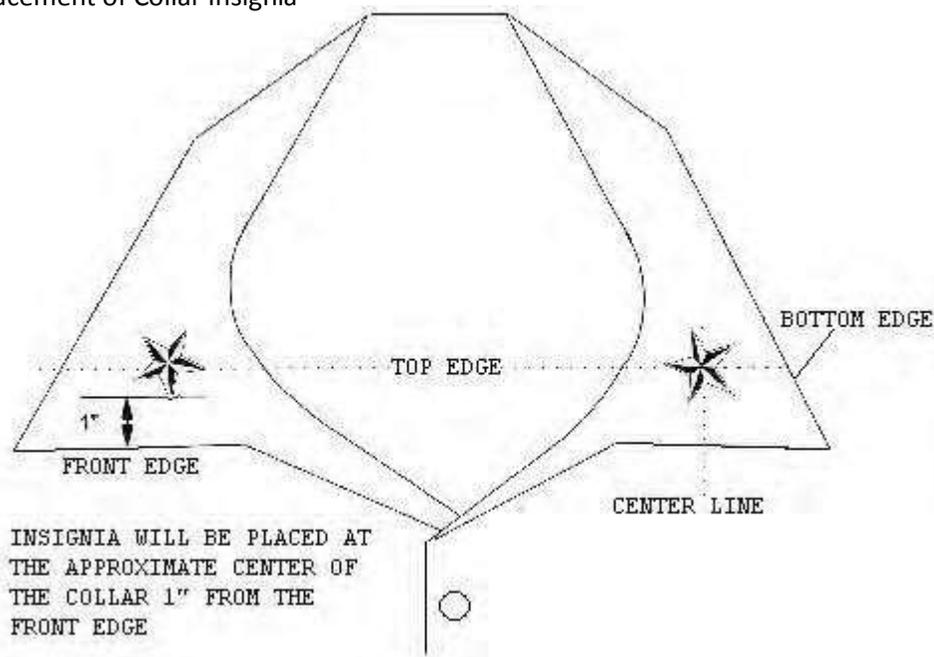
(1) On the women evening dress jacket, miniature medals will be placed centered on the left lapel with the top of the holding bar at the lapel's widest part.

(2) If regulation size holding bars will not fit centered on the lapel, medals may extend beyond the lapel's edge onto the jacket's left breast.

f. Shoulder Insignia



g. Placement of Collar Insignia



h. Badges

(1) The following badges are authorized to wear on Marine Corps uniforms:

- (a) Presidential Service Badge (PSB)
- (b) Vice-Presidential Service Badge (VPSB)
- (c) Office of the Secretary of Defense Identification Badge (OSD ID Badge)
- (d) Joint Chiefs of Staff Identification Badge (JCS ID Badge)

(e) Marines who have met established criteria for the permanent wear of these badges may wear them after detachment from qualifying duty.

i. Wearing of Badges

(1) No more than two service/identification badges will be worn on the same side of the uniform. When two badges are worn, they will be worn vertically aligned on the upper pocket or corresponding position on uniforms which do not have pockets in this position.

(2) On pockets which have flaps, these badges will be vertically centered between the lower point of the flap and bottom of the pocket, midway between the two sides.

(3) When both the PSB and VPSB are worn, the PSB will be uppermost. If both OSD and JCS badges are worn, the OSD will be uppermost. If an OSD or JCS badge is worn with a command identification device, the OSD/JCS badge will be uppermost.

j. Wearing of Badges on Women's Uniforms

(1) On women's coats and khaki shirts, the lower badge will be placed per the regulations for a single badge with the second badge worn centered 1/8 inch above the first.

(2) With women's uniforms, if the wear of two badges on the same side presents an unsatisfactory appearance or cannot be accommodated, only the badge of the current assignment will be worn.

k. Service Equivalent Uniform Worksheet

NAVY	MARINE CORPS	ARMY	AIR FORCE	COAST GUARD	WHEN WORN
<b>FORMAL AND DINNER DRESS UNIFORM</b>					
Formal Dress	Evening Dress	Blue Mess/ Evening Dress <sup>3</sup> Green Dress	Formal Dress	Formal Dress	Official formal evening functions, state occasions.
Dinner Dress Blue Jacket	Evening Dress Blue	Mess <sup>3</sup>	Mess Dress, Blue	Dinner Dress Blue Jacket	Social functions of general or official nature,
Dinner Dress White Jacket	Evening Dress White	Mess <sup>3</sup>	Mess Dress, Blue	Dinner Dress White Jacket	private formal dinners, dinner dances, club affairs.
Dinner Dress Blue	Dress Blue "A" <sup>4</sup>	Army Blue <sup>4</sup> (Bow Tie)	Service Dress	Dinner Dress Blue	Same as Dinner/Mess but less formal
Dinner Dress White	Dress Blue "A" <sup>4</sup>	Army White <sup>4</sup> (Bow Tie)		Dinner Dress White	Occasions requiring more formality than service uniforms but not bow tie.
<b>CEREMONIAL UNIFORMS</b>					
Full Dress Blue	Dress Blue "A" Or "B" 1/4	Army Green/ Army Blue <sup>4</sup>	Service Dress	Full Dress Blue	Parades, ceremonies, and reviews when special honors being paid to occasion, official visits of and
Full Dress White	Dress White "B"1/5 (summer only)	Army White <sup>4</sup>		Full Dress White	to United States and foreign officials as prescribed by USN Regulations.
	Dress Blue "B" <sup>1/4</sup>				
	Dress Blue-White "A"/"B" <sup>1/4</sup>				
<b>SERVICE UNIFORMS</b>					
Service Dress Blue	Class "B"	Class "A"	Service Dress	Service Dress Blue "A" or "B"	Business and informal social occasions as appropriate to local customs.
Service Dress White	Class "B"	Class "A"	Service Dress	Service Dress White	
Service Khaki	Class "C or D" <sup>2</sup>	Class "B"	Service Uniform	Tropical Blue Long	
Summer	Class "C or D" <sup>2</sup>	Class "B"	Service	Tropical Blue	

## 5. Trip Preparation/Marine Enlisted Aide Travel

- a. The ME should routinely attend calendar meetings and check the GO's itinerary to determine uniform, accessory, and clothing items required for the GO's travel.
- b. Always check with the GO for specific instructions by either preparing a packing list of the GO's approval or pack the day prior and leave it out for inspection.
- c. Staging Luggage. MEA may need to carry luggage to designated area for pick-up.
- d. Check GO in and out of lodging facilities in an effort to expedite the traveling process.
- e. Load aircraft with all luggage and gear prior to departure.
  - (a) The MEA may be required to travel with the assigned GO in support of official duties. When required, it is the responsibility of the MEA to work with the scheduler to ensure all arrangements are coordinated.
  - (b) Always check with the GO for specific instructions.
  - (c) Select Appropriate Uniforms and clothing required (consider weather and climate).
  - (d) Pack electrical adapters when traveling to a foreign country.
  - (e) Check availability and quality of comfort items to include towels, pillows, and bathroom items.
  - (f) Pack additional items, per GO's personal requests.
  - (g) Mark baggage with name cards to identify what baggage belongs to each traveler.



## 6. Overseas pre-deployment and deployment operations Travel Requirements

- a. Prior to deployment, the MEA will obtain as much information as possible pertaining to the support available at the deployed location.
- b. Equipment set-up of the general's office and quarters.
- c. Heating, water and electrical sources and wattage.
- d. Establish POCs, for subsistence supply Food Service Officers, (FSOs), or contractor and laundry facilities.
- e. Additional training may include Evasive Driving and Personal Security.
- f. Develop a list of essential Uniforms, clothing and personal equipment and after procurement check for serviceability and fit of those items.

## 7. Handy Marine Aide Tools For travel and use in Quarters

- a. Tweezers
- b. Utilized to adjust Ribbon device
- c. Pick up small objects and place in an orderly manner
- d. Exact-O Knife
- e. Cut cardboard for ribbon backings to support frogs
- f. Super Glue

**\*Note:** Paper clips, aide in securing uniform sleeves to prevent wrinkling. Extra hangers, while traveling never rely on the equipment that you think a hotel or lodge will provide. Bring additional hangers that are designed for specific uniform items/garments.

## Chapter 5

### Illustrative examples of Authorized/Unauthorized Duties

#### 1. Illustrative Examples of Authorized Use of Enlisted Aides

- a. The GO hosts a dinner at his or her military housing to be attended by the mayor and a representative of the local police department to discuss coordinating efforts to stem sexual assaults involving service members in the local community.
- b. The GO invites a local Congressman to his or her military housing for dinner following the Congressman's visit to the installation.
- c. The GO hosts a Service member wounded warrior recognition luncheon not associated with any charity or non-federal entity at his or her military housing to be attended by local dignitaries. The GO is unavailable to attend at the last minute, and the GO's spouse stands in for the GO at the event.
- d. The GO hosts a command breakfast at his or her military housing for subordinate commanders. An official briefing is conducted during the breakfast.
- e. The GO hosts a New Year's Day reception at his or her military housing for his or her subordinate officers, senior non-commissioned officers, and spouses. It is an annual event attended by Service personnel and considered to be a custom or tradition of the Service.
- f. The GO hosts an event at his or her military housing for the purpose of honoring arriving or departing members of the organization (e.g., hail and farewell). It is a regular event attended by Service personnel and considered to be a custom or tradition of the Service.
- g. The GO hosts a dinner at his or her military housing for senior officials from different services who are assigned to his or her installation and in the immediate area as a way to get to know each other and to informally discuss common military issues.
- h. The GO hosts an "ice-breaker" reception at his or her military housing for subordinate commanders and their spouses attending a commander conference.
- i. The GO hosts a Family Readiness Group meeting at his or her military housing for the purpose of distributing information about an upcoming deployment, ongoing deployment, or post-deployment/reintegration operation.
- j. The GO's spouse hosts a luncheon for the spouses of domestic or foreign dignitaries (or other prominent officials) who are meeting separately with the G/FO as

part of a QRE.

## 2. Illustrative Examples of Unauthorized Use of Enlisted Aides

- a. Pet care, personal services for family members (or guests) of the GO , maintenance/upkeep of POVs/recreational vehicles and/or sporting equipment, and personal services performed solely for the benefit of family members or unofficial guests.
- b. The GO hosts a birthday party for one of his or her children at his or her military housing.
- c. The GO's spouse arranges a bridge card game (or other social event) in his or her military housing to be attended by unit spouses.
- d. The GO hosts a barbeque (or other social event) at his or her military housing for his/her alma mater classmates, friends, or other personal guests.
- e. The GO hosts a football tailgate party at his or her military housing that is attended by his or her peers.
- f. The GO's spouse hosts a cocktail party at his or her military housing attended by prominent members of the installation and local community, which benefits a wounded warrior charity or other non-federal entity.

## Chapter 6

### Official Entertaining and Overall Planning of Hosted Events

#### 1. Official Entertaining and Overall Planning of Hosted Events

##### a. Entertaining and Planning

(1) MEAs provide subject matter expertise to the assigned GO in support of planning of events and other social functions that are associated with the assigned GO hosting and representational duties. Working in conjunction with the assigned GO/Spouse and Protocol Officer, details of the event will be planned and coordinated to ensure a successful event is conducted.



## 2. Event Planning

a. Items for consideration when planning an event (not all-inclusive):

(1) What type of function will be held? (Formal setting, private dinner, cocktail reception, luncheon, breakfast, barbecue, etc.)

(2) Where will the event be held? (GO Quarters, Base Club, Off Site), what dietary restrictions are there? (Vegetarian, Kosher, Known Allergies)

(3) What type of funding will be used? (ORF<sup>(1)</sup>, Personal Funds<sup>(2)</sup>, NAF)

(4) The Number of food items should be planned for the menu.

(5) Is this a Stand up Reception, plated or buffet set up?

(6) Are the available recipes reliable?

(7) What time of day will the function occur?

(8) How much time is allotted for service?

(9) How much time is required for food preparation and duties of house cleaning, uniform maintenance and military requirements?

(10) What is the event budget? (food, beverage, decorations, rental costs)

(11) What additional labor requirements may be necessary? (SSEC, Driver, Aide de Camp)

(12) Is the necessary gear required to support the event available?

(13) Table decorations (for example: centerpiece and candles).

(14) Drinks that will be served such as water, wine, or tea and coffee

(15) Takeaways' such as chocolates or truffles

(16) Ice sculpture or beverage fountain

(17) Experience and skill level of the hired help.

**\*Note:** The Protocol and the Legal offices determine eligibility of Official Representational Funds (ORF), not the MEA.

(a) Authorized Duties

1 Planning, preparation, arrangement, and conduct of QREs, such as receptions, parties, and dinners.

2 Purchasing, preparing, and serving food and beverages in the GO's assigned military housing for a qualifying representational event.

3 Assist in planning, preparation, arrangement, and conduct of official social functions and activities.

(b) Unauthorized Duties

1 Personal services performed solely for the benefit of family members or unofficial guests, including driving, shopping, running private errands, or laundry services.

2 Any form of caregiving for family members or personal guests of the GO.





### 3. Menu Planning

- a. Begin building a menu based on the GO's Likes and Dislikes before anything else.
- b. Create a menu based on products that you are confident that you have the ability to execute.
- c. Utilize a variety of cooking methods to show balance and provide a variety of cooking techniques (Sautee, braise, roast, fry, poach).
- d. Consider how your guest will go about eating each menu item. Food products should be easy to eat and not make a mess, this will only create an uncomfortable social atmosphere.
- e. Contrast and Simplicity are important for each menu item and will offer guests a

variety and balance of food groups. (Chicken, Pork, Beef, Seafood) (Variety of fresh vegetables)

f. Prepare meal for the GO for an evening meal as a practice run and consider all feedback to improve the planning of your menu for the social function that you are working on.

g. A simple, well balanced and well-prepared meal is preferable to one that is elaborate but poorly prepared.

h. Conduct a dry run.

i. Create photos or sketches of each Course.

j. Communicate your plans to the GO.

k. Be proactive with your plans.

l. Present a plan of action.

(1) Plating Presentation/SCHIFT

(a) S-shape

(b) C-color

(c) H-height

(d) I-items

(e) F-flavors

(f) T-Textures

(2) Time Management tips while preparing for a Meal Service.

(a) Assemble or gather your kitchen tools, materials and equipment.

(b) Assemble or gather all of your rations.

(c) Wash, trim, cut, prepare, and measure items.

(d) Pre-stage items on sheet pans, cover, label and store in refrigerator or freezer.

- (e) Preheat your oven.
- (f) Have recipes, sketches and photos available and complete.
- (g) Prepare a time line and plan of action for the day.



#### 4. Funding

a. There are two basic types of funds available to assist the Enlisted Aide in the performance of his/her duties.

- (1) Household Funds
- (2) Official Representation Funds (ORF)
  - (a) Official Representation Funds

(b) ORF is an appropriated fund that has been established to support the Commandant's official representational responsibilities. The fund is governed by SECNAVINST 7042.7. Its purpose is to maintain the standing and prestige of the United States and the Marine Corps.

#### b. DoD Policy

(1) ORF shall be used to host official receptions, dinners, and similar events, and to otherwise extend official courtesies to guests of the United States (U.S) and the DoD for the purpose of maintaining the standing and prestige of the U.S. and the DoD. Generally, such events are hosted and official courtesies extended for:

- (a) Civilian or military dignitaries and official foreign governments.
- (b) Senior U.S. Government officials.
- (c) Dignitaries and senior officials of state and local governments.

(d) Other distinguished and prominent citizens may include retired or former civilian or military officials of the Department who have made significant contributions to the U.S. or DoD.

(2) ORF shall not be used to pay for purely social events intended primarily for the entertainment or benefit of DoD officials and employees, their families, or personal guests; however, ORF may be used to pay for expenses for official courtesies that are minimally required to host those DoD officials listed at Appendix A when they are on official visits.

- (3) General
  - (a) Authorized guests shall include:

1 Distinguished citizens, military personnel, and government officials of foreign countries whose rank, position, function, or stature justifies official

entertainment.

2 Federal, state, county, and local officials such as the President and Vice President of the United States, Cabinet members, Members of Congress, state governors, and city mayors.

(b) Official courtesies shall include the cost of luncheons, dinners, receptions, and mementos. Only the IG, or an official designated in writing by the IG, may present gifts and mementos funded by ORFs.

(c) The following guidelines for ratios of DoD personnel (including spouses) to authorized guests will be observed:

1 In parties of less than 30 persons, a minimum of approximately 20 percent should be honored or distinguished guests and members of their party.

2 In parties of 30 or more persons, a minimum of approximately 50 percent should be honored or distinguished guests and members of their party.

(d) To the extent practicable, complete guest lists of proposed attendees to distinguish DoD personnel from those of the guest party shall be provided. Such lists shall be revised after the function has been held to show those in actual attendance. Approval of expenses is dependent upon meeting the ratios required.

(e) Payment Methods for MEA

- 1 Cash
- 2 Blank check
- 3 Pre-signed check
- 4 Credit Card
- 5 Debit Card

**\*Note:** Funding and disposition of funds is an integral part of any event planning. Knowing which source is funding a particular event and what restrictions are placed on those funds will directly influence the final product.

## 5. Delegation of Authority from GO to MEA

- a. To cash personal checks.

- b. To deposit funds into your personal/business account.
- c. To use his or her credit card.
- d. Issue you a debit card.
- e. It may be useful to have a Delegation of Authority letter already on file with the organizations you intend on doing business with (Exchange, Commissary, etc).
- f. It is highly recommended that you also have a letter of designation/authority or a memorandum for the record, signed by the GO authorizing you to utilize the items listed above.

g. Petty Cash/Personal Funds

(1) The GO and spouse will establish the amount of cash to be maintained in the quarter's petty cash fund. This money is for requirements such as laundry, dry cleaning, and related personal household items.

(2) Keep money in a secure lock box in a designated location. When requested by the GO to make specified purchases from petty cash, make a note of instructions given. Remove the appropriate amount from the cash box.

(3) Record essential information in a ledger or fill out required forms.

(4) Date of transaction.

(5) Items to be purchased.

(6) Amount of money taken from the box (withdrawal) to make purchases.

(7) Amount of money subtracted from the balance.

(8) Place change in the lock box and secure it.

(9) On a regular basis, count the cash in the lock box to ensure the ledger.

(10) Balance and the lock box monies are equal.

(11) Upon request from the general or his spouse, provide the current balance of the petty cash fund.

(12) Replenish petty cash fund upon instructions from the general.

h. Documentation of Funding

(1) You must maintain official records and receipts of expenditures for official events or functions, related to the GO's official duties. Record entries accurately in a ledger and annotate required forms to show proper use of funds.

(2) Spending funds from an official account must be approved by your local Protocol Office and reconciled by their designee immediately following (or at least by the next day) any event using those funds.

(3) Receipts must accompany the Official Entertainment Documentation Sheet.

(4) Receipts - Submit official expense records to designated office for accountability.

(5) Attach all originals, copies and receipts of purchases.

(6) Recheck all figures to ensure the receipt totals equal the total amount actually spent so that the balance to be turned in is accounted for.

(7) Assemble completed documents in logical order and annotate for clarification and justification as necessary.

(8) Forward documents to designated office or individual as required.

i. Determination of Purchases.

j. Shop to obtain the best value per cost ratio.

k. Shop by Brand Name (if requested by GO).

l. Generic products (on demand).

m. Shop only at predetermined locations (specialty) Recommended to shop at base commissary.

6. **Type of Event: Function or Service**

a. Type of Service

(1) Family Style. For this style of service, food is arranged in serving dishes, along with the use of serving utensils. The dishes are then placed on the dining table and diners serve themselves and then pass the dishes around the table until all diners have been served.

(2) American Style. This type of service is used in most restaurants. The main course plate is not part of the initial place setting. Instead, individual plates are prepared in the pantry or galley and placed before the seated diners.

b. Types of functions

(1) Brunch. A brunch is similar to any formal luncheon or dinner. It is usually served between 1000 and 1200, and consists of a combination of breakfast and lunch. Items typically found on a brunch menu consist of; ham, quiche, fruit compote, muffins or scones, sweet rolls or pastries, fruit juice, coffee or tea.

(2) Coffee Service

(a) Informal entertainment that is popular for spouses of a unit and held on a weekday.

(b) It provides an opportunity for spouses to get acquainted informally.

(c) A coffee is usually held between 1000 and 1130 and the menu is similar to breakfast. Items typically found at a coffee consist of Coffee, Tea, Punch, Pastries, and a variety of finger foods, fresh fruit platter, or a special dessert.

(3) Luncheon

(a) Most luncheons are official occasions frequently held in honor of a visiting dignitary at your base, post, or station.

(b) Luncheon usually starts between the hours of 1100 through 1300.

(c) Formal luncheons have three or four courses. (d) Informal luncheons can only have two courses.

(d) Refreshments are offered approximately 30 minutes before the meal is served.

(e) One wine is customarily served at the luncheon table if that is the desire of the host.

(f) Light wines are usually served at luncheons.

(g) Menus are simple, such as; quiche with a salad, salads and sandwiches, fruit, or a special.

(h) Dessert may be served.

(4) Tea

(a) A tea is a "get together" given to meet a house guest or a special Occasion.

(b) Teas for a few or many guest usually start at 1400. They may also be held at a time designated by the host; any time between the hours of noon and 1600 may be appropriate.

(c) The tea table is always covered with a lace or an elaborate cloth.

(d) The food served at a tea varies could consist of; tea, punch, dainty finger foods, sandwiches and small cakes, small rolls or biscuits filled with hot creamed chicken, small tarts, pastries, cake, nuts and mints.

(5) Formal Dinner

(a) Designate dinner partners and tables by seating charts or escort cards.

(b) Put name place cards on the tables.

(c) Serve several courses by servers.

(d) Serve hors d'oeuvres 1 hour prior to dinner or when guest arrives.

(e) Serve dinner between the hours of 1800 through 2000.

**\*Five Course Menu for a formal dinner (Example):**

1. Fish      2. Soup      3. Salad      4. Main course      5. Dessert

*Seared Bay Scallops w/ Grilled Corn Salsa and Polenta*

*Gingered Pumpkin Cream Soup W/ Gruyere Cheese*

*Shaved Fennel w/ Clover Honey Vinaigrette and  
Marinated Orange Segments*

*Dry Age Beef Tenderloin Medallion w/ Cognac Cream Sauce*

*Savory Butternut Squash Cake*

*Roasted Asparagues*

*Warm Apple Pie w/ Cinnamon Rum Sauce*

**\*Four Course Menu for a formal dinner (Example):**

1. Soup      2. Salad      3. Main course      4. Dessert

*Roasted Red Pepper and Tomato Bisque with Andouille Sausage and  
Corn Bread Croutons*

*Port Wine Poached Pear Mixed Green Salad  
with Shaved Parmesan Cheese and Balsamic Vinaigrette*

*Apple Lacquered Chilean Sea Bass*

*Savory Fennel-Butternut Squash Bread Pudding W/ Apple Buerre Blanc  
Sauce*

*Garlic Roasted Asparagus and Spaghetti Squash*

*Warm Mocha Chocolate Cake Roasted Banana Cream Crème*

*Anglaise Sauce*

**\*3 Course Menu for a formal dinner (Example):**

1. Soup or Salad
2. Main course
3. Dessert

*ixed Green Salad with Shaved Parmesan Cheese and Balsamic  
Vinaigrette*

*Kona Crusted Beef Tenderloin w/ Roasted Shallot Cognac  
Cream Sauce  
Pommes Duchess  
Sautéed Garlic Asparagus  
Clementine Melting Cake w/ Cre' me Anglaise*

(6) Buffet

(a) Although buffet service is listed under informal style service, it may also be used on formal occasions.

(b) For both formal and informal use, this type of service can be used when either space or serving personnel is limited and this is the preferred method of service to reduce workload.

(c) The food is attractively arranged on a serving table and the diners serve themselves.

(d) The buffet and dining table should be watched constantly by servers so items are replenished before they run out; also, to remove soiled dishes immediately after use.

(e) Upon the arrival of guests the buffet will require constant attention so it remains attractive for anyone desiring seconds.

(f) Buffet services can be utilized for a cocktail stand up reception, or the use of tables and chairs can be utilized to seat guests.

(g) If the dessert is to be served from the buffet table, the dessert and appropriate serving dishes should be arranged, otherwise, the dessert should be served at the table.

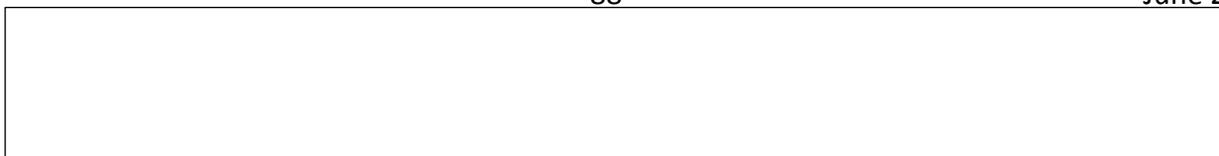
(7) Cocktail Receptions

- socially.
- (a) This is a type of function is used to entertain special guests, or just to visit socially.
  - (b) Cocktail receptions vary in size from a handful to many people.
  - (c) These receptions are customarily held during the evening hours.
  - (d) A variety of drinks service should be made available.
  - (e) Finger foods and heavy or light hors d'oeuvres may also be served.
  - (f) Ensure that within the first few minutes after the host greets a guest they are offered a beverage.
  - (g) Drinks may be served from a bar or passed around on a tray.
  - (h) Staff members will maintain constant service contact with the host for proper service and tempo guidance.
  - (i) Music should never be louder than normal conversation volume. Guest should never have to shout to those standing next to them.

(8) Reception

- (a) Formal and informal receptions are large functions held to honor individuals, couples, or groups. At formal receptions, such as the ones held by the General's, guests will generally go through a receiving line.
- (b) Food served at receptions is as simple or as elaborate as the host desires and the occasion requires. Food should be bite sized and easy to eat for all guests.
- (c) One room is usually set aside for food, but more rooms may be needed at large receptions.
- (d) Cocktail Reception are very similar and nature.

**\*Reception Menu Example:**



*Grilled Vegetable Platter w/ Herbed Greek Yogurt*  
*Assortment of Cheeses and Baked Apple Compote Brie w/ Assorted Crackers*

*Seasonal Fruit Arrangement*

*Spicy Beef and Vegetable Lumpia w/ Sweet and Sour Sauce*

*Sushi Display w/ Wasabi and fresh Pickled Ginger*

*Marinated Shrimp Vinaigrette*

*Caprese Skewers w/ Aged Balsamic Reduction*

*Caribbean BBQ Pork w/ Fresh Assortment of Baked Rolls*

*Asparagus wrapped in Spicy Capicola Ham*

*Pasta Station*

*Penne and Bow Tie Pasta*

*Sautéed Chicken w/ Garlic Herbed Alfredo Sauce*

*Italian Sausage w/ Marine Memorial Red Wine Marinara Sauce*

*Freshly Grated Asiago and Parmesan Cheese*

*Mango Cheesecake*

*Mini Pecan Pies*

*Raspberry Brownies*

*Beer, Wine, Soda*



c. Service/Tips

(1) Never reach across or present your forearm towards the seated guests face.

(2) Always consult with the GO and Protocol for any service preferences or variations.

(3) There are many methods for serving but the preferred method is for the server to remove the place settings from the table, two diners at a time, until the table is cleared and then begin serving, carrying two plates at one time.

(4) When using more than one server, one server starts meal service with the person to the right of the host and the other server starts with the person to the right of the hostess.

(5) When using two or more servers as a team, practice —mirror service- the identical serving style for each server.

(6) Serve food from the left.

(7) Never reach in front of the guest.

(8) Plan strategy in advance so service will run smoothly.

(9) Glasses should be filled or removed from the right to avoid reaching across or in front of the Guests.

(10) Use of a Charger – Normally the place setting should not be left empty while the rest of the table is being cleared unless it is the dessert course, so the base plate remains through the main course. Then the entire table is cleared to include salt and pepper shaker.

(11) Remove plates after each course, when all guests have finished eating, with approval of the host or hostess.

(12) One Server- For up to eight guests - Serve guest to the right of the host. Continue to serve counter clockwise around the table, serving the host last.

(13) Two Servers-For eight or more guests – Generally the first server will serve the guest at the right of the GO; second server will start with the guest of honor employing mirror service. Continue to serve counterclockwise around the table serving the host last.

## 7. Table Settings

### a. The basics

- (1) The basic rule in setting any table, formal or informal, is to avoid crowding.
- (2) There should be at least 24 inches of table space for each person when applicable (24 Inches is from plate center to plate center).
- (3) Flatware utensils 1 inch from the edge of the table.
- (4) Everything on the table must balance and be aligned with its matching pieces.
- (5) Place the centerpiece in the middle of the table and balance the other decorations around it.

### b. Table Decorations

- (1) Center Pieces will not distract guests when seated at the table, they will be appropriate in size and will not exceed guest eye level.
- (2) Fresh or artificial flowers may be used.



c. Formal Meal Service. The formal meal service is the most important of all the table arrangements. The Diagram below depicts the correct place setting for each course at a formal dinner.



d. Tray Service Setting

- (1) Photo (below, left) on the left is complete for full service.
- (2) Photo (below, right) on the right is set for stacking for large groups.



## 8. Setting a Bar

### a. Glasses

- (1) Pilsners -Tall and have a round pedestal for a base and used solely for beer.
- (2) Wine Glass- Usually tall and stemmed, the larger glasses are usually for red wine.
- (3) Highball- Tall, cylindrical, non-stemmed glass, for basic drinks (rum & coke, gin & tonic).
- (4) Rock Glass- Short with a wide rim and used for single order drinks on the rocks.
- (5) Snifter- Stemmed bowl used for drinks served neat

### b. Beverages

- (1) These items consist of, but are not limited to, liquor, wine, beer.

#### (a) Basic Liquor stock:

- 1 Whiskey-Crown Royal™
- 2 Scotch-single malt or blended such as Glen Fiddich or Chivas Regal™
- 3 Bourbon-Makers Mark™ or Jack Daniels™
- 4 Rum-light or dark such as Bacardi Superior™ or Myers Dark Rum™
- 5 Gin-Tanqueray™, Bombay Sapphire™ or Beefeaters™
- 6 Vodka-Smirnoff™, Stolichnaya™, Skyy™ or Absolute™
- 7 Tequila-Jose Cuervo, Patron

#### (b) Wines

- 1 Red wine should be stored at 55 degrees Fahrenheit.
- 2 Open red wines 30 min. prior to service, this allows the wine to breathe.

3 Red wine should be served at room temperature.

4 White and Blush wine should be served chilled.

5 Champagne should be chilled quickly in an ice bath

c. After Dinner Liquors

(1) Cognac such as Courvoisier™ or Remy Martin™

(2) Cordials such as Grand Marnier™, B&B (Bourbon & Benedictine) and Drambuie™

(3) Kahlua™, Bailey's Irish Cream™, Crème de Menthe™ and Frangelico™

(4) Port wine, Tawny port is stronger in flavor profile than regular.

d. Beer

(1) Beer should be placed in an ice chest and iced down at least 4 hours prior to the start of the function.

(2) A selection of Light and Full Bodied Brews should be considered.

e. Non-Alcoholic Beverages

(1) Sodas- Coke, Diet Coke, Sprite, etc

(2) Juices- Orange, grapefruit, cranberry, pineapple and tomato

(3) Club soda

(4) Tonic water

(5) Sparkling mineral water.

f. Well Stocked Bar Inventory

(1) Gin 1 Liter

(2) Scotch Whiskey 1 Liter

(3) Bourbon Whiskey 1 Liter

- (4) Vodka 1 Liter
- (5) Rum (light) 1 Liter
- (6) Rum (Dark) 1 Liter
- (7) Tequila 1 Liter
- (8) Vermouth (Sweet) 1 Bottle
- (9) Vermouth (Dry) 1 Bottle
- (10) Brandy 1 Bottle
- (11) Sherry (Dry) 1 Bottle
- (12) Sherry (Cream) 1 Bottle
- (13) Cordials 3 Bottles
- (14) Triple Sec 1 Bottle
- (15) Rose's Lime Juice 1 Bottle
- (16) Aromatic Bitters 1 Bottle
- (17) Grenadine 1 Bottle
- (18) Wine (White) 3 Bottles
- (19) Wine (Rose) 2 Bottles
- (20) Wine (Red) 3 Bottles
- (21) Wine (Port) 1 Bottle
- (22) Crème de menthe 1 Bottle

g. Garnishes

- (1) Garnishes are vital to flavor and eye appeal of the drink.
- (2) Kinds of garnishes:

(a) Lemon and lime wedges- Cut the lemon or lime in half lengthwise. Cut into  $\frac{1}{4}$  - inch slices and then cut those slices in half. Make sure you remove excessive seeds and labels from lemons and limes.

(b) Cocktail Onions and Olives

(c) Maraschinos Cherries

h. Maintenance and Service Items for bar

(1) Bar towels

(2) Trash cans

(3) Trash bags

(4) Beverage napkins

(5) Bar spoon

(6) Measuring devices

(7) Ice scoop

(8) Bottle opener, corkscrew and can opener

(9) Cocktail napkins

(10) Good supply of glasses

(11) Large cooler

i. Item Placement

(1) The trick to running a smooth bar operation is the placement of the items being used.

(2) Bar centered, but out of the congested area

(3) Tables directly behind the bar, but leave enough walking space

(4) Glasses wine glasses – On the top shelf inside the bar

(5) Highball on the second shelf inside the bar

- (6) Rock glasses next to the highball glasses inside the bar
- (7) Pilsners on the third shelf, inside the bar
- (8) Liquors placed on top of the bar, to the left or right
- (9) Wine decant into carafes, on top of the bar opposite the liquors
- (10) Beer placed in ice chest with ice, set on table behind the bar
- (11) Sodas placed on table behind the bar and place one can of each soda on the top of the bar to allow guest to see the selection
- (12) Juices, sodas- Place one of each on top of the bar and then place the extra supplies on the table behind the bar.
- (13) Garnishes placed on top the bar next to the liquor
- (14) Service Items placed on top the bar, in an area where they are accessible
- (15) Trash cans placed on both sides of the bar, with a tablecloth wrapped around it

j. Bar Equipment

(1) The list below is only a guide; items may be added or deleted to suite your needs.

- (2) Cocktail shaker with top Lemon-lime squeezer
- (3) Bottle opener Stainless-steel knife
- (4) Corkscrew Ice bucket
- (5) Set of ice tongs Long handled mixing spoon
- (6) Bar strainer Cutting board
- (7) Large mixing pitcher Coaster
- (8) Jigger (1 ½ ounces) Stirrers
- (9) Muddler (stir sticks) Napkins

## H. Bar Stemware



1. Fluted Whiskey or Shot glass

2. Cordial or Pony

3. Brandy

4. Red Wine

5. Martini or Cocktail

6. Sherry

7. Margarita

8. White Wine

9. High Ball

10. Rocks

11. Pilsner

12. Champagne

13. Hurricane

14. Beer Mug

- k. Clean up after event. After the services are complete and the guests are finished.

**\*Note:**

- Be advised that cleaning while guests are in attendance can be considered rude or give the wrong impression of the host.
- Remove all tableware to the appropriate area for washing, drying, and storing.
- Remove linens and napkins to the appropriate location to be laundered and stored.
- Store leftover food in appropriate containers.
- Wash, dry, and store tableware, serving dishes, pots, pans, and other equipment.
- Ensure that kitchen, dining, and serving areas are restored to a clean and orderly Manner.
- Reposition furniture to its original location.
- Sweep, vacuum, and mop serving area.

## Appendix I - References

The MCEAP is governed by multiple documents to ensure compliance with standing executive orders, DoD regulations and current legislation. Each of these documents is referenced in the glossary of this handbook. GO's assigned a MEA should be familiar with the contents of each order, specifically those listed below, to ensure proper use of assigned MEA.

### **DOD Instruction 1315.09 (series)**

Utilization of Enlisted Aide Personnel on Personal Staffs of GO and FO. Establishes policy and assigns responsibilities for the utilization of enlisted aides on personal staffs of GO/FOs.

### **DOD Directive 5500.7 (series)**

*Joint Ethics Regulations*

### **DOD Instruction 7250.13**

*Use of Appropriated Funds for Official Representation Purposes*

### **DOD Manual 4165.63**

*DOD Housing Management*

### **SECNAVINST 1306.2 (series)\***

*Utilization of Enlisted Aides on Personal Staffs*

### **SECNAVINST 7042.7K**

*Guidelines for Use of Official Representation Funds (ORF)*

### **OPNAV INSTRUCTION 1306.3 (series)\***

Utilization of Enlisted Personnel on Personal Staffs prescribes policies and promulgates guidance concerning the utilization of enlisted personnel assigned to duty in public quarters and on personal staffs of officers of the Navy and Marine Corps.

### **OPNAVINST 3710.7U (series)**

General Flight and Operating Instructions

### **MCO 1306.18A\***

MCEAP establishes policies and procedures for the MEA Program to ensure GOs are fully supported in their official tasks and enlisted aides are developed to their full potential.

### **MCO P1020.34G\***

*Marine Corps Uniform Regulations*

### **NAVMED P5010**

MCEAP assignment and Employment Policy

**NAVSUP P 486**

*Food Service Management*

**SECNAVINST 11101.73b**

General and Flag Officers' Quarters

**MCO 11000.22**

Marine Corps Housing Management Manual

**MCO 5110.6C**

Conduct of Marine Corps Unit Mail Rooms and Mail Distribution Centers

**MCO 1500.52D**

Marine Corps Water Survival Training Program (MCWSTP)

**MCO P10110.14**

Marine Corps Food Service and Subsistence Program

**Green Letter**

(General Officer Marine Corps Enlisted Aide Assignment and Employment Policy) publishes current MEA allocations within the Marine Corps.

**10 U.S.C. 981**

Limitation on number of enlisted aides

**10 U.S.C 7579**

Officers' Messes and Quarters: Limitations on Employment of Enlisted Members

**\*Note**-It is recommended that an assigned MEA maintain the latest copies of these orders/regulations and be familiar with its contents.

## Appendix II – Special Command Position

### 1. Special Command Position

a. A position designated by the Director of Administration and Management in accordance with DoD directive 5105.53 in which the incumbent is required to represent the interest of the United States in an official capacity involving foreign and or United States dignitaries of high governmental and military grade and outstanding members of business, industrial, labor, scientific, and academic communities.

(1) GO's of special command positions are entitled to residential housing with amenities appropriate to the level of official entertaining.

(2) These amenities include special allowances for items such as table linen, dishes, glassware, silver, and kitchen utensils.

(3) Contact Housing Office Representative for further questions and comments regarding the issue of these amenities.

(4) Public quarters assigned to general are historically the highest cost family housing units in the Department of the Navy inventory. They are also the most highly scrutinized at all levels of review. It is essential that all concerned levels of the chain of command exercise due care in the operation, repair, maintenance, and fiscal oversight of general and flag officer quarters. Expenditures incurred in the upkeep of these units must be valid and represent the most cost effective approach for repair and maintenance. To this end, a thorough and critical review and validation of all GO quarters budgets must be performed at all levels.

(5) Special Command Positions are designated by the Office of the Secretary of Defense (OSD) in accordance with reference (a). Department of Defense regulations.

(6) Furniture, household equipment, carpet (when not installed as part of the unit), draperies, and miscellaneous items procured under special authority.

(7) Family housing units, owned or leased by the Department of the Defense, that are designated for occupancy by general or flag officers (paygrades O-7 and above).

(8) Alterations, additions, expansions, and extensions of family housing, other real property, and supporting facilities.

(9) The periodic or scheduled work required to preserve real property facilities in such condition that they may be effectively used for their designated purpose.

(10) The restoration of a real property facility, system, or component to such a condition that it may be effectively used for its designated functional purpose.

**\*Note:** This information is provided excerpts from the SECNAV Inst 11101.

### Appendix III - Helpful Documents

\*Equipment List for Dinner Party

#### Daily Task List

Time	Typical Task List (case by case basis)
0700	<ul style="list-style-type: none"> <li>• Check-in with the General/Flag Officer either at the quarters or at the office</li> <li>• Breakfast for the General/Flag Officer</li> <li>• Check-in with the Aide-de-camp/Flag Aide at the office</li> <li>• Attend staff/calendar meeting</li> <li>• Physical Training</li> <li>• Attend Command Events/Training</li> </ul>
0900	<ul style="list-style-type: none"> <li>• Arrive at the quarters</li> <li>• Courtesy check-in with the General/Flag Officers spouse (consult and collaborate)</li> <li>• Update on status of any work orders or scheduled maintenance</li> <li>• Empty trash and garbage containers</li> </ul>
0915	<ul style="list-style-type: none"> <li>• Inspect the exterior of the quarters</li> <li>• Security lights and cameras</li> <li>• Downed trees or limbs</li> <li>• Any signs of intrusion</li> </ul>
0930	<ul style="list-style-type: none"> <li>• Commence cleaning of assigned areas</li> <li>• Neaten; put away newspapers, magazines, and similar items</li> <li>• Dust all furniture</li> <li>• Clean all bathrooms</li> <li>• Clean floors in high-use areas by sweeping, damp-mopping, or vacuuming</li> <li>• Uniform Maintenance (wash, dry, iron, assemble and hang up uniforms)</li> </ul>
1100	<ul style="list-style-type: none"> <li>• Prepare lunch if requested by the General/Flag Officer</li> <li>• Bring lunch to the office or prepare to serve at the quarters</li> </ul>
1300	<ul style="list-style-type: none"> <li>• Prepare dinner if requested and provide special instructions for later consumption</li> </ul>
1600	<ul style="list-style-type: none"> <li>• Clean and sanitize kitchen countertops</li> <li>• Empty dishwasher or wash dishes by hand and put away</li> <li>• Empty trash and garbage containers</li> <li>• Clean and sanitize prep and sink area</li> <li>• Sweep and mop the kitchen floor</li> </ul>
1700	<ul style="list-style-type: none"> <li>• Check-out with the General/Flag Officer, representative or spouse</li> </ul>

# FAMILY HEALTH INFORMATION

## General or Flag Officer

Chronic Health Conditions:

Any none Allergies:

Height:

Weight:

Hair Color:

Eye Color:

Blood Type:

Primary Physician:

Address:

Phone:

After Hours Contact Number:

Health Care Provider:

Address:

ID#

Phone Number:

Dietary Restrictions and Comments:


## Spouse

Chronic Health Conditions:

Allergies:

Height:

Hair Color:

Eye Color:

Blood Type:

Primary Physician:

Address:

Phone:

Answering Service Number:

Health Care Provider:

Address:

ID#

Phone Number:

Dietary Restrictions and Comments:

## Dependents

Chronic Health Conditions:

Allergies:

Height:

Weight:

Hair Color:

Eye Color:

Blood Type:

Primary Physician:

Address:

Phone:

After Hours Contact Number:

Health Care Provider:

Address:

ID#

Phone Number:

Dietary Restrictions and Comments:

## Guest

### Chronic Health Conditions:

Allergies:

Height:

Weight:

Hair Color:

Eye Color:

Blood Type:

Primary Physician:

Address:

Phone:

After Hours Contact Number:

Health Insurance Company:

Address:

ID#

Phone Number:

Dietary Restrictions and Comments:

**Personal Data Sheet**

The General or Flag Officer's DOB:

Spouse's Name:

Spouse's DOB:

Anniversary Date:

Names of Children, M/F and Birthdays:

Names of Pets, M/F, Type, Breed:

Any None Allergies:

Dietary Restrictions:

Favorite Foods:

Non-favorite foods:

Interests and Hobbies:

## QUICK REFERENCE NUMBERS

HQ OFFICE	DSN LINE
MAINTENANCE/WORK ORDERS:	
EMERGENCY WORK ORDERS: (AFTER DUTY HOURS)	
IT SUPPORT	
HOUSING OFFICE	
PROTOCOL	
LEGAL	
Enlisted Aide	
COMMISSARY	
EXCHANGE	
SHOPPETTE/MINI MART	
FLOWER SHOP	
DRY CLEANERS	
UNIFORM SHOP	
Quarters 1	
Quarters 1 FAX	
STU-III	
VOICE MAIL	

Main Office		
GO/FO	Office:	Cell:
Aide-de-Camp/Flag Aide	Office:	Cell: Fax: XO Office: Cell:
Flag Writer	Office:	Cell:
Secretary	Office:	Cell: Driver
	Cell:	
Protocol		
Chief of Protocol		
Event Coordinator		
<b>Other</b>		
Post Office		
Red Cross		
Housing Representative		
Cable Company		
Internet		
Phone		
Repair		
Base/Post		
Club		





# EXAMPLE

Continuity Book-Quarters  
Twelve

## Table of Contents

	Introduction to Quarters Twelve.....	1
1.	Daily Operations and Procedures of the Marine Enlisted Aide .....	2
2.	Quarters Maintenance.....	3
3.	Landscaping Requirements and frequency of tasks.....	4
4.	Cleaning Duties.....	5
5.	Weekly Cleaning/Maintenance Tasks.....	8
6.	Quarters Cleaning Checklists.....	8
7.	Quarters Furnishings.....	13
8.	Uniform Maintenance and Laundering.....	13
9.	Telephones in Quarters.....	13
10.	Menu Planning, Dietary Restrictions.....	14
11.	Shopping, Method of Payment and Recording Procedures.....	14
12.	Quarters Functions: Annual and or Recurring events.....	15
13.	Short and Long Term Planning for Quarters Twelve.....	15
14.	Manpower/Event Support/Food Service Equipment.....	15
15.	Food Service Equipment Inventory.....	16
16.	Pet Policy.....	17
17.	Marine Enlisted Aide Information.....	17
18	Contact list.....	18

## **Introduction to Quarters Twelve (Example)**

Quarters Twelve is a military historic residence that was built in 1901, the home has been reconstructed in many areas over the years. Quarters twelve is a Title Ten home which is located at Marine Barracks Washington, 8th and I Streets, inside a secure gated compound in Southeast Washington, D.C.

Quarters Twelve has approximately 4,000 square feet of living space to include four wood burning fire places, 6 bedrooms and 4 full bathrooms. All maintenance and repairs are facilitated through Marine Barracks Washington Maintenance personnel. The home is allocated one Marine Enlisted Aide (MEA) designated for the rank of E-7.

The main entertaining areas are located on the first floor. The MEA office area is located in the basement of the quarters. In the basement a full bath and uniform closet is available to the MEA for use during duty hours. The General Officers (GO) personal living areas are on the seconds and third deck of the quarters. The GO's is located on the second deck.

## 1. **Daily Operation and Procedures of the Marine Aide**

- a. MEA will enter from the basement entry point of the Quarters.
- b. Working hours start at 0800 Monday through Friday.
- c. MEA will enter from the basement entry point of the Quarters.
- d. No personnel will enter main floor of quarters before 0900.
- e. The MEA is expected to do their Physical Training before 0900.
- f. The MEA should check Emails, Daily Calendars and confirm appointments for the quarters before 0930.
- g. MEA will be in their uniform of the day and ready to work before 0930.
- h. Morning and Evening maintenance walk thru will be conducted daily.
- i. Check the daily log book for notes from the GO and Spouse.
- j. A record of all visitors to the quarters will include maintenance crew, communication personnel, etc., will be made in the daily log book to keep the GO and Spouse informed of what occurred in the Quarters.
  - (1) The daily log book is an effective way to communicate with the GO and spouse when they are away from the quarters.
- k. Ensure security of quarters at all times.

## 2. **Quarters Maintenance**

- a. Schedule all maintenance to include roof repairs, preventive maintenances, painting and plumbing issues and up keeping.
- b. Utilize guidance for properly submitting work request through USMC MAX.
  - (1) Program
  - (2) Be as specific as possible in locations of needed work for (EXAMPLE: Bldg. 80 room #214).
  - (3) Each different "TYPE" of work request requires separate documentation.
  - (4) PWC is structured with several different sections (plumbing, carpeting, electrical,

heating and cooling, etc).

(5) To ensure that your request is serviced properly. Please do not mix/combine the different types of work that is needed. Multiple items of the same category are welcome. For example: electrical outlet and lighting in the same room.

(6) All request are prioritized by the following factors: Funding, Man power, request justification, date of submittal, mission essential, and by guidance given from Public Works Officer, S-4 Officer, and the Commanding Officer.

c. Scheduling: MEA will work with GO to determine what day and time will work for them to do any repairs.

d. Escort: MEA will escort the maintenance personnel throughout the quarters as needed.

e. Recording: MEA will record date, time, the nature of the appointment, completion time, and details of the work from start to finish. This includes all communications over the phone, text and email.

(1) Annual Maintenance Requirements-

(a) Power wash exterior of home removing all dirt and debris-Command contracted.

(b) Wash Windows, Inside and outside to include interior window sills

(2) Semi Annual Requirements-

(a) Replace all 12 Air Filters with appropriate Size- Maintenance Dept.

(b) Spray for local insects and treat for any Rodents on the interior and exterior of quarters as needed. MEA /Command contracted as needed.

(3) Maintenance Budget-

(a) \$35,000 Maintenance threshold.

(b) Reference Marine Corps Housing Manual MCO P11000.22.

### **3. Landscaping Requirements and Frequency of Tasks**

a. MEA is Responsible for police calling the perimeter of the GO Quarters while ensuring a high state of cleanliness and orderly presentation of the grounds on a daily basis.

b. Grounds Marines will remove Leaves and debris on a daily basis if required.

c. Rupert Landscaping Company is contracted by the command to cut grass, pull weeds, maintain all flower beds and execute all landscaping on the grounds of Quarters Twelve.

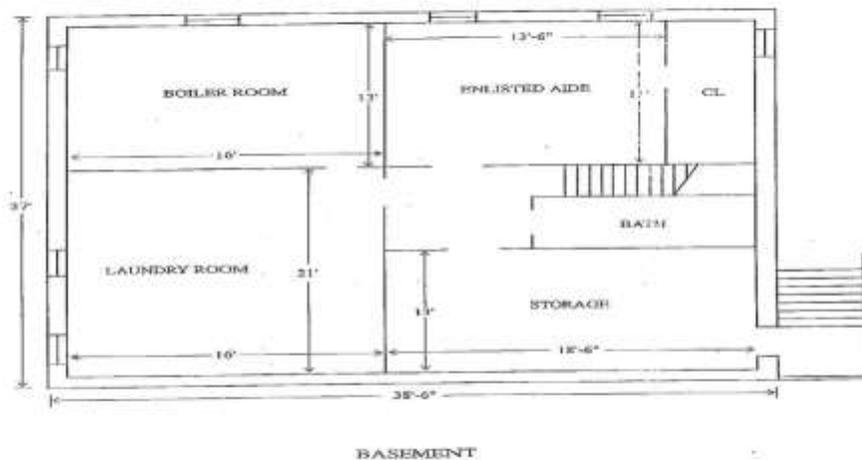
d. Plants will be planted in all flower beds on a semi-annual basis.

e. All plants will be selected by Quarters residents and placed in flowers beds by contractor.

#### 4. Cleaning Duties

a. Cleaning Zone

##### (1) Basement



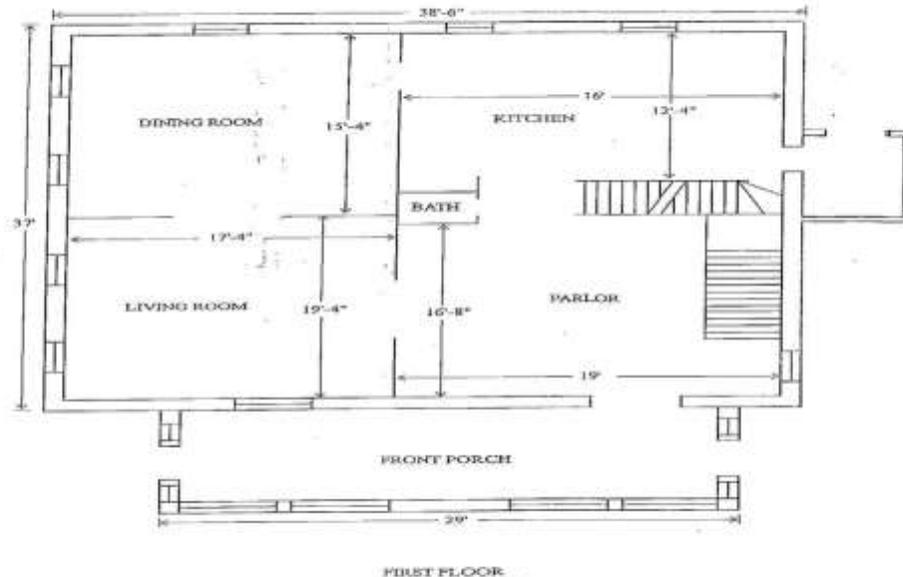
(2) **Marine Enlisted Aide Office.** Field day MEA office and bathroom must be cleaned and arranged neatly at the end of each day.

(3) **Boiler Room.** Ensure door is secured and all equipment is in order.

(4) **Laundry Room.** Clean Lint Traps and wipe out interior of washer and dryer.

b. Cleaning Zone 2

(1) **First Floor**



(2) **Kitchen.** Clean all appliances (stove, microwave, toasters, refrigerator, coffee pot etc.) Clean countertops, sinks, ventilation system, walls, cabinets, knickknacks and shine all stainless steel to include the faucets and sweep and mop the floor. Empty the dishwasher. Empty the trash can, clean it and replace the trash bag with a new one. Note: no water spots must be visible.

(3) **Dining Room.** Dust all furniture and wall decorations; clean the fireplace, mirrors, knickknacks, windows and curtains. Vacuum the rug and clean the wood floor to include under and behind furniture.

(4) **Living and Music rooms.** These two rooms are not being used daily. They are cleaned once a week and light dusting daily and fluff the couch cushions and pillows. Please refer to the weekly cleaning list for details. Check the piano daily. If the light is blinking red; you will need to dehumidify it by filling it with piano solution and water. The solution is in the cabinet in the laundry room. The rugs in these two rooms are fragile so clean them once a week with care.

(5) **Guest Restroom.** Clean the toilet to include the outside and behind. Do not forget the plumbing nobs behind it. Clean the sink, faucet, mirror, walls, baseboards, windows and blinds. Make sure you reset the curtain nice and neat. The curtain must be pleated straight and neat. Refold the toilet paper. Refill toilet paper as needed. Check hand sanitizer and towels and refill as needed. Fold the hand towels neatly. Empty the trash. Vacuum the rug, and comb the fringes straight. Sweep and

mop the floor.

(6) **Sunroom.** Wipe the dust off the plant leaves. Clean windows and blinds. Dust all furniture. Vacuum rugs and comb the fringes straight. Sweep and mop the floor.

(7) **Mud Room.** Clean windows, door, walls, base boards and blinds. Dust furniture, empty recycle bin and sweep and mop the floor.

(8) **Foyer.** Dust all wall decorations, furniture and knickknacks. Vacuum the carpet and clean the wood floor to include behind and under furniture.

(9) **Exterior/Outside:**

(a) Sweep all four exterior entrances (Right, left, front and basement).

(b) Shovel snow and put down fresh salt as needed to clear all entry points.

(c) Sweep all railings to include window bars. Check for spider webs and insects.

(d) Water plants, clean all the light fixtures.

(e) Clean all exterior windows and doors. Clean exterior railing, windows and doors with soapy warm water and dry to ensure that there are no visible water spots.

(f) Clean all outdoor furniture.

(g) Ensure GO cart is placed on the side of garden for future use.

(h) Sweep garage floor located inside compound.

5. **Weekly Cleaning/Maintenance Tasks**

a. Monday:

(1) Clean the entire house. Dust all furniture to include legs, bottom and behind furniture. Clean baseboards, doors and frames, window frames.

(2) Clean all knickknacks, appliances, fans and light fixtures, lamps and shades. Shake out dust out of curtains and sheers. Refold the pleats, make sure that all pleats are in 12 counts, and they set nice and neat.

(3) Sweep and mop the floor. Vacuum your way out of the rooms and make sure that there is no dirt or foot prints on the carpet.

(4) Shine all stainless steel and chrome fixtures and faucets. Clean and polish the wooden

doors. Clean under everything to include behind.

b. Tuesday:

(1) Polish all silver if needed. Clean both stairwells to include the two windows on the first landings.

(2) Dust the furniture and clean knickknacks located on the stairwell landing.

(3) Clean the railing with murphy soap and water.

(4) Clean all stairwell base boards and walls. Vacuum stairwell carpet and clean the exposed hard wood floors.

(5) Clean all wall lockers in the basement, clean out refrigerators and freezer.

c. Wednesday:

(1) Execute Standard Operating Procedures in the morning. Clean all trash cans and recycle bins to include outside trash bins.

d. Thursday:

(1) Execute Standard Operating Procedures in the morning. Clean all chandeliers. Clean oven and stove. Clean ventilation filters with hot soapy water.

(2) Check inside refrigerators and throw away anything that is expired or spoiled. Scrub outside floor mats and wash exterior windows and doors.

(3) Clean inside of pantry and wipe all items inside. Clean spice racks, arrange them alphabetically, from tall to short so that it is easier to find when needed. Clean all kitchen cabinets inside and out.

e. Friday:

(1) Execute Standard Operating Procedures in the morning. Clean and polish wood floors. Clean all blinds and windows of the house.

(2) Check rugs and wash them if needed. Wash all cleaning rags, fold and put them away neatly. Check staple items and make a shopping list for next week.

(3) Make sure that mop heads are bleached, cleaned and put away for the weekend. Field day Marine Aide office and bathroom it must be cleaned and arranged neatly at the end of each day.

**\*Note:** Keep in mind that MEA's do not dwell in the home and as a sign of respect to the GO

and spouse you must treat your working area like you would for the entertaining areas. Do not change their arrangement or setting of anything that belongs to the GO in the quarters. For example if the knickknacks are staggered, keep it that way. Clean underneath and put them back. If they have their utensils in a certain drawer it is your responsibility to keep it that way.

6. **Quarters Cleaning Checklist**

Weekly \_\_\_\_\_

<b>Cleaning tasks</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
<b>Entire house</b>	<b>Check When Completed</b>				
Dust					
Vacuum floors and baseboards					
Polish hardwood or tile floors					
Wash windows and walls					
Dust and clean all frames in the house and also door window tops					
<b>Kitchen (Daily)</b>					
Sweep and Mob the floor					
Clean and disinfect countertops					
Wash the cabinets, appliances (fridge, oven, stovetop, range hood, inside the microwave)					
Scrub the sinks, walls and shine faucets					
Clean mudroom to include all windows, doors and blinds in both rooms					

<b>Bathroom (Daily)</b>					
Clean sinks,					
backsplashes and mirrors,					
Scrub the toilet					
Wash the floor/shake out bathmats					
Polish chrome, Clean Windows and ensure curtain is set nice and neat					
Empty wastebasket					
Put out fresh towels					
<b>Dining Room (Daily)</b>					
Dust all furniture, to include all legs and ledges.					
Dust and Clean fire place.					
Clean windows and blinds to include all ledges and grooves.					
Clean chandelier once a week.					
Make sure curtains are folded by the crease.	—				
Dust and mop wood floor, vacuum rug.					
<b>Sunroom</b>					
Dust all furniture to include legs,					
Clean Windows and blinds and baseboard, fans					

Sweep and swap floor, vacuum rugs/fringes are straight					
Polish the wooden door between Sunroom and Foyer					
<b>Foyer</b>					
Dust all Furniture in Foyer and Landings					
Clean Chandelier and base boards					
Clean railings and stairs, clean windows on both landings to include blinds and curtains					
Vacuum rugs and stairs, clean wood floor					
<b>Living and Music Rooms</b>					
Clean all furniture; fluff the coach cushions and pillows					
Arrange all reading materials (straight and aligned)					
Clean all windows and blinds					
Clean both fireplaces to include the glass and screens					
Clean the piano and bench					
Clean floors and rugs					

<b>Basement</b>					
Clean laundry room to include washer, dryer, sink, and table					
Wipe down all wall lockers					
Clean refrigerators and freezer; dust all shelves and vents					
Clean all windows and doors					
Wipe down all office equipment and furniture excluding the EA office space					
Clean bathroom, sweep and mop floors and stairs					
<b>Outdoors</b>					
Clean entrance windows and doors					
Clean all railings and also sweep away cobwebs					
Sweep courtyard and steps, to include basement entrance					
Wash trash cans and recycle bins weekly					
Check and clean the grill weekly					
Inspect and replace outdoor lighting					

**7. Quarters Furnishing**

- a. All government furnishings China and silver in these quarters is recorded and signed by the

MEA through Supply.

b. The furnishing binder is located in the MEA's which contains a list of furniture that belongs to Quarters Twelve, to include replacement cost and photos. This binder will eliminate all error when it comes time to separate personal property from government property.

c. Replacement Items: Submit an operation purchasing request to post supply.

d. Repair: Submit a work request to Maintenance by utilizing the USMC MAX link.

e. Cost: All repair and replacement will be deducted from the Operations and maintenance budget for the fiscal year.

## **8. Uniform Maintenance and Laundering**

a. Communicate with GO directly pertaining to uniform requirements.

b. MEA will work with the Aide de Camp to track GO's schedule for all uniform requirements.

c. Fully prepared Uniforms will be hung on second deck Uniform closet for GO to receive and wear.

d. Uniforms that require maintenance, dry cleaning and preparation will be placed in MEA office in laundry basket by the GO after use.

e. Preparation of all Uniforms will be done two to three days in advance if the schedule will allow.

f. Uniform Checklists will be utilized for all uniforms prepared.

g. All uniforms will be prepared first thing in the morning.

h. The Navy Yard Cleaners will be utilized for all dry cleaning by GO.

i. Petty Cash will be used to pay for all Dry Cleaning.

j. The Uniform Shop will be utilized for tailoring and alterations of the GO's uniforms.

## **9. Telephones in Quarters**

a. The Quarters have both Government and Commercial Phone lines.

b. The government telephones are for official business only.

c. Any toll or long distance charges made to the government telephones must be certified as official calls.

d. Residents are responsible for all personal phone bills and problems associated with the commercial phone line.

e. Secured communication requirements and service is obtained through Headquarters Marine Corps.

f. For any issues pertaining to telephone communication contact the G-6.

#### 10. **Menu planning and dietary preferences**

a. Dinner will be prepared by MEA on Monday and Friday Evening. A dinner meal will be prepared based on the Likes and Dislikes of the GO. The dinner will be plated and left with simple heating/handling instructions for GO.

(1) GO Food (Preferences) Likes:

(a) Chicken

(b) Beef

(c) Fresh Vegetables

(d) All types of Salad

(e) Cranberry Juice

(2) Dislikes:

(a) Lamb

(b) Veal

(c) Egg Plant

(d) Sprite

(e) Red Wine

(f) All Menus in support of QRE's will be approved by the GO.

## 11. Shopping, Method of Payment and Recording Procedures

- a. The only shopping that will be done by MEA will be done in direct support of all Qualifying Representational Event (QRE) and in direct support of the GO's official duties.
- b. All shopping will be done with a government vehicle.
- c. Ensure all money in petty cash is recorded and accounted using proper accounting document. Request more funds through the GO via Email or in the Daily log book.
- d. MEA is an Official Government Card Holder.
- e. Maintain records of all official and Non-Appropriated fund purchases.

**\*Note:** Recommended shopping locations:

Bolling Commissary-Maryland  
Ft Myer/Henderson Hall Commissary-Virginia  
Harris Teeter-Washington DC  
Vineyard-Ft Myer/Henderson Hall  
Restaurant Depot-Virginia

Keeney Produce  
3310 75th Ave, Landover, MD 20785  
(301) 772-3333

Metro Meat and Seafood  
Jesse Rehurt  
(604) 567-3457

Springfield Butcher  
Ron Holcomb (406) 896-4578

Brook Florist Jim Kelley  
(604) 567-345

## 12. Quarters Functions; Annual and or Recurring QREs

- a. Two Friday Evening MBW Parade Receptions - Marine Family Garden
  - (1) 200 Guests
  - (2) Buffet Reception Menu
  - (3) \$XX.XX ORF budget
- b. Defense Minister Visit-Quarters Twelve
  - (1) 50 Guests

- (2) Sit down Formal Dinner
- (3) Four Course Menu
- (4) \$XX per Guest ORF Budget

13. Short and long term planning for Quarters Twelve

a. Short Term

(1) Replace Dish Washer and all piping that connects to the unit. These pipes continue to leak in unknown areas (2-4 weeks).

(2) The wall to wall carpeting on the second deck is 10 years old and is due to be replaced. The Command procures new carpet with the Military Housing Carpet maintenance funds (3-6 Months).

(3) Purchase table cloths for entertainment purposes. (2-4 weeks)

b. Long Term

(1) Replace two front bay windows in the dining room on first floor. These windows have been showing signs of cracking and tend to leak from time to time when it rains hard (1 Year).

(2) Replace Cement stairs in the front of the house. These stairs are over 30 years old and are showing visual signs of damage and cracking. 3 contractors have come out to the Quarters to inspect the work load and will be providing estimates that will be submitted to the S-4 for further evaluation of work (1-2 years).

14. Manpower/QRE Support/Food Service Equipment.

a. Train personnel in their preparation to become useful by providing on the job training of Marines that are attached to the command, 3381 Food Service Marines.

b. The MCEAP is in direct support of all GO QRE's. Submit all requests with the SNCOIC with the amount of support that the QRE may require.

c. The MCEAP is able to issue event equipment and store some items.

15. Food Service Equipment Inventory

a. China

(1) 12 Gold Rimmed Entrée Plates

- (2) 14 Gold Rimmed Salad Plates
- (3) 13 Gold Rimmed Soup Bowls w/ Liner
- (4) 22 Blue Entrée Plates

b. Chaffers

- (1) 4 Round w/ Gold Border
- (2) 3 Square w/ Gold Border
- (3) 2 Rectangle

c. Napkins

- (1) 35 Burgundy Damask
- (2) 22 Light Blue Damask

d. Glasses

- (1) 45 Water
- (2) 35 Red Wine
- (3) 29 White Wine

e. Silverware

- (1) 24 Entree Forks
- (2) 35 Salad Forks
- (3) 38 Spoons
- (4) 22 Bread and Butter Knives
- (5) 31 Entrée Knives

16. Pet Policy

a. Quarter's residents are authorized to house their domesticated pets such dogs and cats, as well as rabbits, domestic ferrets, amphibians, fish, and birds.

b. Dog and cats must be vaccinated against rabies by the time they are four months old.

c. Pet owners will keep dogs and cats within quarters or adjoining fenced yards. Pets are not permitted to roam free and unattended. During walking or exercising, dogs will be kept on a leash or accompanied by and under positive voice/hand control of a responsible person.

d. Residents must remove and properly dispose of all animal waste created by their pets. Residents must not allow their animal to create a noise nuisance through loud, excessive or continuous barking.

e. Residents are responsible for any and all damage in and around their quarters that is caused by their pets.

#### 17. Marine Enlisted Aide Information

a. Every Tuesday of each week at 1300 to 1600 is utilized for personal admin and PME.

b. MEA will report to Command Morning Report for accountability purposes.

c. MEA is exempt from rifle range at current command, but is encouraged to request available rifle range quotas.

d. The Command has many USO volunteer opportunities on an annual basis.

e. The Eastern Market is a great resource for fresh produce and meats.

f. The Quarter currently does not have any Table Clothes for entertaining purposes.

g. Available parking for all MEA will be at the Annex Parking Garage. A DoD Decal is required for all POV's as well as registration with PMO to utilize the parking facility.

h. MEA CAC will must be screened and programed to be able to gain access into the compound.

18. Contact List

<b>Last Name</b>	<b>First Name</b>	<b>Home Phone</b>	<b>Mobile Phone</b>	<b>Position</b>
Dingles	Jim	203-813-5696	707-589-2679	SNCOIC MCEAP
Horn	Nick	671-879-8936	858-569-2587	Maintenance Chief
Roles	John	458-698-2689	969-585-2578	Duty Maintenance
White	Good	698-544-9652	587-987-8578	Grounds
Thomas	Ron	568-987-2565	658-985-4587	Aide De Camp
Rollins	Grant	544-965-8965	546-985-5896	Supply
Rena	Jenny	654-878-2587	857-544-9875	GO Office
Jackson	Sarah	103-897-4568	103-897-2589	Florist

## Appendix V - Glossary

### **Definitions**

These terms and associated definitions are for the purpose of providing clarification to how they are used in this manual. These definitions are pulled from the current Department of Defense Instruction that addresses the 'Utilization of Enlisted Aides Personnel on Personal Staffs of G/FO.

### ***Military Housing***

DoD housing and privatized housing (in accordance with the definition in DoD 4163.63-M).

### **Military Housing**

DoD housing and privatized housing

### **Substantive**

Substantial or essential

### ***Off Duty***

Any period of time when an enlisted aide is not regularly scheduled to perform authorized duties.

### ***Official Representational Duties***

Those assigned duties and responsibilities that serve to uphold the standing and prestige of the United States and the DoD through the extension of official courtesies to authorized officials and dignitaries of the United States and foreign countries as set forth in DoD Instruction 7250.13.

### ***Qualifying Representational Event***

In event hosted by a G/FO that primarily serves to further the mission of the agency. The event must be substantively related to the official performance of the GOs military and official assigned duties and responsibilities, including representational duties associated with the GOs assigned position. This includes events that provide opportunities for personal interactions beyond routine day-to-day work interactions which typically occur outside of normal working hours; and, other than the use of enlisted aides, may not normally involve expenditure of government funds.

An event that is not substantively related to the G/FO's assigned duties or responsibilities or that contributes primarily to the personal benefit of the G/FO or his or her family is not a qualifying representational event.

The following factors may be considered in determining whether an event is a qualifying representational event. Not all factors need to be present; nor should any single factor alone be conclusive.

The event is intended to improve morale, promote esprit de corps, and develop inter-personal relationships among command members and their families.

The event is attended by dignitaries, civic or community leaders, or senior military personnel as invitees.

The event is one that G/FOs customarily or traditionally host as part of their G/FO duties.

The event is held at the G/FO's military housing or other government locations.